

CORONAVIRUS COMMUNITY HELPLINE

CONTACT DETAILS:

Email (preferred): help@haddenham-bucks-pc.gov.uk use **HELP** in the subject header

Phone (only for those who are not online or if the need is urgent): **07760 458079**

Dedicated page on Parish Council website:

www.haddenham-bucks-pc.gov.uk/Coronavirus_30635.aspx

If you are currently in one of the following groups, you should be staying at home:

- a) You have been notified by the NHS to following 'shielding' guidance for at least 12 weeks due to having a serious illness or health issues (unrelated to COVID-19)
- b) You or someone in household has COVID-19 confirmed by a positive test
- c) You or someone in household has symptoms consistent with COVID-19 but no positive test
- d) You are unwell but the symptoms are non-conclusive (unconfirmed COVID-19)

We have set up the helpline to make sure those who need to stay at home can do so with support from the rest of the community. It is vital for your own sake, the rest of the community and for our front-line workers that you stay at home.

PLEASE ASK US FOR HELP

TO REGISTER AS A VOLUNTEER

- go to the Parish Council website and fill in the form (preferred)
- or email please use **VOLUNTEER** in the subject header.

This will enable us to quickly respond to those who need help as priority.

These contact details are for community support only and may be monitored by volunteers, if you wish to contact the Parish Council for any other matter please continue to use our usual contact details.

CLARIFYING HOME DELIVERY OF PRESCRIPTIONS

The pharmacy staff are working 7 days a week, in order to cope with the unprecedented and huge increase in demand for prescriptions and have needed help, which Fish Scheme volunteers are giving them.

Registering for home delivery of prescriptions can **only be arranged through the pharmacy and not directly with the Fish Scheme.**

To contact Haddenham JMW Vicary at the Medical Centre:

1. By phone: 01844 291960*
2. By Email: jmwvicaryltd@aol.com (recent *new* email address)
3. Pharmacy website contact form: www.jmwvicary.co.uk

**Please do not ring the pharmacy just to check what the queues are like or whether your prescription is ready yet. These constant interruptions are stopping staff from dispensing medication and serving customers in the pharmacy.*

CRITERIA FOR HOME DELIVERY OF PRESCRIPTIONS

This service is provided only for those:

- needing repeat prescriptions **
- self-isolating – in vulnerable groups and those that think they may have the virus
- Elderly/infirm (who couldn't spend any length of time in a queue)?

***There is no shortage of medication available but if you order repeat prescriptions before you need them this may mean that medication is not immediately available for someone who is severely ill.*

ROLE OF THE FISH SCHEME DELIVERING PRESCRIPTIONS

In the past DBS-checked Fish Scheme volunteers have been available to collect and deliver prescriptions for people unable to do that themselves, so people have been used to ringing the Scheme with these requests. In the current circumstances JMW Vicary Pharmacy now need to prioritise according to need, so requests for home delivery must go through JMW Vicary, and **not** through the Fish Scheme. The Fish Scheme is collecting from the Pharmacy twice a day and delivering Haddenham prescriptions according to an agreed delivery protocol.

A Thame coordinator has also been set up to do the same for Thame deliveries.