

ADVICE ABOUT CORONAVIRUS FOR PATIENTS OF BAMPTON MEDICAL PRACTICE

What should I do if I am worried that I may have Coronavirus?

The government's guidance changes frequently.

Please visit the webpage <https://111.nhs.uk/covid-19> for the latest advice.

Only phone 111 if you do not have access to the internet.

Do not visit your GP, pharmacy or hospital if you have either;

- a high temperature – you feel hot to touch on your chest or back
- a new, continuous cough – this means you've started coughing repeatedly
- a loss or change to your sense of smell or taste

Where can I find guidance on what to do if I have to self-isolate?

Visit the webpage; <https://111.nhs.uk/covid-19>

How will I be able to order my medicines if I have to self-isolate?

Your options are to either;

-send your handwritten request in the post, addressed to the Prescription Administrator, Bampton Medical Practice, Landells, Bampton, OX18 2LJ.

-ask a friend, relative, neighbour or carer to deliver your handwritten request to your GP surgery.

-submit a request online, using the patient portal known as Patient Access, but only if you have already registered to use it. Log in at <https://www.patientaccess.com/>

-place your order online using the NHS App. The NHS App is available on iOS or Android, so you can download it from the App Store or Google Play. You can complete the registration process and start ordering medication (usually within a few hours) and without leaving home.

Unfortunately, your GP practice cannot accept orders for repeat medication on the phone due to the risk of miscommunication and mistakes.

Please be sure to state on your order who you will be sending to collect your medication.

How much repeat medication should I request?

It is very important that you do not stockpile medication. Please only order enough to last you for 28 days. This will allow everyone to get the medication that they need.

When should I request my repeat medication?

Bampton Medical Practice and Bampton Pharmacy are exceptionally busy and you will need to allow 5 clear working days for your prescription to be processed during this pandemic. For example, if you submitted your order online to Bampton Medical practice on Thursday 11th, your medication will be ready for collection on Friday 19th.

If you have nominated a different pharmacy, please check with them how long you will need to allow.

What if I have a query about my medication?

Please telephone the surgery on 01993-850257 and select option 2. Please leave a message, stating your full name, date of birth and phone number. We will call you back.

If I send someone to request or order my medication, what should I tell them?

Please bear in mind the following:

1. Do you need to give them money so that they can pay for your prescriptions? (You may be exempt from having to pay, so this might not apply.)
2. Do you need to give them your prepay certificate?
3. They will need to know your full name and address.

4. They will be required to sign and print their name on the reverse of the prescription. Please ask them to bring their own pen to avoid cross-contamination
5. They will need to bring photo identification, especially when collecting controlled drugs, therefore it is advisable to have it available when coming to the Pharmacy.

Disclaimer: Bampton Health Care Ltd and Bampton Medical Practice cannot be held responsible if you ask a friend, neighbour, carer or volunteer to collect your prescription. Please consider whether you want to;

-share information about your health with them

-trust them with your money if you need to pay for your prescription.

Most volunteers will not have been subject to a criminal records check.