

Prescription Delivery Service

The practice offers a weekly prescription delivery service to its patients.

There are two aspects to the delivery service

1. Deliveries to community locations
2. Deliveries to the home

Community Delivery

In addition to collecting prescriptions from the practice, patients can nominate to use a collection point in their locality. Prescriptions are delivered to these locations for patients to collect on a Thursday.

- Brodwaith, Pentrefoelas Thursday
- Post Office, Ysbyty Ifan Thursday morning
- Spar, Cynwyd Thursday

Please note that controlled drugs cannot be delivered and must always be collected from the practice.

Home Deliveries

In some instances a delivery to the home address will be considered. This service is reserved for those patients with the most need, for example those who are housebound, chronically unwell, frail or elderly or recovering from illness.

Each application for a home delivery arrangement will be considered individually.

Terms and Conditions

General

- Deliveries take place on a Thursday morning.
- A month's supply of all items needed should be ordered. We cannot make several deliveries within a month, of single items.
- Orders to be placed no later than Friday afternoon of each week for delivery the following Thursday.
- You will be required to sign to confirm receipt of prescription.
- We will always do our best to deliver, but in the event of bad weather for example, your prescription will be available for collection from the surgery.
- If there are errors or missing items, please contact the surgery as soon as possible.
- Using the delivery service must be a standing arrangement. We cannot swap and change between collection from surgery and home delivery as it causes confusion and errors.

Home Delivery

- Either you or a representative must be home to accept and sign for the prescription. With prior arrangement with the practice, the prescriptions may be left in a designated safe place, however controlled drugs are exempt from this arrangement. The delivery person must be satisfied that the designated safe place is suitable.

If neither of the above is in place the prescription will be returned to the surgery for you to collect.

- If there are any situations or occurrences which poses a risk to our delivery person whilst delivering to a certain address, the home delivery service will be stopped.

If you would like to take make use of the delivery service, please speak to a member of the dispensary team.

Gwasanaeth Danfon Presgripsiwn

Mae'r practis yn cynnig gwasanaeth danfon presgripsiwn wythnosol i'n cleifion.

Mae dau ran i'r gwasanaeth

1. Danfon i leoliadau cymunedol
2. Danfon i'r cartref

Danfon Cymunedol

Yn ogystal a chasglu presgripsiwn o'r feddygfa, gall cleifion benodi lleoliad cymunedol yr hoffent eu defnyddio ar gyfer casglu. Caiff presgripsiynau eu danfon i'r lleoliadau hyn fel y gall cleifion eu casglu ar ddydd lau.

- | | |
|-----------------------------|----------|
| • Brodwaith. Pentrefoelas | Dydd lau |
| • Swyddfa Bost, Ysbyty Ifan | Bore lau |
| • Spar, Cynwyd | Dydd lau |

Nodwch na allwn ddanfon cyffuriau rheoledig. Rhaid casglu'r rhain o'r feddygfa.

Danfon i'r Cartref

Mewn rhai sefyllfaoedd fe allwn gysidro danfon y presgripsiwn i'r cartref. Mae'r gwasanaeth hwn ar gyfer y cleifion hynny a'r angen mwyaf, er engraiff y rheiny sy'n gaeth i'r ty, gyda salwch cronig, yn oedranus neu fregus neu'n gwella o salwch.

Bydd pob cais am wasasnaeth i'r cartref yn cael ei ystyried yn unigol.

Amodau a Thelerau

Cyffredinol

- Caiff y presgripsiynau eu danfon ar fore lau.
- Dylid archebu cyflenwad mis o'r holl eitemau sydd eu hangen. Ni allwn ddanfon eitemau sengl sawl gwaith mewn mis.
- Dylid archebu eich presgripsiwn erbyn pnawn Gwener ar yr hwyr ar gyfer danfoniad y dydd lau canlynol.
- Wrth gasglu, gofynnir i chi arwyddo ffurflen i gadarnhau eich bod wedi derbyn eich presgripsiwn.
- Byddwn bob amser yn gwneud ein gorau i ddanfon, ond mewn rhai sefyllfaoedd megis tywydd garw bydd eich presgripsiwn ar gael i'w gasglu o'r feddygfa.
- Os oes camgymeriad neu eitemau coll, cysylltwch a'r feddygfa mor fuan a phosibl.
- Rhaid i'r trefniant danfon fod yn un sefydlog. Ni allwn newid o wythnos i wythnos rhwng danfon a chasglu o'r feddygfa gan ei fod yn achosi dryswch a chamgymeriadau.

Danfon i'r Cartref

- Dylid sicrhau eich bod chi neu gynrychiolydd gartref er mwyn derbyn ac arwyddo am y presgripsiwn. Drwy drefniant gyda'r practis, gellir dynodi man diogel lle y gellir gadael y presgripsiwn. Rhaid i'r person danfon fod yn hapus fod y lle diogel yn addas. Os nad oes trefniant mewn lle neu rhywun ar gael i dderbyn y presgripsiwn, caiff ei ddychwelyd i'r feddygfa er mwyn i chi ei gasglu.
- Os oes sefyllfaoedd neu ddigwyddiadau mewn lleoliadau penodol sy'n peri risg i'r person danfon, bydd y gwasasnaeth yn cael ei ddiddymu.

Os yr hoffech wneud defnydd o'r gwasanaeth, siaradwch ac aelod o dîm y dispensary.

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