

# Mattishall Pharmacy

## Pharmabox24 Prescription Collection Service

**Allows 24 hours a day 7 days a week prescription collection from your local pharmacy and available to ALL patients registered with a GP in England.**

I wish to sign up for collection from the Automated Prescription Collection Point.

**\*\*\* ALL FIELDS MUST BE COMPLETED \*\*\***

Title..... First Name..... Surname.....

Date of Birth..... NHS Number.....

Address.....

..... Post code.....

Are you exempt from prescription charges? YES / NO (please indicate and complete below)

If YES – confirm your **Exemption Status, Expiry Date and Certificate Number:**

.....

**It is the patient's responsibility to make sure the Pharmacy has a record of a valid exemption status. Failure to do this may result in you being charged for the medication collected.**

\*Mobile ..... Email .....  
(if available)

**In signing, you accept the responsibility for the security of the PIN information that will be sent to the above mobile number, and that you have received the training in how to use Pharmabox24.**

Signature..... Date.....

\*It is essential that you provide your correct mobile number as we will be required to send you an SMS text message each time you have a prescription with your unique PIN.

**Terms & Conditions: You will be fully shown how to use Pharmabox24 by our team. Failure to use the service correctly may result in Pharmabox24 being out of service for other people. If this occurs, you may be removed from this service. Items will need to be collected within 3 days.**

**Please Note:** There may be some medicines which may not be suitable to be collected from the Collection Point. These will need to be collected in person from the pharmacy during normal opening hours.

All information supplied to us will be treated in the strictest confidence and will be stored in accordance with current GDPR and Data Protection Act legislation and in line with NHS Information Governance.

Please return your completed form to:

Mattishall Pharmacy, 15 Dereham Rd, Mattishall, NR20 3QA or email to mattishalldispensary.d82039@nhs.net

## **Information - For the patient to keep:**

### **The Pharmabox is a 24hr a day , 7 days a week prescription collection point**

#### **To use this system, you need to**

- 1)Check with the Pharmacy team that you are eligible for this system.
- 2)Obtain a consent form from the Pharmacy.
- 3)Complete and sign the form. This gives us consent to put your medication in the machine and to use your details to send you a text message.
- 4)Provide us with up-to-date exemption information if you do not pay for your medication.

It is the patient's responsibility to make sure all these details are kept up to date. Failure to do this may result in you being charged for your medication or text messages being sent to the wrong number.

- 5)Hand the completed form back to a member of the Pharmacy staff.

#### **To use the Pharmabox.**

- 1)Order your prescription in the usual way. Giving the required 7 working days' notice. Please remember weekends and Bank holidays are NOT classed as working days.
- 2)Once your prescription is ready to collect, a text will be sent to the mobile number you provided.
- 3)The message will state that your prescription is now ready for collection from the machine for the next 3 days. And will contain a unique code.
- 4)Enter the unique code into the keypad on the machine.
- 5)The machine will then ask for payment, if you have provided us with your exemption details it will bypass this.
- 6)Wait for the machine to locate your prescription, once located it will drop your bag into the shoot at the bottom of the machine.
- 7)Push open the door and collect your bag.

#### **Important**

- 1)Do not share your unique code with anyone else, this gives them access to your medication.
- 2)You have 3 days to collect your prescription. After that your code will no longer be valid and your medication will have to be removed from the machine. We ask that you collect your medication as early as possible after receiving the text. The quicker prescriptions are collected the more prescriptions we can fit in.
- 3)Once your medication is dropped into the shoot, you have ONE MINUTE to remove it. After one minute the door will lock and you will be unable to retrieve it. It will also lock the machine and stop anyone else being able to retrieve their medication.
- 4) The code is only valid for that prescription. You will receive a new code each time.