

COVID-19 COMMUNICATION

Unity Health - Prescription Issue and Collection

Issued to help Unity Health in the face of huge demand due to COVID-19.

1. **Long Crendon surgery** is now **closed** for appointments: it is remaining open **ONLY** for picking up prescriptions in the mornings. Closed completely on Saturday. Brill and Thame surgeries are open for appointments. In case you haven't seen it, their text message issued yesterday was:

Due to staff shortages and concerns about our ability to manage social isolation/infection control in the building, unity health has taken the difficult decision to close the Long Crendon surgery during the COVID-19 pandemic.

We will be open every AM for collection of medication only and taking phone calls. From 1:00 PM we will be closed - please call Thame (01844 212533) or Brill (238284). To protect yourselves and our staff, please ensure strict social isolation when collecting your medication.

2. **Ordering of prescriptions.** The surgery staff are heavily loaded taking orders for prescriptions and issuing them. If possible, **please order your prescriptions using the on-line facility**. We will shortly be issuing guidance to assist anyone not familiar with this facility. If you have no way of accessing the internet, you can call the surgery and your prescription request can be taken over the phone.
3. **Prescription issue times.** You should **allow at least a week (ideally 2 weeks, but no more than this)**. The practice is currently struggling to deliver within the previous target of 4 days.
4. **Collection of prescriptions.** If you need assistance collecting a prescription:
either
 - a. Call the Chearsley Good Neighbour coordinator who will arrange for someone to help you, or
 - b. Ask a neighbour who has already offered you their help

Please do not call the surgery asking them to help with collections – they are swamped by phone calls and so using the service we've set up above will prevent them from having to answer even more calls.

5. **When collecting your prescription**, expect to have to queue for some time, perhaps in inclement weather. This morning there were queues back to the Baptist Church.

Chearsley Good Neighbours

For help with whatever COVID-19 problems you have. Contact Susan Olding at:

Email: assistance:chearsley.com (preferred method of communication)

Phone: 01844 201134 or 07960 275920 (please only telephone if you cannot email)