

Medicines Deliveries from Community Pharmacies

Public

From the end of July 2020, the national medicines delivery service will be ending and we hope this support has been helpful during the emergency phase of the Covid-19 pandemic. There are a number of ways you can manage the ordering and supply of your medications from your own home. Most prescriptions will now be sent electronically by your GP practice to the pharmacy of your choice.

The NHS app allows you to order your repeat medication and nominate the pharmacy for the prescription to be sent to. This app also allows you to change the nominated pharmacy if that makes it easier for family and friends to support you. More information is available here <https://www.nhs.uk/using-the-nhs/nhs-services/the-nhs-app/>

NHS electronic repeat dispensing is suitable for people with long term prescriptions to receive their medication at a pharmacy of their choice for up to 12 months. If you think this would be suitable for you, please arrange a discussion with your GP surgery in the first instance. More information is available here <https://www.nhsbsa.nhs.uk/pharmacies-gp-practices-and-appliance-contractors/prescribing-and-dispensing/electronic-repeat-dispensing-erd/erd-information-patients>

As the national delivery service ends, we would encourage you to discuss options with your pharmacist as some may choose to continue to provide a delivery service, which might include a charge to cover the costs.

What should I do now?

If you still need help to get your medicines, please:

- ask a friend or relative to collect them for you,
- call NHS Volunteer Responders on **0808 196 3646** (8am to 8pm) to arrange support, or contact your Council to put you in touch with a local volunteer service