



## Aberlour Pharmacy Prescription Collection Service

### How do I request my prescription?

**Telephone the pharmacy on 871 279** between 9am and 1pm, or 2pm and 6pm. If you cannot say the names of your medicines the pharmacy staff will read out a list of your medicines and you can say which ones you need!

**Email the pharmacy:** [karen.braithwaite@nhs.net](mailto:karen.braithwaite@nhs.net) Please check you get a reply – if you don't get one within 24 hours please phone the pharmacy and tell Karen off for not putting on her "out of office".

**Pop a note through the pharmacy letter box** if you pass when we are closed. You can then collect the dispensed prescription when it suits you, including Saturdays until 5pm. (Remember we are closed 1pm to 2pm.)

Please don't request "everything" because this leads to mix ups – either patients think an item is on repeat and it isn't, and they are disappointed when it isn't in their bag when they collect it, or they thought an old item had been taken off repeat and it hadn't, and it wastes NHS money.

The pharmacy needs to have a signed consent form to be allowed to collect your prescription. These forms are available from the pharmacy. You only need to sign the form once.

### When will my prescription be ready to collect from the pharmacy?

If you request your prescription <b>BEFORE 1pm</b> on...	Mon	Tue	Wed	Thur	Fri	Sat
Your prescription will be ready to collect in the <b>afternoon</b> on....	Tue	Wed	Thur	Fri	Sat	Tue

If you request your prescription <b>AFTER 1pm</b> on...	Mon	Tue	Wed	Thur	Fri	Sat
Your prescription will be ready to collect in the <b>afternoon</b> on....	Wed	Thur	Fri	Sat	Tues	Tues

### Do I have to ask the pharmacy staff to collect my prescription every time?

If you phone the doctors to request your prescription the pharmacy staff will not know to ask for it, and it won't be ready for you to collect at the pharmacy. **Prescriptions are not automatically sent down to the pharmacy.**

### Why should I ask the pharmacy to collect my prescription?

- You won't have to wait while the prescription is dispensed.

# Aberlour

## PHARMACY



- We put your medicine in a basket with your name on it when you phone, so it will be reserved for you, how ever busy we get!

**If you have any other questions please phone the pharmacy on 871 279.**