

Goring and Streatley Villages Helpline

Streamlining Medication Pick-ups from Goring Pharmacy Information and Guidance for Street Champions

25.4.20

1. What we mean by certain terms

Pharmacy – Lloyds Pharmacy in Goring.

Repeat prescription – a regular prescription that someone gets. This is usually monthly. When someone picks up their usual medication, they may just tick the boxes (on the bit of the form called the repeat request) to request the next lot of medication and leave the prescription at the pharmacy. Or they may wait until they need the medication again, and drop the repeat request to the pharmacy or surgery. It is not actually a prescription, it is a request for a prescription to be issued by the GP surgery.

One-off prescription. This is when someone speaks to a GP (or hospital doctor) who says they need medication, and therefore makes out a prescription for them. If they see the GP in person, they may be handed the prescription; it is more likely the consultation will have happened on the phone, and the prescription will be made out in the surgery, ready to go to the pharmacy to be made up.

Medication. Anything that requires a prescription from the GP.

Street Champion (SC) – Usually a neighbour who has volunteered to pick up a prescription for someone. Goring and Streatley have a wide network of Street Champions covering the villages, supported by the Combat Coronavirus Volunteers (CCV) Facebook page and admin team.

The Parish Coordinators have been recruiting '2nd tier volunteers' to provide additional support to local people. This includes a new role probably called Village Champions. These volunteers may also pick up prescriptions, but and can work across the villages.

Goring and Streatley Villages Helpline – 01491 525639; operated by volunteers 8am-8pm 7 days a week, to support local people and SCs.

Patient. Any local resident who needs medication collected from the pharmacy.

2. The need.

- To reduce wait time at Lloyds Pharmacy.
- To increase likelihood of medications being available at time of pick up.
- To reduce possibility of losing the pharmacy in Goring.

3. The current circumstances.

We need to work with (can't change) the systems operating by Lloyds (national business), and how they engage with the surgery. It is what is it.

There is much more pressure on the pharmacy than usual.

Currently if a prescription is written at the Goring GP surgery in the morning, it will be taken to the pharmacy at lunchtime. If not, it will not be taken down until the following day.

If it is written at the Woodcote surgery, it may need to be picked up from there.

If a repeat prescription is dropped at the pharmacy, it needs to be taken up to the surgery by pharmacy staff; this is just done once a day, at lunchtime. It is possible to drop the repeat prescription request directly into the surgery, but then it will not automatically be sent to the pharmacy, but the actual prescription will need to be picked up from the surgery and taken to any pharmacy.

It is taking up to **7 working days**, from dropping off the repeat request at the surgery, for the medication to be ready at the pharmacy.

It is estimated to take around **5-6 working days**, from the GP writing a one-off prescription, to the medication being ready for pick up at the pharmacy.

If the prescription is marked urgent, it is still likely to take **over 24 hours**.

Around 20% of pick-ups are being done by Street Champions; usually several at a time. There is a high number of these that turn out to have queries on them (i.e. the pharmacy can't provide the medication with sorting out another question, or the medication is not in supply) and therefore they take longer.

4. What we are doing – the new system

The Helpline and CCV Admin Team will regularly review this.

a) If a Street Champion is requested to pick up a prescription, whether repeat or one-off, please can they first ask the patient to contact the helpline. This will be to let the helpline know that they are expecting some medication to be available for them at the pharmacy.

b) The patient phones the helpline.

c) The helpline volunteer asks the patient whether this is a repeat or one-off prescription, **and how urgent it is.**

If repeat, they will ask when the repeat was dropped off at the surgery or pharmacy.

If one-off, they will ask when the GP prescribed the medication.

From this information, they can work out when the medication is likely to be available at the pharmacy, using a ready reckoner designed for that purpose.

If it is very urgent, it may be preferable for the Street Champion (or 2nd tier volunteer) to pick up the medication from a different pharmacy, e.g. Boots in Wallingford. More guidance to follow.

d) The helpline asks for the **date of birth, name and address of the patient**, and the **name and street of the Street Champion** who usually picks up their medications for them (if they know)** The helpline will ask the patient to give a provisional pick up date to their Street Champion – **and/or will put them in touch with their Street Champion if necessary.

f) The Helpline is able to pass this information to the pharmacy, who will assess the expected pick-ups, and make sure that they will be available when expected. IF there is a query on the prescription OR there is another reason for the medication not being ready (e.g. out of stock) this is fed back via the Streatley Parish Coordinator, who will contact the patient if the reason for the delay involves discussion of confidential medication information.

h) The helpline will be informed when the medication will be ready for pickup, and ask the patient to inform their Street Champion of this.

i) The SC will arrange to pick up the medication, **after lunch**, as soon as possible.

5. Note

Everyone who is getting prescribed medication from Lloyds Pharmacy in the village needs to understand the turnaround time, particularly for repeat prescriptions.

This will be publicised.

However, the system described above is intended to be used by those people for whom SCs pick up their medication. It doesn't matter if other people call the helpline, but we need to keep the system manageable (and there are currently 400 prescriptions issued a day!)

6. Summary

We are asking **Street Champions** to:-

- a) remind anyone who asks them to pick up medication from the pharmacy to contact the helpline as soon as they know that medication will be due for pick up (i.e. when the patient has dropped of a repeat, or received a prescription from the GP).
- b) wait until the patient tells them they had confirmation from the helpline that their medication is likely to be ready on the expected date – or that the date has changed – before they go to pick it up.

In the context of the current difficulties, as set out above.

We are asking **Helpline Volunteers** to:-

- a) Receive phone calls from people who need their medication to be picked up from Lloyds, confirm that this will be actioned, and recorded.
- b) go back to a patient to let them know likely time their medication will be ready to be picked up.

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