

Medication Collection Box FAQs

- I don't have a smartphone; can I still use the Box? *Yes – you only require a mobile phone capable of receiving a text message, this does not need to be a smartphone.*
- Can I receive an email or notification to my iPad or landline instead of a text to a mobile? *No, unfortunately the notifications can only be sent by text message to a mobile phone.*
- Can I give someone else's mobile phone number to get text messages on my behalf? *Yes, absolutely. As long as you have the consent of the person's mobile number you are nominating, they can receive the notification texts and either collect the medication for you, or tell you the collection code and you can collect. Whatever works best for you*
- Can I collect my children's medication from the Box? *Yes, if they are under 11 you can fill the form in and sign on their behalf. If they are aged 11-16, we will require verbal consent from the child that they are happy for you to receive a text message on their behalf each time they have medication ready to collect. When the child turns 16, they will be contacted and asked to attend to complete the sign-up paperwork themselves. They can still nominate a parent's mobile number to be sent the notifications if they wish.*
- Can I ask someone else to collect my medication from the Box for me? *Yes – as long as you have given the person your unique collection code and they are within the 3-day expiry time, this is absolutely fine.*
- I didn't collect my medication within the 72-hour window and now my code doesn't work. How will I get my medication? You will be sent a reminder text with 24 hours to go before your collection code expires. However, if you have still not collected within the 72-hour window, *your medication will be removed from the Box and taken back to Holt. You will receive a text from to alert you that your medication is now ready for collection from the Kelling Pharmacy counter during normal opening hours.*
- What happens if I am going on an extended holiday, and I need 2 months' worth of medication? You can request 2 lots of medication in exceptional circumstances such as holidays. *If both sets of medication fit into the maximum sized bags that the Box can take on its shelves, you will receive one text and one collection code as normal. If not, and the 2 months' supply has caused the order to be too large for the Box, the order will be split into 2 bags, and you will receive 2 text messages with different codes for each bag.*
- If I am prescribed an acute urgent medication, will this be available to collect from the Box? *No – if you require a medication urgently you will need to arrange to collect this from Kelling Pharmacy in person – we cannot guarantee that there will be a space available in the Box that same day or have the resources to courier it there urgently. Remember – someone can always collect your medication for you, as long as they know your name and address.*
- I didn't remove my package within the 60 second window and now it is locked in the flap at the bottom of the Box. What should I do now? *The Box will now remain locked until a member of staff is able to attend with an unlock code. You should go home. Once the Box has been unblocked, your medication will be returned to Kelling Pharmacy for collection during opening hours, You will receive a text message when this it is available.*

If you are at the Kelling Box and the pharmacy is open, please pop into the pharmacy and a member of staff will be able to assist.

- I have arrived at the Box but it is locked/out of order. When will it be working again? *The most usual cause of this will be that a patient has failed to collect their bag from the flap within the permitted 60 seconds. If this is during opening hours, please let the Surgery or Pharmacy know and we aim to have a member of staff on site to unblock it within half an hour. If the blockage has occurred out of hours, the Box will remain out of use until the next working day.*
- What happens if one of my medications is out of stock? *A member of the Pharmacy team will contact you if one of your medications is on a long-term manufacturing delay to discuss options with you. The rest of your medication will be prepared and put in the Box for collection as usual.*
- I used to order from Blakeney Surgery – will there definitely be space for me to collect from the Blakeney Box – *The Box holds up to 90 prescriptions at a time and people's prescriptions are removed from the Box after 72 hours if not collected so there should be plenty of room in the Box for all the patients that routinely collected from Blakeney Surgery.*
- My GP has just prescribed me a medication that needs to be kept in the fridge, locked away in the Controlled Drugs cabinet or that is very bulky, can I still use the collection point? *I'm afraid not, these medications are not suitable for the medicines collection point. In this instance you will need switch to collecting your medication from Holt or Melton Surgery during normal opening hours.*
- Some of my details have changed – how do I notify you of this? *Please fill in a change of patient information form which can either be completed in person at Holt or Melton counters or download from the website and drop into the Pharmacy at your earliest convenience. It is incredibly important that you notify us immediately of any changes to your mobile number or exemption status.*
- I don't want to use the collection point anymore – what should I do? *Please let the Pharmacy or Prescription Booth team know and they will change your prescription destination back to collection at Holt or Melton Surgery counter.*