

Corona Virus (COVID-19) Chearsley Village Update

The Chearsley Good Neighbour scheme has been successfully running for nearly 2 weeks now and has already helped many people, mainly in obtaining shopping and picking up prescriptions.

In order to ensure the scheme continues to operate effectively in the face of increasing demand, we are issuing further guidelines on how to use it.

Requests for assistance.

We asked previously that requests are made by email wherever possible rather than by telephone. That still applies but we are now also asking that any telephone requests are made in the morning Monday to Friday, between 10:00 - 1.00pm.

Messages will be acknowledged within one working day.

Response Times

We advised in our message of 30th March that Long Crendon surgery is now open only up to 1.00pm each day for dealing with telephone calls and prescription collection and are generally taking a week to turn around prescription requests. These limitations still apply and you are asked to take note of them.

Shopping requests have so far been dealt with as quickly as possible. This will continue, but we are also introducing a standard 2-day delivery time. Please don't ask for shopping to be delivered more quickly than that.

We are aware that there have been problems with reaching the Coordinator by email and are working to resolve that

Online access to Unity Health for prescriptions.

In our message of 30th March, we asked that wherever possible the online access facility for ordering prescriptions is used rather than telephoning the surgery. To help with this, we have issued full instructions on how to set up online access: they can be found [here](#). Note that due to the heavy load on our website provider, this link may not respond immediately. If you have a problem, please try again a little later.

We are also aware that some people have found it difficult to get their online account set up, even following these instructions. If you have that problem and would like some help, email the Coordinator with a phone number and email address and they will pass on your details to someone who will try to help you.

Passing on the word.

If you know someone who does not receive these messages from the Parish Council because they do not use email, could you please either take it on yourself to pass on the information contained in the messages or, if you feel you cannot do that, pass on their details to the Coordinator who will make arrangements for someone else to contact them.

If you know someone who does use email but does not receive these messages via one of our channels, please encourage them to sign up on the Chearsley Blog and/or send a request to be added to the email distribution list to johnlewis@chearsley.com

Finally, thank you for reading this and for your cooperation with Chearsley Good Neighbours. By continuing with the huge community-based effort that is currently underway in the village, we can ensure that everyone continues to get the help they need in these difficult times.