



My prescription is at Lloyds Pharmacy, AND I will need a street champion to collect it when it is ready.

Patient rings the Goring and Streatley helpline with the following information:

- Is this an URGENT request? (This will take 24 hours from the time the prescription reaches the pharmacy, if the medication is available)
- If not urgent, when do you anticipate it will be ready?
 - 3-4 working days, if the *prescription* was given to the Pharmacy
 - 7-8 working days if the *repeat request* was given to the Pharmacy
- The name, DoB and address of the **patient**.
- The name and street of the **street champion**. (if unknown a SC will be allocated)

The Goring and Streatley helpline will liaise with the pharmacy on medication availability and expected date it will be ready to collect.

No Issues with the prescription.

There is an issue with the prescription.

Pharmacy liaises with Streatley Coordinator, who will liaise with the Patient if it involves confidential medical information. Or helpline will ring patient to advise of any delays

Pharmacy tells Helpline when it will be ready.

The issues are resolved.

Helpline tells Patient.
Patient asks SC to collect.

SC Collects medication **after** lunch on the allocated day & delivers to patient.