

Ordering, Dispensing and Supply of Medicines during the COVID 19 Emergency

This document sets out the standard approach for ordering, collection and dispensing of **routine** prescriptions in primary care

1. Patient/carer arrangements
 - Repeat prescriptions should be ordered by phone or electronically with practices **seven days** in advance of the need for a re-issue
2. GP Practice arrangements
 - a. GP practices will advise patients/carers the preference is for repeat prescriptions to be collected by nominated pharmacies & for patients/carers to allow 48-72 hours for the pharmacy to dispense the medicines
 - b. GP practices to facilitate collection of acute prescriptions from surgery by patient/carer if necessary
 - c. GP practices will facilitate access to the surgery for collection of prescriptions by pharmacies
 - d. Dedicated phone numbers **must** be provided by GP practices to community pharmacies
 - e. GP practices to seek which pharmacy the patient/carer prefers to collect repeat prescription
 - f. GP practices to advise that contact telephone number for patient/carer should be given to allow the pharmacy the option of contacting the patient/carer when the prescription items are ready to collect from pharmacy
 - g. GP practices to include patient/carer contact telephone number on prescription
 - h. Policy change around one month supply is being considered therefore practice may issue 28/56 day prescriptions (certain circumstances may be longer e.g. contraceptives) – this may change
3. Pharmacy arrangements
 - a. Pharmacy to collect prescriptions and liaise with practice through dedicated phone line
 - b. Pharmacy opening to the general public will be from 10am to 1pm. Closed for lunch, cleaning and restock from 1pm to 2pm and thereafter open in the afternoon as normal. The opening hours may reduce further due to self-isolation of staff, so local flexibility will be required.
 - c. Repeats - Pharmacy may contact patient/carer when prescription items are ready for collection provided the patient/carer contact tel number has been included on the prescription form.
 - d. Pharmacy to be available for dispensing walk-in acutes during opening hours, but significant queuing times will be inevitable. Patients/carers will be advised around social distancing
 - e. Pharmacy to provide complete prescription if possible for 1 month or 2 months. Pharmacy may restrict supply to one month supply should excess prescription volume have been ordered and submit form for payment. Patient/carer to be advised to reorder after 3 weeks – as noted above, this may be more strictly regulated in coming days