



Coronavirus – Lighthorne Parish Prescription collection service

Hastings House Dispensary

If you have arranged a prescription with the Hastings House Dispensary, but are unable or find it difficult to collect it yourself, please call **Erika Lilley** on **651188**. If there is no answer leave a message and Erika will call you back.

This is the process to be followed **every week** that you need a prescription:

1. Order your prescription via Hastings House in the normal way, by **Monday** morning for collection the following **Friday**. They prefer online ordering but if you are unable to order online you can call the dispensary between **12pm & 1pm** weekdays on **01789 840247**.
2. Call Erika by **Thursday** morning so that the week's list can be sent to Hastings House that afternoon.
3. Delivery will be between 11am and 3pm on the Friday, placed on your doorstep with a knock on your door.
4. If you don't come to the door a note will be put through your door and your prescription will be returned to Hastings House before 4pm.

Erika will talk you through a series of questions set by Hastings House. ***This will need to be done each time you need one or more prescriptions collected.***

If you have a vulnerable neighbour without access to the internet please let them know about this service.

Kineton Red Horse Dispensary

John Hunter is handling requests for prescription collection from the Kineton Red Horse Surgery for residents within Lighthorne parish who have difficulty collecting for themselves. The process is less formal than with Hastings House, but please do not leave your prescription ordering to the last minute. Order your prescriptions in good time from the dispensary in the normal way and then call John on **651730** by **Thursday** morning for collection and delivery on the **Friday**.

You will need to provide John with your name, address, date of birth, and reason for exemption if you are exempt from paying. If you leave a message be sure to leave your telephone number.