

Cottingham and Middleton Neighbourhood Champion Scheme

Frequently Asked Questions

Q	What information does a volunteer need to show a pharmacy to be able to pick up a prescription for someone else?
A	<p>Most pharmacies don't seem require the volunteer to present any ID unless the prescription includes a controlled drug, but do require the volunteer to know the first & last name and address of the resident they are collecting for. We recommend that volunteers carry some type of photo ID with them (e.g., driving licence) just in case.</p> <p>Ideally, residents will have checked with their designated pharmacy what information is needed from the volunteer who picks up their prescription. It may also be a good idea to provide the volunteer with a simple written note of authority from the person named on the prescription.</p>
Q	Volunteers are reporting long queues at certain pharmacies in Corby – some have waited as long as 1–2 hours. Is there something that can be done about this?
A	<p>The scheme co-ordinators have discussed this issue with Pytchley Court pharmacy who, although usually busy themselves, are confident that their current process for people picking up prescriptions which have been ordered online has plenty of capacity to handle an increase in demand without anyone having to queue for anything like those times.</p> <p>Residents with existing designated pharmacies arranged through the online system such as that promoted by Lakeside surgery (https://systmonline.tpp-uk.com) simply have to login in the normal way and select 'change pharmacy' from the 'Your Medication' section of the screen. Other local pharmacies may also have confidence that long waits in queues will not be necessary, so we suggest you phone around to select one that suits you and your volunteer best</p> <p>For information Pytchley Pharmacy's details are: 3 Pytchley Court, Corby NN17 2QD, telephone 01536 204834</p>
Q	What sort of things can a volunteer be asked to do?
A	<p>The purpose of the Neighbourhood Help Scheme is to help people who cannot leave the house because they are self-isolating or too unwell to do so. This is an uncomplicated, local scheme to ensure that house-bound residents of Cottingham and Middleton can obtain essential provisions and medicines, have contact with others (albeit over the phone), and that dogs are walked as necessary.</p> <p>Wherever possible, people with access to the internet should organise on-line shopping deliveries by supermarkets and similar retailers. Or they can phone the village shop (01536 770097) to place and pay for an order, and then ask their volunteer to pick it up for them.</p> <p>If a resident needs essential provisions that are not available in the village shop or cannot be delivered in a reasonable time, their volunteer will endeavour to shop for them. Most volunteers will also be happy to post important letters, walk dogs etc.</p> <p>If a resident needs support or assistance other than described above and is not sure if it is</p>

	appropriate to ask, they should discuss it with their volunteer. If you are a volunteer and need further guidance, please contact one of the scheme co-ordinators (see details below).
Q	Are volunteers available day and night?
A	<p>If you are worried about your health, are living alone and are worried that you might need to contact your volunteer at night, contact them now to ask if that is OK and, if so, what number you should use. We are hoping that the appeal below will lead to a few volunteers who are prepared to be contacted out-of-hours.</p> <p><i>Please note, however, that the neighbourhood volunteer scheme has not been set up to deal with any health-related issues. So, if your out-of-hours need for assistance is due to a deterioration in your health, please use the contact numbers and procedures which have been well-publicised by the NHS and Public Health, England.</i></p> <p>Note to volunteers: If you are a neighbourhood volunteer and you are prepared to be contacted outside normal daylight hours in exceptional circumstances, please contact George by email (contact details below) so that the register can be updated and your contact details notified to others when appropriate</p>

Our sincere and heartfelt thanks to all the volunteers. You truly are Champions.