



Standard Operating Procedure Prescription Collection during Covid-19

1 Prescription Collection

The importance of picking up and delivering prescriptions for elderly and vulnerable people during Covid-19 is recognised, but so are the risks. Prescriptions should only be taken as prescribed, by the person for which they have been prescribed.

It could be dangerous if they are delivered to the wrong person, or dangerous if people do not receive the prescriptions and medication that they need. Some prescriptions have a street value, and there are also concerns about data protection. It is a high- risk service, but equally recognised that Covid-19 poses exceptional challenges in difficult times and a pragmatic workable solution needs to be found to support isolated and vulnerable people at home.

2 Guidance

The following temporary guidance for prescription collections is suggested:-

- Where possible prescriptions should be collected by patients or a family member/friend. If this is not possible, and their community pharmacy is unable to deliver within a necessary timeframe for the person, only then consider collection/prescription through this procedure.
- Check that there is no close family member or friend that could collect and deliver the prescription.
- It is good practice to ensure that accurate advice on which pharmacies offer a delivery service is maintained and communicated.
- In exceptional circumstances, if the above are not options, arrange collection and delivery by a known and experienced DBS checked volunteer or redeployed team member from partner agencies in the City – prioritising this as an element of their duties and tasking other volunteers with less high- risk roles.
- In urgent situations with no other alternatives available, prescriptions should be picked up and delivered by people working in pairs, travelling directly to delivery from collection. Whilst working in pairs it will be important to ensure that social distancing, in line with national recommendations, is maintained.
- In certain circumstances, and particularly for controlled drugs, the pharmacist may require to see ID, and may require a signature from the person collecting the prescription. The pharmacist may also need information about the patient's exemption category if they are under 60 years of age. It is advised to carry ID and any concerns about signing for a prescription should be identified to the service organiser in advance.

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3 The Portsmouth Offer

Within Portsmouth, partner agencies are working together to address the needs of elderly and vulnerable people who are self-isolating. The proposed support includes:-

- Provision of vans/vehicles by Portsmouth City Council (PCC) with a designated driver holding a DBS.
- Support from a redeployed PCC team member, a member of staff or volunteer from YOU Trust social prescribing service or an identified volunteer recruited specifically for the role by HIVE Portsmouth. Minibus vehicles will be used ensuring that the driver and person accompanying can maintain social distance.
- An assigned 'service organiser' team who will co-ordinate all requests and act as point of contact for the drivers and delivery team
- The driver will plan routes and work with the person accompanying to ensure that the correct prescription is being delivered to the right address.

The temporary service will collect prescriptions from community pharmacies and deliver to elderly and vulnerable patients following triage through :-

- A referral from a health and care professional under the HIVE Referral SOP
- An individual known to services who is in isolation and referred by the partner service (including ASC, VCSE)
- A referral from HIVE and City helpdesk where an individual has asked for help and is triaged to be in need of support

It is additionally proposed to offer any community pharmacy in Portsmouth assistance with their normal delivery schedule on a short term/emergency basis if they are experiencing service pressures, unprecedented demand and/or staff shortages. It would be expected that the pharmacy seeks to re-establish direct support or increase own capacity as quickly as possible. This will be dependent on the ongoing availability of suitable team members and volunteers.

4 Summary Procedure

All pharmacy collections and deliveries (including requests for 'over the counter medications') should follow the below procedure:-

- Message service organiser when the prescriptions/medications have been collected
- Check name and address details on the collected prescriptions to ensure that it matches the details of the intended recipient. Check any 'items owing' note obtained from the pharmacy includes an indication of timescales.
- Proceed directly to recipients
- Any deliveries requiring cold storage must be delivered first and the patient should be called prior to leaving the pharmacy to ensure a successful delivery. In the event of being unable to deliver the cold chain medicine must be returned to the pharmacy before any other deliveries.

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Multiple cold chain deliveries need to be discussed with the pharmacy prior to leaving to attempt delivery.

- Ensure a final check that the correct prescription is being delivered to the correct address
- Verify they are at the correct address by knocking without asking for the recipient by name and stating 'pharmacy delivery, can you confirm your name/name of the person expecting delivery?'
- Message service organiser when prescription has been delivered – (advising if there is an item owing.)
- Service organiser will then make sample calls to contact recipient to ensure that prescription has been received, and if necessary make arrangements for collection and delivery of any items owing, before closing the referral.

It is very important that anybody collecting, delivering or contacting the recipient about the prescription does:-

- NOT offer any advice or instructions on the use of the medicine (including over the counter medicines) – the recipient should be encouraged to contact the pharmacy if they have any queries.
- Only deliver over the counter medicines which are within the maximum amount able to be purchased by any one person – e.g. Box of 32 paracetamol. Excess orders should not be obtained/delivered.
- NOT take any financial payment for delivery of the prescription/medication. Only if the recipient asks/wishes to make a donation should they be directed to hiveportsmouth.org.uk website where donations may be made via paypal link, or they can discuss a potential donation with the service organiser.

5 Safeguarding during Covid-19

During Covid-19, other safeguarding practices apply to all volunteers/team members:-

- Do not enter houses. Leave the prescription on the doorstep. Withdraw to at least two metres distance before calling the recipient to advise them to collect the prescription from the doorstep. Ensure, from a safe distance, that the item has been collected before leaving and calling the service organiser confirming successful delivery. Under no circumstances may prescriptions be posted through the letter box, as it becomes irretrievable if a mistaken address is then realised, and maybe harmful to any pets, children or vulnerable people within the household.
- If there is no response, the prescription should be retrieved and the service organiser called for advice, who may also try calling the recipient.
- Ensure that any undelivered prescriptions are returned to the pharmacy in good time before pharmacy closure. No undelivered prescriptions should be held overnight in volunteers/team personal homes, in an office or within the vehicle. It should be noted that pharmacies are currently able to be closed to the public for up to 2.5 hours a day during their normal opening hours to catch up. Any returns need to take account of this potential

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closure period. NHSE are planning a portal to view pharmacy opening times. Until this is in place enquires can be routed to pccg.medsman@nhs.net although this is not an instant service.

- Wash hands with soap and water for 20 seconds, or use steriliser, before collecting the prescription and after delivery.
- Ensure team members/volunteers feel well and have no presenting symptoms of Covid-19 before collecting/dropping off prescription and are reminded of social isolation requirements.
- Follow social distancing at all times on the journey, and when collecting and delivering the prescription. Do not take unnecessary risks, and do not use public transport.
- Along with ID, a letter should be carried prepared by HIVE Portsmouth/PCC to ensure acceptance by the Police as supporting vulnerable people in the Covid-19 response. This should be carried at all times.
- To respect all confidentiality and personal information that may be seen as part of this response. To ensure that any information seen or heard is not discussed with or disclosed to anyone else, with the exception of any safeguarding concerns which must be reported to the service organiser immediately.
- Report any concerns as soon as possible to service organiser

6 Signature of Understanding

Volunteer /team member is requested to sign this document to indicate that the guidance has been read and understood:-

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Thank you for your help and understanding. It is much appreciated and we very much value your support.

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