



Medicine Deliveries

Latest advice for community groups and volunteers

Firstly, a big thank you, once again, for all you are doing to support your community. You are playing an important part in our county's response to COVID-19. We know that you and your fellow volunteers have been supporting vulnerable individuals within your community – and your help is much appreciated.

During the national lockdown for coronavirus, the Government funded all community pharmacies to provide a medicines delivery service. These medicines deliveries were for those patients who needed it most, i.e. those who were shielding and had no-one to collect medicines for them.

As the lockdown eases and people can now go outside more, the Government's shielding support package ended on Friday 31st July 2020. This will also bring the national pharmacy medicines delivery service to a close. With the end of the national delivery service, pharmacies will no longer receive any Government or NHS funding to help them continue to offer such a service.*

However, although the demand for medicine deliveries has certainly decreased over the past few weeks, we know that there are still vulnerable members of our communities who have difficulty collecting items for themselves or lack the confidence to do so.

What happens now?

Wherever possible, patients should utilise friends or family members to collect items from the pharmacy. As a representative of a community group or local volunteer, please can you advise residents as follows:

If you still need help to get your medicines, please ask a friend or relative to collect them for you. If this is not an option, please:

- contact your local pharmacy to discuss what delivery services they have available
- contact your local volunteer scheme or Coronavirus group, if there is one
- call NHS Volunteer Responders on **0808 196 3646** (8am to 8pm)

If you are having difficulty getting the support you need, please contact the Somerset Coronavirus Helpline on 0300 790 6275 (7 days, 8am-6pm). They can provide advice on a range of topics including medicine deliveries, emotional wellbeing, social care and transport.

Thank you for your support.

*However, pharmacies are funded by the NHS to deliver a small number of specified appliances to patients' homes (e.g. catheters).