

# GETTING THE BEST FROM YOUR PHARMACY TEAM DURING COVID-19

## A GUIDE FOR UNPAID CARERS

We know how difficult the pandemic is for people looking after their family and friends. During this time, we are asking you to adhere to the following guidance to help pharmacy teams to support you.



Don't visit your pharmacy if you or someone you live with has symptoms of Covid-19, such as fever or coughing.



If possible, order your prescription at least seven days before you need it. This may vary locally - check with your pharmacy.



Only order as much medicine as you need. Stockpiling medicine can be dangerous and lead to shortages for other people.



If your doctor, optician or dentist gives you (or the person you care for) an 'on the day' prescription, check dispensing hours before visiting. Some pharmacies have temporarily changed the hours they are open to the public.



If you're unable to collect a prescription yourself ask family, friends or a local action group to help. Plan ahead too, in case you become unwell and cannot collect medication.

**Continued overleaf...**



If you're unable to get help to collect your prescription ask your pharmacy for support. They may suggest a local voluntary group who can help or in some instances, arrange a delivery.



If neither you nor the person you care for are unwell, consider offering to collect prescriptions for friends and family.



If you're collecting a prescription for someone else you will be asked for their name and address. You may also be asked their date of birth and/or asked to sign the prescription. To collect some medication, you will need to provide ID.



When you attend the pharmacy follow the directions of staff and respect the two metre distancing rule, both inside and whilst queuing outside.



Ideally, the person you care for should not attend the pharmacy with you. However, if no-one can attend on your behalf, and the person you care for must accompany you, let pharmacy staff know that you won't be able to enter the pharmacy without them, and follow the rules in the pharmacy as far as you can to help keep everyone safe.



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