

## Frequently Asked Questions – Medications Request and Deliveries

### Why has my repeat prescription been issued for 2 months?

All prescription requests received after the 24<sup>th</sup> March 2020 will be issued for 2 months. This is to reduce the need for patients to attend the practice to request their prescription and potentially exposing themselves to the virus.

If you require an additional prescription for a medication that is not on your repeat prescription then you can request it in the normal way; by handing in a paper request, through our online service or by emailing [prescriptionrequests.northbrink@nhs.net](mailto:prescriptionrequests.northbrink@nhs.net).

### Is my prescription ready to be collected?

Please allow at least 3 working days for collection from the dispensary, and at least 5 working days for collection from a pharmacy. If you are needing your prescription before this time then you can call your Pharmacy direct to check if they have dispensed your medication **BUT** wherever possible, please allow the advised time.

### Can my prescription be delivered?

During the COVID-19 virus pandemic we are taking additional deliveries to ensure the safety of our staff and patients. If you are a dispensing patient, require a delivery and have no one else to collect it for you then please inform us the next time you request your medication. Due to the high demand at the moment we cannot guarantee a specific day so ensure that your request is made early and that **ALL** medication that is required is requested at once to avoid unnecessary duplicate deliveries.

If you are a pharmacy patient and would like a delivery then please speak to your local pharmacy. Alternatively the local parish council is also operating a delivery service and is able to deliver to patients residing in Wisbech St Mary, Guyhirn, Murrow, Parson Drove, Tholomas Drive and Thorney Toll. For more information please contact Gavin Booth on 01945 701157 or alternatively email [gavin.booth@virgin.net](mailto:gavin.booth@virgin.net).

**One of my medications is missing, where is it?**

Please ensure that you remember to order what you need as we will only issue what was requested if you have this item each month. If an item is missed then you will need to put another request through.

Please note that when you put your order in, please request what you need for the whole month to ensure that items will not be missed for your collection or delivery. Items issued separately will be made up and put in a separate bag.