

Step by Step Guide to Using the Box:

1. **ORDER:** Order your prescription in the usual way, ideally via the NHS App, giving 7 days' notice.
2. **RECEIVE TEXT:** Once your prescription is ready to collect from the Box, a text will be sent to the mobile number provided containing your **UNIQUE COLLECTION PIN**.
3. **COLLECT:** Go to the Box at your earliest convenience and enter the unique PIN into the keypad. **The PIN is only valid for 3 days.**
4. **PAY:** If you pay for your medication, the machine will ask for payment. You can only pay by contactless payment methods. If you are exempt, you will not be charged.
5. **BAG DROP:** Wait whilst the Box finds your prescription bag and drops it into the collection tray at the bottom of the machine.
6. **OPEN FLAP:** You then have **60 seconds to PUSH open the flap** and collect your bag.

Terms & Conditions of Use:

Getting started:

You will be shown how to use Medicines Collection Box by our team. Full instructions, demonstration videos and infographics are available on our website. We recommend your first collection is during opening hours, so we are on hand to answer any queries if they arise.

The text message:

Each time you collect from the Box you will get a text containing a unique PIN collection code. Each code is only valid for one collection. Do not share your unique code with anyone else (unless you have asked them to collect your medication for you).

You only have 3 days to collect your medication:

The text will contain a unique PIN collection code which is valid for 3 days. You should collect your medication as soon as possible after receiving the text. You will get a reminder text when you have just 24 hours left to collect.

If you do not collect your medication within 3 days:

After 3 days your code will no longer be valid, and your medication will be removed from the Box and returned to Kelling Pharmacy where it will be available for you to collect, in person, during usual opening hours (8.30am – 1pm and 2pm – 6.30pm).

You have 60 seconds to get your bag from the tray:

Once your medication bag has dropped into the collection tray at the bottom of the Box, you have 60 seconds to remove it.

After 60 seconds the collection flap will lock:

Once the flap is locked you will not be able to get your medication out.

- If you lock the flap **OUTSIDE of opening hours** (after 6pm and before 8.30am), you should go home and collect your medication, the next day, from the Kelling Pharmacy counter.
- If you lock the flap **WITHIN opening hours** (between 8.30am and 6pm), please go home and we will let you know where to collect your medication from, once we have unlocked the Box.

If the Box is locked when you arrive to use it:

If the machine is locked, no one else can use it until the blocked medication is removed from the collection tray and the Box is re-set.

- If this happens during opening hours (between 8.30am and 6pm), we will attend the Box and re-set the machine as soon as possible.
- If this happens when we are closed (between 6pm and 8.30am) the machine will remain locked until the following morning when we will attend as early as we can to unlock and re-set the Box.

Acute Medication

Acute medication will not be available to collect from the Box. This will be available to collect from Kelling Pharmacy, at Holt Surgery, during normal working hours.

3 Strikes

If you fail to collect your medication within the 3-day window OR fail to take it out of the tray within the 60 seconds permitted, and this occurs to you on three separate occasions, you will no longer be permitted to collect your items from the Box and you will be asked to nominate an alternative collection point.

The Box is Not Suitable for Everyone:

There may be some medicines which are not suitable to be collected from the Box, such as controlled drugs, fridge items or larger orders (which will not fit or are too heavy). It may be that your regular medicines change and start to contain these excluded items or become too bulky to fit in the Box. In this instance, you will no longer be able to collect from the Box and we will need to discuss other options.

Keeping your Information Up to Date:

It is your responsibility to ensure that we have up to date contact details and exemption status information. If these change, you must inform us immediately.

Data Protection and GDPR

All information supplied to us will be treated in confidence and will be stored in accordance with current GDPR and Data Protection legislation. A copy of this sign-up form will be securely retained for our records.