

**The Lunesdale Surgery**

**Kirkby Lonsdale & Hornby**

**PATIENT CONSENT FORM FOR PRESCRIPTION DELIVERY**

The services listed below are designed to make the process of receiving your **repeat** prescriptions easier. Once we have received your completed and signed consent form, we will be able to deliver your prescriptions to you.

*If you are prescribed items that are not on your usual list of repeat medications, these will be delivered on the next routine delivery or require collection if needed sooner.*

This consent form must be signed by the patient **and** any representatives.

|  |  |
| --- | --- |
| **Name** |  |
| **Address** |  |
| **Post Code** |  |
| **Telephone No.** |  |

**Please read the terms and conditions below carefully and tick the boxes to show agreement:**

|  |  |
| --- | --- |
|  | I request and give permission for the prescription delivery service offered by The Lunesdale Surgery to deliver dispensed prescriptions to my home |
|  | To order repeat prescriptions I will complete and return the repeat slip to the delivery driver or contact the surgery either by telephone or via Patient Access/MyGP app at least 2 working days before the delivery is due to be made |
|  | I accept responsibility for being available at the time of medication delivery to my home. Deliveries take place on a Wednesday morning. Deliveries require a signature and cannot be left without being handed over to the patient or representative. |

**In the event that I am not able to sign for my medication, I would like my dispensed prescription to be:**

|  |  |
| --- | --- |
|  | Returned to the surgery for **my collection** |
|  | To be re-delivered the following Wednesday |

**Signed………………………………………………………………………Date……./……./……..**

|  |  |
| --- | --- |
|  | I am the representative of the above person and have been authorised to sign for receipt of prescriptions on their behalf |

**Print Name…………………………………………………………………Signature…….…….…………………………**

**This service is provided by volunteers from the local community. If in the event of no service being run due to unforeseen circumstances, we will contact you to inform that you may need to organise alternative arrangements.**

**Delivery of Fulfilled Prescriptions:**

The practice will not be held responsible or liable for any damage caused to the medication if this option is requested. It is the patient’s duty of care to ensure that the medication will not be delivered to a location accessible by unsupervised children or pets who may tamper with the packaging.

Prescriptions will require a doorstep signature. All items will be delivered to the address provided by you in your registration. You acknowledge and accept items will need to be signed for on delivery. In the event that the packaging is opened after delivery, we will have no liability to you for lost or damaged items.

Patients will inform the surgery if they wish to make any changes to this agreement.

You must check the items dispensed to you carefully and promptly upon receipt. If you feel that there has been a dispensing error, inform the delivery driver or speak to a dispenser as soon as possible.

**Ordering Repeat Items:**

Please only order what is required and not everything on the repeat slip. **You must give at least 2 working days’ notice** to the dispensary for ordering your repeat prescription, excluding bank holidays and weekends, otherwise delivery cannot be guaranteed.

**Zero Tolerance**

We do not accept rudeness, threats or aggressive behaviour directed towards our staff or other healthcare professionals who work with us. We may ask that violent or abusive patients be removed from our list.

**If the driver is unable to obtain a signature, the prescription will be returned to the surgery and it is the responsibility of the patient to collect this item from the surgery.**

**KIRKBY LONSDALE**

**MONDAY – FRIDAY** 8.30 - 6.30

**HORNBY SURGERY**

**MONDAY**  9.00 - 12.00 **/** 2.00 - 6.00

**TUESDAY**  9.00 - 12.00

**WEDNESDAY** 9.00 - 12.00 **/** 4.30 - 6.00

**THURSDAY** 9.00 - 12.00

**FRIDAY** 9.00 - 12.00 **/** 4.30 - 6.00

**Telephone: 015242 71210**