



Volunteers Collecting Prescriptions

At the surgery, we admire the support offered by our community volunteers and we applaud you for the excellent and vital aid you are contributing during this pandemic.

We would like to offer some guidelines guarding the safety and confidentiality of all patients that have medication supplied to them.

Volunteers collecting prescriptions should have the individual patient/s name and address when collecting their medication, this ensures that we are not handing out the wrong persons medication to them. Also, volunteers may be asked to show their ID in some instances and will need to carry this with them. Social distancing must be adhered to and from a safe distance, volunteers should wait and see the patient pick up the medication from the door step or prior arranged area, without leaving the medication unattended.

We have had some enquiries about collecting a batch of prescriptions for each chosen area, or more than one month's supply at once. We are only permitted to dispense one month's (28days) medication at a time as was the case previously. This is to ensure medication supply stocks are maintained during the pandemic. Medications need to be requested by the patient that they belong to. There could be confusion if people from a specific area have already made arrangements to have their prescription collected.

Patients usually get a text message to tell them when their medication is ready for collection.

Thank you for the valuable work you are doing to support our patients at this time. Please circulate this email among your volunteer networks.

Best wishes,

Kim Paul

Susan Gill

Patient Services Lead Dispensary Manager
Ampleforth & Hovingham Surgeries (B82609)

Telephone 01439 788215

Email ampleforthsurgery@nhs.net

www.ampleforthandhovinghamsurgeries.nhs.uk