

Picking up prescriptions

- You can pick up a prescription on behalf of someone else. The prescription can be either electronic or a paper prescription.
- Plan ahead where possible to find out when the next prescription is due. If it can be ordered at least seven days beforehand this will help the pharmacist deal with urgent requests and queries.
- You may need to take ID with you and you will need to know the name and address of the person you're collecting for.

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

Here are a few basic precautions for handling prescriptions;

1. Follow social distancing protocol and don't take unnecessary risks.
2. Don't go into the house of the person you're supporting.
3. Leave the medicine outside on the doorstep.
4. Communicate to the person in isolation that you have delivered via message or phone call. Get confirmation that the person has received it before you leave.
5. Remember to wash hands before and after deliveries for at least 20 seconds.

6. When out and about keep a bottle of alcohol hand sanitiser to hand.
7. Cover your mouth and nose with a tissue when coughing and sneezing. If you don't have a tissue, cough and sneeze into the crook of your arm.
8. Public transport should be avoided where possible. In cases where taking public transport is unavoidable, ensure to disinfect the items before delivering.
9. Take care when handling any items which may be given to people who may have compromised immune systems. The virus can live on inanimate surfaces for up to 24 hours.
10. Disinfect any surface that will be touched by the person you're delivering to.

If the person you're supporting needs further help and is aged 50 or over they can contact Age Cymru Advice on **0300 303 44 98**, available 9:00am to 4:00pm, Monday to Friday, or email advice@agecymru.org.uk

If the person you're supporting needs further help and is aged under 50, they can call Citizens Advice on **0800 702 20 20**, available 9am to 5pm, Monday to Friday, or visit www.citizensadvice.org.uk/wales/