

Dear All

ROWLANDS PHARMACY, FLANSHAM PARK HEALTH CENTRE, 109 FLANSHAM ROAD, FELPHAM.

As you are already aware, both the pharmacy and surgery mentioned above are being inundated with telephone calls. So, to try and assist them one of our residents (who works at the surgery) has kindly agreed with Rowlands to act as a central collection point for prescriptions for the Estate.

This will have the dual benefit of taking pressure off the pharmacy and reduce the exposure times for our residents and will be a big help to the Pharmacy.

We can ONLY collect repeat prescriptions or one-off prescriptions for the over 60s and people who receive free or prepaid prescriptions. The proposed system would work as follows and covers "one off" and "repeat" prescriptions (including using the white part of the form and on line ordering): -

TYPE OF PRESCRIPTION	ACTION BY RESIDENT
A one-off prescription request that has been emailed by your doctor to the pharmacy.	You can email your prescription request collection to your Road Rep, giving your name, address, date of birth and Rowlands Pharmacy
Repeat Prescriptions – which you normally collect direct from Rowlands	A minimum of 4 days before, email your repeat prescription request to your Road Rep, including your name, address, date of birth, Rowlands Pharmacy and which medications are required. If you regularly collect the same medication each month, then you only need to give name, address, date of birth and Rowlands Pharmacy.
Repeat Prescriptions – using 'white part of the prescription form'	Contact your Road Rep who will advise you either to deliver it to the Road Rep or nominated volunteer. They may also arrange to collect it from you. On occasions you may be asked to deliver the request direct to the surgery. It will depend on the circumstances at the time.
Repeat Prescriptions - online ordering system	Use the online system to place your order. Then email your Road Representative to let them know, including your name, address, date of birth and Rowlands Pharmacy.

It is understood currently the wait for a routine prescription is **4** days. **Should you require anything urgently please make this known to the road rep or volunteer.**

Please be assured that confidentiality will be upheld.

FURTHER ACTIONS:

1. **Road Rep or volunteer** – will collate a list for your road from the emails, the white part of the prescriptions, any personally delivered requests and arrange for delivery to the resident who works at the surgery.

2. **Collection and Delivery** - When your prescriptions are ready for collection, they will be delivered to a central point and your road representative will deliver or arrange for their delivery to your home.

3. **Queries** - Any queries over the medication that has been delivered, please contact Rowlands Pharmacy or the surgery direct. The Road Rep and our resident cannot be responsible for dealing with any queries or mix ups. Please be assured that confidentiality will be upheld.

4. **Example of email**

To: Road Rep
From: Beyonce Jones
Subject: Repeat Prescription Request - Rowlands

Dear Road Rep

Please arrange for the following repeat prescription:
Beyonce Jones
100, East Close, PO22 7RS
DOB 1.4.1999

Smarties – 10mg
Mars Bars – 3
Maltezers 150mg

Rowlands Pharmacy- prescription due 4.4.20

OR

To: Road Rep
From: Beyonce Jones
Subject: Repeat Prescription Request - Rowlands

Dear Road Rep

Please arrange for my regular repeat prescription to be collected:
Beyonce Jones
100, East Close, PO22 7RS
DOB 1.4.1999

Rowlands Pharmacy - prescription due 4.4.20