

**Community update on prescription services during COVID-19, Staploe Medical Centre
Updated: 6 Apr 2020.**

The demand for repeat prescriptions continues to be higher than normal, and we are also seeing much higher demand for advice. Due to social distancing guidelines, we have a smaller team than normal.

This is a stressful and challenging time for everyone, and we are very grateful to our patients who have been so understanding and appreciative of the situation. We are also deeply grateful to the volunteer groups who are collecting and delivering prescriptions to our vulnerable or self-isolating patient. It is an enormous contribution to the national effort to slow the spread of COVID-19. THANK YOU.

We are continually monitoring and adapting our approach to ensure that we maintain service to patients, and that we do so in a sustainable way. Below are up to date guidelines for patients to follow.

1. Please don't order your repeats early or stock-pile medication. Request them no more than 10 days before you are due to run out. We can **only** issue 1 month's worth of medication.

If you collect your prescription in person:

2. Please honour the social distancing guidelines. Don't bring extra family members if you can avoid it, queue at least 2m apart, and maintain only 2 people at the front desk at once. We know this takes time and effort. Thank you for your patience and kindness to our staff while you wait.

If you need your prescription delivered:

We are currently working with three volunteer delivery groups, Fordham Timebank, Isleham, and AAA motorcycles working on behalf of Soham Town Council.

3. Please talk to your local group and understand what delivery(ies) they can offer, what information they need from you, and when they need it by. NB: there can only be one collection on Saturdays as the pharmacy closes at noon.
4. Please remember: it takes time for your volunteer group to compile and send the information over to us, and it takes time for us to prepare all the prescriptions ready for collection.
5. We have given the volunteer groups cut off times that we need to receive information by in order to guarantee that a prescription will be ready for the next collection slot. Please understand that if you call after the cut off time, your prescription may not be ready until the following collection slot. We will do our best, but we can't guarantee it.
6. Thank you for your efforts to work with your volunteer group and us
 - a. Fordham Timebank. 07395941522 or 07715908024. One delivery per day. Please get your order to them before 8am for delivery that afternoon.
 - b. Isleham. 07831168899. Please get your order to them by 8am for delivery that afternoon.
 - c. AAA Motorcycles. 07384746025 or Soham Town Council 01353 723472 (9-1) Two deliveries per day, one on Saturday. Please get your requests to them by 11am or 3pm at the latest.

Please contact the Pharmacy with any issues/concerns/complaints 01353 727695.