

North Brink Practice Delivery Criteria as of August 2020

North Brink Practice dispensary delivery service as of August 2020 following the Covid-19 pandemic.

The criteria is as set out below:

1. Patient must be a dispensing patient.
2. Patient must have regular repeat prescriptions.
3. Can only be delivered if patient has no friend/relative/neighbour who can collect on the patient's behalf.
4. Housebound.
5. Aged 75 years or over.

OR

6. Under 75 years and housebound or suffering with physically/mentally disabilities.
7. Has a family member who meets the criteria for delivery where the dispensary would be delivering medications to the same address.

Please be aware that the dispensary will only deliver medication to the patient on the dates detailed on the delivery schedule and that the patient must be at home to receive their delivery. If an attempt to deliver the medication is made and the medication is returned, the following steps will be taken:

1st failed delivery: - Patient will be contacted and if there is no valid reason for the missed delivery, the patient will be advised that if they have 3 failed deliveries, the dispensary will no longer send out their medication.

2nd failed delivery: - Patient will be contacted and if there is no valid reason for the missed delivery, the patient will be advised that if the dispensary are unable to deliver again, then they will no longer send out their medication.

3rd failed delivery: – Patient will be informed that there has been 3 failed deliveries and that they will need to make arrangements for their medication to be collected from the practice; they will be removed from the delivery list.