

Richmond Council statement on Coronavirus (COVID-19)

7th April 2020

Richmond Council's Interim Director of Public Health, Shannon Katiyo, said:

Our local pharmacies are the frontline in the fight against COVID-19 and similarly to our hospitals and GPs, they are doing everything in their power to support their patients and residents.

For many people, the local pharmacy is the first point of contact between them and the wider health care system. During COVID, they will continue to stay open to deliver essential counselling, information and medicines supplies. This important role does mean that they are very busy at the moment and we can all play our part by only visiting or contacting them if it is urgent. Remember there is a lot of health information available online at <https://111.nhs.uk/>.

Many pharmacies are open until late and at weekends. And, whilst you don't need an appointment please be mindful that many pharmacy branches have changed their opening hours as a result of Coronavirus. They will also have restrictions in place regarding social distancing and prescription collection times may be longer than usual.

Always check with the pharmacy website before you visit and review guidance and signage on branch windows before entering. You can find details for your local pharmacies here <https://www.nhs.uk/service-search/find-a-pharmacy>

Please remember, if you have symptoms of coronavirus, are self-isolating or are in a vulnerable group, then you should not go to your pharmacy. Instead, you could ask your friends or relatives to pick up your medicine or order it online or by telephone.

For residents who are in receipt of a repeat prescription it is worth remembering that whilst many of our pharmacies do deliver, they are very busy at the moment, so you will want to place your request a little earlier

How do I collect my prescription if I am self-isolating or in a vulnerable group?

Our [Community Hub call centre](#) has had many enquiries from residents unable to leave their home asking how they can get their medicine.

The NHS have recruited an army of volunteer responders to help those people are self-isolating to access health services. For example, the volunteers might be asked to help individuals with tasks such as delivering medicines from pharmacies; driving patients to appointments; bringing them home from hospital; and regular phone calls to check they are ok.



Over 750,000 people across the country have signed up to be a volunteer through this scheme, supporting those people most at risk to stay safe and well at home.

At the moment, they have paused recruitment as they have had such a phenomenal response. Please keep an eye on their [website](#) for when the process reopens.

Finally, I would like to thank all the pharmacies in Richmond upon Thames for everything that they do to keep us safe and well!