

## How to shop safely online



As millions of us face the reality of staying indoors for many weeks ahead to **#stopthespread** most of us will be seeking to manage our everyday needs online. Buying your groceries and household necessities online and ordering prescriptions online will become the norm. We've collated some need to know facts before you buy online:



**Online grocery shopping:** supermarkets including Asda, Tesco, Sainsburys, SuperValu and Iceland offer online shopping and home delivery. Using the shop's website, you can select your groceries and a delivery time that suits you (for a small fee). Some supermarkets offer a 'Click and Collect' service too. If you are **self-isolating** you can leave a message in the delivery instructions. The delivery driver will not enter your house and will leave your shopping at the front door. If you need assistance, you can also leave instructions detailing what you need.



**Ordering goods online:** you can also buy electricals, clothes and household essentials online. You have 14 days (from the date your item arrived) to return your goods. Many online shops have changed their returns policy because of COVID-19 so make sure to read the returns policy before you buy. Most shops charge a small fee for delivery. Remember when shopping online always make sure there is a **padlock symbol** in the browser which will tell you the website is secure.



**Ordering prescriptions online:** GP surgeries now offer online services to book or change an appointment and order repeat prescriptions. Before you can use the online service, you will need to set up an account, you can't do this online so you will have to phone the surgery to request a registration letter. This letter will be posted to you and it will explain how to complete the rest of the registration process online.