

Access to prescriptions and medicines during COVID-19 in Merton

Version 7 – 6th November 2020

Purpose

To provide an overview of how residents, who are self-isolating, can access medicines in Merton.

Introduction

There is a network of over 40 Community Pharmacies in Merton, plus cross-border provision, who dispense medicines issued to individuals based on prescription forms (FP10).

It is critical that residents are able to continue to access their medicines during COVID-19, and this briefing note aims to make clear to residents, volunteers and front-line staff working with vulnerable people of a number of safe and effective ways to access medicines. This briefing note will be reviewed on a regular basis.

Prescriptions

All prescriptions are being changed to electronic prescribing which removes the need to collect paper prescriptions from the surgery and take them to a Community Pharmacy as they are now being transmitted electronically. Patients nominate their chosen pharmacy (it could be within or outside Merton) and practices will be contacting them to confirm their pharmacy choice. Practices will also put patients with regular stable repeat medication onto electronic repeat dispensing which generates electronic prescriptions for repeat medication for up to a year (depending on the medicine) which will also remove the need to pick up paper prescriptions.

Patients are encouraged to register with their practice's chosen app e.g. Patient access or NHS app so that they can request prescriptions via the app wherever required.

Medicines

Medicines dispensed from GP prescriptions (FP10s) are normally collected by the individual who requires the medicine. This is normally straight forward and if a patient has to pay prescription charges (currently £9.15 per item), the correct payment is made at the time of collection. If the patient is exempt from paying charges, then they can make this claim on the back of the FP10 and provide the pharmacy with the supporting evidence.

When a recipient is unable to collect the medicines themselves, then dispensed medicines can be collected on their behalf by someone else. Depending on what the medicine is e.g. a 'controlled medicine' such as morphine, the person who is picking it up may be asked to show identification and/or the dispensing pharmacist may contact the patient to confirm with the patients that it is ok to collect on their behalf.

On the 5th November 2020, NHSE mandated (an essential service) that all Community Pharmacies have a responsibility to make sure that someone who is Clinically Extremely Vulnerable (CEV) (on the 'shielding list') is able to access their prescribed medicines i.e. by

providing advice on how a volunteer can collect it, delivered by the pharmacy (an advanced service) or dispensed and delivered by another pharmacy.

These essential and advanced services are initially in place until 3rd December 2020. It should be noted that these services are only available for those residents who have been identified as CEV (on the ‘shielding list’).

Some community pharmacies in Merton already provide a free home delivery service, where they are able to deliver medicines directly to the home of any patients, but there is variable coverage and capacity is limited.

Options to access medicines

6th November 2020

Key information

To better understand the best option for safe and effective access to medicines, a patient should be asked a number of questions, including

- Are they CEV (on the ‘shielding list’) i.e. had a letter from the NHS asking them to self-isolate for 12 weeks.
- is this an urgent need?
- how many days supply do they have?
- do they have an electronic prescription or do they collect paper prescriptions?
- which is their nominated (usual) pharmacy?
- do they pay for prescriptions?
- how do they normally collect their medicines?
- who is their GP practice?

The table below sets out the options which should be explored in order i.e. if A is not appropriate or possible, then move onto option B.

Option	Guidance
A – <u>Collection</u> of medicines by a friend, family member, known neighbour or volunteer.	<p>Collection by a friend, family member or known neighbour is the preferred approach and a paper or electronic prescription can be picked up safely by someone else using existing mechanisms.</p> <p>If the patient pays for prescriptions, the person who picks the medicine up will need to pay the appropriate fee.</p> <p>Collection may be made by a volunteer e.g. Mutual Aid, if this is initiated by the patient.</p>

	<p>It is recommended that the person collecting the medicines have a form of ID and have a note of authority from the patient, informing the pharmacist that the person is picking up their medicines.</p> <p>https://www.nhs.uk/common-health-questions/caring-carers-and-long-term-conditions/can-i-pick-up-a-prescription-for-someone-else/</p>
<p>B – <u>Delivery by Community Pharmacy</u>. The social prescribing team will contact the patients nominated (usual) Community Pharmacy, where they normally get their medication from, and ask them to organise a delivery.</p> <p>Organising a delivery is an ‘essential’ service by community pharmacy for those who are CEV (on the ‘shielding list’)</p>	<p>Send an e-mail (via secure e-mail e.g. LBM email or NHS.net) to waccg.accesstomedication@nhs.net (Merton Social Prescribing Team) requesting for the Social Prescribing (SP) team to arrange for access to medicine.</p> <p>A SP team member will then contact the nominated pharmacy (via secure e-mail, following up with a call 2 hours later) asking for a delivery to be organised.</p> <p>The request made by the SP team member to the Community Pharmacy will include name, address, DOB, telephone number and the specific requirement.</p> <p>If the patient pays for prescriptions, a member of the pharmacy team will contact the patient to ask for payment prior to making the delivery.</p> <p>Contact details for the Community Pharmacies in Merton and a number of Community Pharmacies in other boroughs who provide services to Merton residents, are available in Appendix One.</p> <p>Alternatively search for a nearby pharmacy at https://www.nhs.uk/service-search/find-a-pharmacy</p>
<p>C – <u>Pickup and delivery by NHS Volunteer Responders (NHSVR)</u>. The NHSVR are able to help with a number of tasks including picking up medicines from pharmacies.</p>	<p>If the Community Pharmacy isn’t able to deliver the required medicines, then a referral for medication pick up can be made for support by the NHSVR service.</p>

	<p>This referral will be made by the SP team to ensure that these requests are centralised.</p> <p>The referral will be made at the following https://www.goodsamapp.org/NHSreferral or by calling 0808 196 3382.</p> <p>The online form will ask for contact details, type of referral (medication delivery is Community Support), periodicity and priority.</p> <p>Priority of referral is based upon the following</p> <ul style="list-style-type: none"> • High – immediate need for support, ideally that day • Medium – requires support in the next 48 hours • Low – requires support in the coming week <p>Once a request for support is made, the GoodSam App will search for a nearby ‘on-duty’ volunteer to conduct the task.</p> <p>It is recommended that the person collecting the medicines have a form of ID and have a note of authority from the patient, informing the pharmacist that the person is picking up their medicines. This should be made clear by the SP team member, when they make the referral.</p> <p>If the patient pays for prescriptions, a member of the pharmacy team will contact the patient to ask for payment prior to giving the medicines to the NHSVR.</p>
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Reviewed on 6th November 2020. To be reviewed as required.

Appendix One – Merton Community Pharmacy contact details.

Pharmacy Name	Address	Postcode	Contact Number	Email Address	Delivering
A P Chemist	129 Colliers Wood High Street, Colliers Wood, London	SW19 2HR	020 8542 3221	apchemist@nhs.net	Yes
Tanna Pharmacy	14 South Lodge Avenue, Mitcham, Surrey	CR4 1LU	020 8764 6107	nhspharmacy.mitcham.tannapharmacyFVJ01@nhs.net	Yes
Hilton Pharmacy	360 Grand Drive, Rayners Park, London	SW20 9NQ	020 8540 6650	nhspharmacy.merton.hiltonpharmacyfjj56@nhs.net	Yes
Boots the Chemist	30 Coombe Lane, Raynes Park, London	SW20 8ND	020 8946 2350	nhspharmacy.raynespark.boots.fe883@nhs.net	Yes
Boots the Chemist	Unit 9, Tandem Retail Park, Colliers Wood, London	SW19 2TY	020 8640 7506	nhspharmacy.collierswood.bootsFL795@nhs.net	Yes, selected patients
Boots the Chemist	121 Centre Court Shopping Centre, 4 Queens Road, Wimbledon	SW19 8YE	020 8946 1673	nhspharmacy.wimbledon.bootsFLA96@nhs.net	Yes, selected patients
Boots the Chemist	58 London Road, Morden, Surrey	SM4 5BE	020 8648 4110	nhspharmacy.morden.bootsFY689@nhs.net	Yes
Boots the Chemist	6/7 Majestic Way, Mitcham, Surrey	CR4 2JS	020 8646 7323	nhspharmacy.mitcham.bootsFH039@nhs.net	Yes
Boots the Chemist	Morden Hall Medical Centre, 256 Morden Road, London	SW19 3DA	020 8540 8333	nhspharmacy.greaterlondon.bootsfe675@nhs.net ;	Yes
Day Lewis Pharmacy	64 Middleton Road, Morden, Surrey	SM4 6RU	020 8648 1329	nhspharmacy.morden.daylewisFW238@nhs.net	Yes
Barkers Chemist	80 Coombe Lane, Raynes Park, London	SW20 0AX	020 8946 9668	nhspharmacy.London.barkerschemistFAG22@nhs.net	Yes
Trident Pharmacy	211 Worple Road, Raynes Park, London	SW20 8QY	020 8946 6282	nhspharmacy.raynespark.tridentphfd757@nhs.net	Yes
Haria Pharmacy	358 Coombe Lane, Wimbledon, London	SW20 0RJ	020 8946 4331	nhspharmacy.london.hariapharmacyfjd10@nhs.net	Yes
Ridgway Pharmacy	65 Ridgway, Common, London	SW19 4SS	020 8946 7829	ridgway-pharmacy.ft590@nhs.net	Yes
Kamsons Pharmacy	2 Cobham Court, Haslemere Avenue, Mitcham	CR4 3PR	020 8648 0429	nhspharmacy.mitcham.kamsonspharmacyFP685@nhs.net	Yes

Cospharm Ltd	281-283 Mitcham Road, Tooting, London	SW17 9JQ	020 8767 6005	nhspharmacy.tooting.cospharmlfrh18@nhs.net	Yes
Sterling Chemist	Sterling House, 6-10 St Georges Road, Wimbledon	SW19 4DP	020 8947 8803	nhspharmacy.wimbledon.sterlingchemistfn829@nhs.net	Yes
Rowlands Pharmacy	43 St Helier Avenue, Morden, Surrey	SM4 6HY	020 8646 0822	mansukh.sheth@nhs.net	Yes
Sainsburys Savacentre	1 Merton High Street, Priory Park, Merton	SW19 1DD	0208 543 6547	nhspharmacy.merton.lloydspharmacyfmt66@nhs.net	Yes, selected patients
Lloyds Chemist	151 Cannon Hill Lane, Merton, London	SW20 9BZ	020 8542 4334	bhavin.patel7@nhs.net;	Yes, selected patients
Lloyds Chemist	75-79 Miles Road, Mitcham, Surrey	CR4 3DA	020 8648 2316	nhspharmacy.mitcham.lloidspharmacyFT190@nhs.net	Yes, selected patients
Griffiths Pharmacy	351 West Barnes Lane, New Malden, Surrey	KT3 6JF	020 8942 0311	nhspharmacy.newmalden.griffithspharmacyFAL87@nhs.net	Yes
Medipharmacy	1 Lambton Road, Raynes Park, Surrey	SW20 0LW	020 8947 1994	nhspharmacy.raynespark.medipharmaFPW36@nhs.net	Yes
Fairlight Chemist	186 Rowan Road, Streatham, London	SW16 5HX	020 8764 6433	DOES NOT HAVE AN NHS EMAIL	Yes
Chemco Pharmacy	268 The Broadway, Wimbledon, London	SW19 1SB	020 8542 3912	nhspharmacy.wimbledon.chemcopharmacyFVN70@nhs.net	Yes
T James Chemist	385 Durnsford Road, Wimbledon Park, London	SW19 8EF	020 8946 0740	nhspharmacy.wimbledonpark.thomasjameschemistfa400@nhs.net	Yes (will charge patient)
Fairgreen Pharmacy	10 Fair Green Parade, Mitcham, Surrey	CR4 3NA	020 8648 2112	nhspharmacy.mitchim.fairgreenpharmacyfmw86@nhs.net	Yes
Jhoots Pharmacy	Ravensbury Lane, Mitcham, Surrey	CR4 4DU	0208 648 3070	nhspharmacy.jhootspharmacy.mitchamfk097@nhs.net	Yes
D Parry Chemist	124 Arthur Road, Wimbledon Park, London	SW19 8AA	020 8946 0414	lch.dparrypharmacy@nhs.net	Yes (will charge patient)
Nelson Pharmacy	220 Kingston Road, Raynes Park, London	SW20 8DA	020 8540 6141	nhspharmacy.merton.thenelsonpharmacyfqk91@nhs.net	Yes
Lords Pharmacy	130 Kingston Road, Merton Park, London	SW19 1LY	020 8542 4794	nhspharmacy.merton.lordspharmacyfa202@nhs.net	Yes

H Harland Chemist	58 Central Road, Morden, Surrey	SM4 5RP	020 8648 4242	nhspharmacy.merton.harlandchemistfl081@nhs.net	Yes
Abbey Pharmacy	12a Abbey Parade, Merton High Street, London	SW19 1DG	020 8542 3713	nhspharmacy.merton.abbeypharmacyfwj80@nhs.net	Yes
Eagle Chemist	301 Northborough Road, Morbury, London	SW16 4TR	020 8764 1629	nhspharmacy.norbury.eaglechemistfrf76@nhs.net	Yes
Haydons Pharmacy	130 Haydons Road, Wimbledon, London	SW19 1AE	020 8542 3094	nhspharmacy.wimbledon.haydonspharmacyFV463@nhs.net	Yes
Superdrug Pharmacy	104/105 Centre Court Shopping Centre, Wimbledon, Surrey	SW19 8YE	020 8946 5612	nhspharmacy.wimbledon.superdrugFT248@nhs.net	Yes
Rays Chemist	167 London Road	CR4 2JB	020 8648 0886	nhspharmacy.surrey.rayschemistfay09@nhs.net	Yes
Telechem Ltd	Tamworth House Medical Centre, 341 Tamworth Lane, New Malden Surrey	CR4 1DL	020 8679 7198	nhspharmacy.mitcham.telechemltdFAP80@nhs.net	Yes
Tesco In Store Pharmacy	300 Beverley Way, New Malden	KT3 4PJ	0203 801 5014	nhspharmacy.surrey.tescoinstorepharmacyfq953@net.net	Yes, selected patients
Wimbledon Pharmacy	80 High Street, Wimbledon, London	SW19 5EG	020 8946 0543	nhspharmacy.wimbledon.wimbledonpharmacyFLK20@nhs.net	Yes

Appendix Two – Cross-Border Community Pharmacy contact details.

Pharmacy Name	Address	Postcode	Contact Number	Email Address
Anna Pharmacy	398 Green Wrythe Lane, Carshalton	SM5 1JF	020 8640 0405	Nhspharmacy.annapharmacyfhy61@nhs.net
Boots	370 Middleton Road, Carshalton	SM5 1HA	020 8648 2726	nhspharmacy.carshalton.bootsFNL63@nhs.net
Imperial Pharmacy	139 Epsom Road, Sutton	SM3 9EY	020 8644 8922	nhspharmacy.sutton.imperialpharmacyFJX06@nhs.net
Mayday Community Pharmacy	514 London Road, Thornton Health, Surrey.	CR7 7HQ	020 8689 9345	<u>TBC</u>

MPS Pharmacy	46 Market Service rd, Sutton	SM1 3HE	020 8644 8142	nhspharmacy.sutton.mpspharmacyfwx02@nhs.net
Rosehill Pharmacy	28 The Market/Wrythe Lane, Carshalton	SM5 1AG	020 8644 9589	nhspharmacy.sutton.rosehillpharmacyfdx56@nhs.net

You can also find a nearby pharmacy at the following - <https://www.nhs.uk/service-search/find-a-pharmacy>

Appendix Three – Links to relevant guidance

Guidance on picking up prescriptions for someone else <https://www.nhs.uk/common-health-questions/caring-carers-and-long-term-conditions/can-i-pick-up-a-prescription-for-someone-else/>

Guidance on free prescriptions <https://www.nhs.uk/using-the-nhs/help-with-health-costs/get-help-with-prescription-costs/>

NHS Volunteer Responders Guide for Referrers

https://www.goodsamapp.org/assets/pdf/Guide_for_Referrers.pdf

Find a local pharmacy – <https://www.nhs.uk/service-search/find-a-pharmacy>