

How to Get Shopping & Prescriptions

*Wellbeing area: Social / **Money** / **Home** / Health / Positivity / Independence / Work*

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Let's Get started Together

If you're unable to get out to pick up shopping, basic essentials or prescriptions, there's online services that can help and if you need additional support, there are options available from charities, volunteer groups and paid services.

Those people who were “extremely vulnerable” with a “high risk of serious illness if they were to get coronavirus are no longer advised to shield by the government from 1st August. There are, however, still social distancing guidelines in place.

The government food parcels which were available for people who registered as “extremely vulnerable” will not be available from 31st July, but there is still lots of support available.

NEED INFORMATION?

For more information about the government Covid-19 social distancing guidelines, see the NHS website:

For online delivery options, see below:

1) Supermarket shopping deliveries

A month or so ago, it was very difficult to get an online shopping delivery slot, with one of the main supermarkets, but as the supermarkets have increased their capacity, the situation is easing.

Many of the big supermarkets are prioritising online shopping deliveries for the over 70s and vulnerable customers; there are also dedicated “instore” shopping times for vulnerable customers.

For more information about how the supermarkets are responding to the Covid situation, the Which? Consumers' Association article (16th July) is quite helpful: <https://www.which.co.uk/news/2020/07/supermarkets-coronavirus-latest>

There are also local Islington shops that can provide deliveries. Islington Council has put together a directory: <https://islingtonlife.london/discover-islington/blog/supporting-local-businesses/>

2) Deliveroo can deliver basic grocery supplies

Who are Deliveroo?

They are a restaurant delivery company, but they can also deliver a limited range of food and supplies from some local supermarkets.

What can they help with?

In the local area, food and supplies from local supermarkets including Co-op, Aldi and M&S Food can be delivered, usually within an hour or so. There is normally a delivery charge.

Who are their staff?

- Their staff are self-employed drivers.

To get help:

Go to their website: <https://deliveroo.co.uk/>

Enter your postcode and search for shops that deliver in your area.

3) Support from pharmacies

Getting prescriptions online

If you have a repeat prescription that you normally request in person at your GP surgery or pharmacy, it is possible to request this online. To do this, you'll need to be registered for online services:

www.nhs.uk/using-the-nhs/nhs-services/gps/gp-online-services/

If possible, please try to order your next prescription seven days before it is due, as pharmacies will be working very hard to meet demand.

Help from pharmacies

You can arrange collection and delivery of your prescriptions by:

1. Asking someone to pick up your prescription from the local pharmacy, (this is the best option, if possible);
2. Contacting your pharmacy to ask them to help you find a volunteer (who will have been ID checked) to deliver it to you.

You may also need to arrange for collection or delivery of hospital specialist medication that is prescribed to you by your hospital care team.

Boots Chemist can deliver:

If you have a one-off NHS or private prescription, you can place your order online. You can collect your medicine from a Boots pharmacy, get it delivered to your home or a post office near you. For repeat NHS prescriptions, take 5 minutes and sign up to our Boots Free Online NHS Repeat Prescription Service. Have your medicine delivered to your chosen location, whether it be to your home, in store or to your post office: <https://www.boots.com/online-prescriptions>

Superdrug offers a similar service:

<https://onlinepharmacy.superdrug.com/>

NEED SUPPORT?

If you'd like help to start using some of these online services, an Age UK Islington IT Support volunteer can help you.

Call the Helpline on 020 7281 6018 / gethelp@ageukislington.org.uk.

Friends and neighbours are often happy to help out, or there are some volunteer services and paid for services that you could consider:

1) Ask friends and neighbours

If you have phone numbers for friends or neighbours that you know, it could be worth contacting them first. Many people have been happy to help neighbours out, particularly during recent times.

2) NHS Volunteer Responders (Good Sam)

Intro: provides volunteer support for patients who are self-isolating for any reason, over 70, is vulnerable for another reason - help with shopping, picking up prescriptions; and patient transport home following discharge from hospital. Volunteers have been recruited by the NHS and have been screened. It is expected to last until at least autumn 2020.

What can they help with?

- Community Support: Provides collection of shopping, medication or other essential supplies for someone who is self-isolating, and delivers these supplies to the client's home.

Who are their volunteers?

- Referrals are supported by NHS Screened Volunteers (they are not DBS checked). They have to provide photo ID and a proof of their address.

To get help:

- Self-referral: clients who meet the criteria can call NHS Volunteers' Support Line on 0808 196 3646 (8am to 8pm) to arrange support.
- Carers can make a referral for someone you care for who meets the above criteria, or for yourself if this support helps you to continue in your caring role.
- Clients can be referred by Age UK Islington: 020 7281 6018, gethelp@ageukislington.org.uk, 9am – 5pm

For more info:

- <https://volunteering.royalvoluntaryservice.org.uk/documents/vr-portal/nhsvr-faqs-self-referral-v5-160720-1159.pdf>

3) Goodgym

Who is Goodgym?

Goodgym is a not-for-profit organisation that encourages people to combine exercise with doing something good for the community. At the moment, this includes helping older people over 60 and also those under the age of 60 if they've been affected by COVID-19 (Coronavirus).

What can they help with?

AUKI can refer clients that meet these criteria to get help with:

- Buying urgent shopping supplies (£20 limit)
- Collecting prescriptions
- Errand running
- They can usually help within a day or two.

Who are their volunteers?

- Referrals are supported by Goodgym vetted DBS checked volunteers

To get help:

- You can be referred by Age UK Islington: 020 7281 6018, gethelp@ageukislington.org.uk, 9am – 5pm

4) onHand

Who is onHand?

They are a tech-for-good organisation which receives funding from 12 charities.

What can they help with?

onHand can help older adults who need help with:

- Shopping supplies
- Collecting prescriptions
- Errand running

There is a £10 cost for this. Around two days notice is usually needed, but sometimes help can be provided sooner than this,

To get help:

You can either be referred by Age UK Islington gethelp@ageukislington.org.uk / 020 7281 6018 or get in contact yourself:

- Call 0203 488 2912
- <https://www.beonhand.co.uk/elderly-assistance>
- Mon to Fri 8am – 8pm

Who are their volunteers?

- Volunteers are fully vetted and have DBS checks

5) The Errand Company

Who are The Errand Company?

They are a company which provides a paid for service for errands such as shopping, cleaning, gardening and small maintenance jobs.

What can they help with?

They are currently prioritising help with shopping and picking up prescriptions, and can provide:

- Shopping service (2 hour booking = £30 – pay over the phone, then pay for shopping using cash; book 5 days in advance for best choice of times; sometimes next day is also possible)
- Pick up prescriptions
- Cleaning service (limited availability)

Who are their staff?

- Their staff are DBS checked.

To get help:

You can either be referred by Age UK Islington
gethelp@ageukislington.org.uk / 020 7281 6018 or get in contact yourself:

- Call 0800 24 25 433 / <https://theerrandcompany.co.uk/contact-us/>
- Mon to Fri 9am – 6pm, Sat 9am – 2pm

6) Covid-19 Mutual Aid UK

Covid-19 Mutual Aid UK is a group of volunteers supporting local community groups organising mutual aid throughout the Covid-19 outbreak in the UK. They are not a registered charity and there is no central organisation who is providing any governance or guidance over what local groups do. There is a small central team that is operating on a voluntary basis, simply facilitating the setup of local volunteer groups.

What can they help with?

Local people have volunteered to respond to requests for help including buying shopping supplies, collecting prescriptions, pet walking, and calling people to provide reassurance.

Who are their volunteers?

- Volunteers are local residents who have offered their help.
- Volunteers usually help clients within streets near their own.
- Do keep in mind that volunteers are not at all screened or vetted.

To get help:

To get help from COVID-19 Mutual Aid, there are local co-ordinators for each ward who you can contact:

Islington Ward	Email address	Call / text
Mildmay	mildmaymutualaid@gmail.com	07407145801
https://mildmay.coronacorps.com/		
Tollington & Hillrise	tollington.c19@gmail.com hillrise.c19@gmail.com	07494971873
www.covidmutualaid-th.org/gethelp		
Highbury West & East	HIGHBURYMUTUALAID@GMAIL.COM	07961 703 751
https://highbury.coronacorps.com/		
Clerkenwell & Bunhill	clerkenwellmutualaid@gmail.com	0748 4764496
https://clerkenwell-bunhill.coronacorps.com/		
Holloway	hollowaymutualaid@gmail.com	07404 884164
St Mary's	STMARYSMUTUALAID@GMAIL.COM	07599656737
https://en-gb.padlet.com/casparjwood/kfoehm4t98rv		
St Peter's	Stpetersmutualaid@gmail.com	07516430510
Junction	junctionislingtonmutualaid@gmail.com	07940514868
St Georges	sgislingtonmutualaid@gmail.com	07876 588966

Caledonian & Barnsbury	callybarnsmutualaid@gmail.com	07795835876 07926222879 07522160824
Canonbury	canonburymutualaid@gmail.com	020 3026 4438
Finsbury Park	fpmutualaid@gmail.com	07903162175

7) Making it easier for neighbours to help

If you are self-isolating and unable to leave your home, a friend or neighbour might be needed to purchase their essential household shopping, and medicines. You can either pay for these up-front or provide reimbursement afterwards. Do remember to exchange any shopping, cards, vouchers, cash or receipts by leaving them on the doorstep to ensure you maintain the two-metre distancing rule. Here are some of the ways you can make it easier for someone to help you.

‘Click and collect’ service - place the order online and share the order reference number with the friend/neighbour who can go and collect the order.

Voucher or gift card - this can be topped up with money online or over the phone and given to a friend/neighbour or collected by them in store and used to buy the shopping. A number of different stores including Aldi, Asda, M&S, Morrison’s, Sainsbury’s, and Waitrose offer this service.

Pre-paid cash card - a friend/neighbour can pick up a pre-paid cash card from you in advance of doing the shopping.

Telephone checkout - you can pay for your shopping over the phone at the checkout. Check with your local store to see if they offer this service.

Reimbursement - a friend/neighbour can use their own debit card to pay for your shopping and be reimbursed afterwards. Alternatively, you can give a debit card to a trusted family member to pay for your shopping (this is not advisable if the person helping you is not well known to you).

8) Emergency food parcels

Age UK Islington is able to support a very limited number of people who are extremely vulnerable, and without other means of getting food supplies with a one-off food parcel.

To get help:

- Contact Age UK Islington Helpline on 020 7281 6018 / gethelp@ageukislington.org.uk

9) Help for people who are in financial difficulty to access food

When residents are experiencing financial difficulties, Age UK Islington can help clients to apply for hardship grants that can provide temporary financial support to residents facing severe difficulties or those who find themselves in crisis.

Families on certain benefits can access Healthy Start Vouchers to spend on milk, fruit and veg, and infant formula.

<https://directory.islington.gov.uk/kb5/islington/directory/service.page?id=LeOKUj-Lhms>

Please note we cannot recommend or endorse. Information provided is accurate to the best of our knowledge at the time of publishing. If you find any inaccuracies, please notify us gethelp@ageukislington.org.uk

What can Age UK Islington help with? Age UK Islington provides adults (16 yrs+) in Islington with information and guidance about anything to do with your wellbeing, e.g. debt, housing issues, bereavement, support for unpaid carers (Islington Carers Hub) and much more. We can also help you get the most of the local area, e.g. finding affordable social groups or training. Our staff are experts in finding the best way forward, and have lots of knowledge about local specialist partners..

Contact Age UK Islington Helpline: 020 7281 6018 (Mon to Fri 9 - 5pm) / gethelp@ageukislington.org.uk / info@islingtoncarershub.org