

24 Hour Automated Prescription Collection

How do I use the service?

01. Register for the service

Please fill out the attached form to register

02. Order repeat prescriptions in the usual way

Once you have signed up, order your prescription in the usual way. We can only place the medicines in the machine once you have signed up.

03. Notification when ready

When your medicine is ready to collect you will receive a text with a unique PIN number. You can choose to share this with anyone you trust to collect your medicines on your behalf.

04. Collect

Use your unique PIN number to collect your medicines at a time of your choosing.

This project Leadhills Dispensing Machine is supported by the Clyde Wind Farm and SSE Renewables, as managed by South Lanarkshire Council.

Frequently asked questions

Is there a charge for this service?

No. This is a free service available to all our dispensing patients e.g. those staying in Wanlockhead, Leadhills, Crawford, Abington, Elvanfoot areas. We hope that it makes accessing medications easier to our rural patients.

Is it safe & secure?

Absolutely! Med Point is the only British engineered automated collection machine. It is designed to meet stringent UK pharmacy standards and ensure medicines are stored securely. It uses cutting edge technology to ensure that the right medicine goes to the right person Every time. The collection point is well lit 24/7 and covered by CCTV.

How much time do I have to collect medicines once I receive the pin number?

To manage our capacity, we may set a seven-day collection window, after which uncollected items may be removed and must be collected within normal opening times. Our staff will contact those patients with uncollected medication as a safety net.

Some of my items are controlled drugs e.g morphine tablets?

We are unable to store controlled drugs in the machine, so these will need to continue to be collected from the surgery. This is a legal requirement.

One of my items needs to be stored in a fridge - can this go in the collection point?

Not at present but we are working on it. Any orders containing a fridge item must be collected from the surgery as normal.

Are any drugs not allowed to be collected in this way?

Due to legal restrictions, we cannot allow certain controlled drugs to be collected via the machine.

Will this mean you have less staff?

No. The number of prescription items we dispense is growing year on year so this service aims to help us manage that workload more efficiently. It will give our patients more control over when they get their medicines. This service actually increases our running costs, but this is an investment we think is important to improve access for the community.

Why have you launched this service?

We have seen a growing demand for patient convenience and choice and want to make sure we continue to provide that to our community as technology changes. Patients have commented on the lack of collection times, making it difficult to get their medications. We hope this provides reassurance there is no plans to stop dispensing medicines at Leadhills, we plan to invest in the service where resources permit. This machine will provide greater resilience should there be adverse weather or unexpected staff absence.

Is my data safe?

Yes! The machine is Cyber Essential Certified and had to go through strict local Data Protection Team scrutiny. This provides more regulated service than current arrangements.

What if the machine breaks down?

We have developed a strict standard operating protocol for this unlikely scenario.

Can I still collect my medication at the surgery?

Yes! You can still choose to collect your medicine from the surgery during the collection times – Mon/Wed 13:00-15:00 or Abington Post office. Collection from Leadhills shop will no longer be an option.

Register Now For 24 Hour Prescription Collections

Name

Address and postcode

Date of Birth

Mobile Phone Number

Email Address

Tick as required

I wish to use the 24-hour collection machine

I am the patient named above/carer of the patient named above

I would like to collection my medication from Leadhills Surgery medication collection machine

I give permission for my summary core record to be viewed by the dispensary staff of Moffat Medical Practice as appropriate

Signature

Date (DD/MM/YY)

Print name



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MEDICAL PRACTICE

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Prescription Collection Service

Repeat prescription collection service

We offer a repeat prescription collection service from Leadhills surgery 24/7 collection machine.

Surgery collection days are Monday and Wednesday 13:00-15:00.

When we are closed

Out of Hours, patients should ring NHS 111

NHS Inform also has a wealth of health related information and advice

www.nhsinformscot

