

24 Hour Automated Prescription Collection

01. Register for the service

We need to take a few details to make the service work – you can fill out the attached form to register.

02. Order repeat prescriptions in the usual way

You can order prescriptions any way you like e.g. by dropping off your repeat slip or via your GP surgery's online portal, allowing the usual time-frame for your doctor to issue and send us your prescription and for us to dispense and load it in the machine.

03. Notification when ready

When your medicine is ready to collect you will receive a unique PIN number. You can choose to share this with anyone you trust to collect your medicines on your behalf.

04. Collect

Use your unique PIN number to collect your medicines at a time of your choosing, regardless of pharmacy opening hours.

Modern life is busy and we appreciate that you may struggle to get to our pharmacy within normal opening hours. That's why we have invested in an innovative machine that will allow you to safely collect your medication any time of the day or night, 365 days of the year!

Frequently asked questions

Is there a charge for this service?

No. We have invested to ensure this is a free service available to all our patients. We hope that it will help grow our business so feel free to recommend us to friends and family!

Is it safe & secure?

Absolutely! MedPoint is the only British engineered automated collection machine. It is designed to meet stringent UK pharmacy standards and ensure medicines are stored securely. It uses cutting edge technology to ensure that the right medicine goes to the right person every time. The collection point is well lit 24/7 and covered by CCTV.

I am exempt from prescription charges – how do I sign the prescription?

This is not needed for many patients, but if required, you will be asked to declare your exemption electronically on your phone as part of the collection process.

How much time do I have to collect medicines once I receive the pin number?

To manage our capacity we may set a three day collection window, after which uncollected items may be removed and must be collected within normal store opening times.

One of my items needs to be stored in a fridge – can this go in the collection point?

Not at present but we are working on it! Any orders containing a fridge item must be collected from the pharmacy in normal opening hours.

Are any drugs not allowed to be collected in this way?

Due to legal restrictions we cannot allow certain controlled drugs to be collected via the machine. Very large or bulky orders may also not be suitable for the machine.



The pharmacist may also occasionally need to speak with you face to face about a particular medicine on a case by case basis. You will be advised if this affects any of your regular medication each time you receive an order notification.

What if I pay for prescriptions – can I still use the collection point?

Yes. You will be able to pay any charges via card.

Will this mean you have less staff?

No. The number of prescription items we dispense is growing year on year so this service aims to help us manage that workload more efficiently. It will give our patients more control over when they get their medicines and will hopefully mean our staff have a bit more time to spend on other important tasks like advising patients who need face-to-face care. It will also help us support physical distancing during Covid19.

Why have you launched this service?

We have seen a growing demand for patient convenience and choice and want to make sure we continue to provide that to our community as technology changes.



Register Now For 24 Hour Prescription Collections

Name

Address and postcode

Date of Birth

Mobile Phone No.

GP Practice

Email Address

Tick as required:

I wish to use the 24 hour collection machine

I am the patient named above/carer of the patient named above.

I would like to nominate the pharmacy name overleaf as my nominated pharmacy for dispensing NHS electronic prescriptions (EPS) & to collect any non EPS paper prescriptions from my GP practice.

I give permission for my summary care record to be viewed by the pharmacy where appropriate.

Signature

Date (D/M/Y)

Print name (If not patient)

Your Nearest 24 Hour Collection Point is Available At:



24/7 Prescription Collection Service

How it works, FAQs and how to register

Repeat prescription collection service

We offer a repeat prescription collection service from selected local GP practices. Please ask for details.

When we are closed

Out of Hours patients should ring NHS 111.

NHS 111 Wales also has a wealth of health related information and advice:

111.wales.nhs.uk



Providing NHS Services

