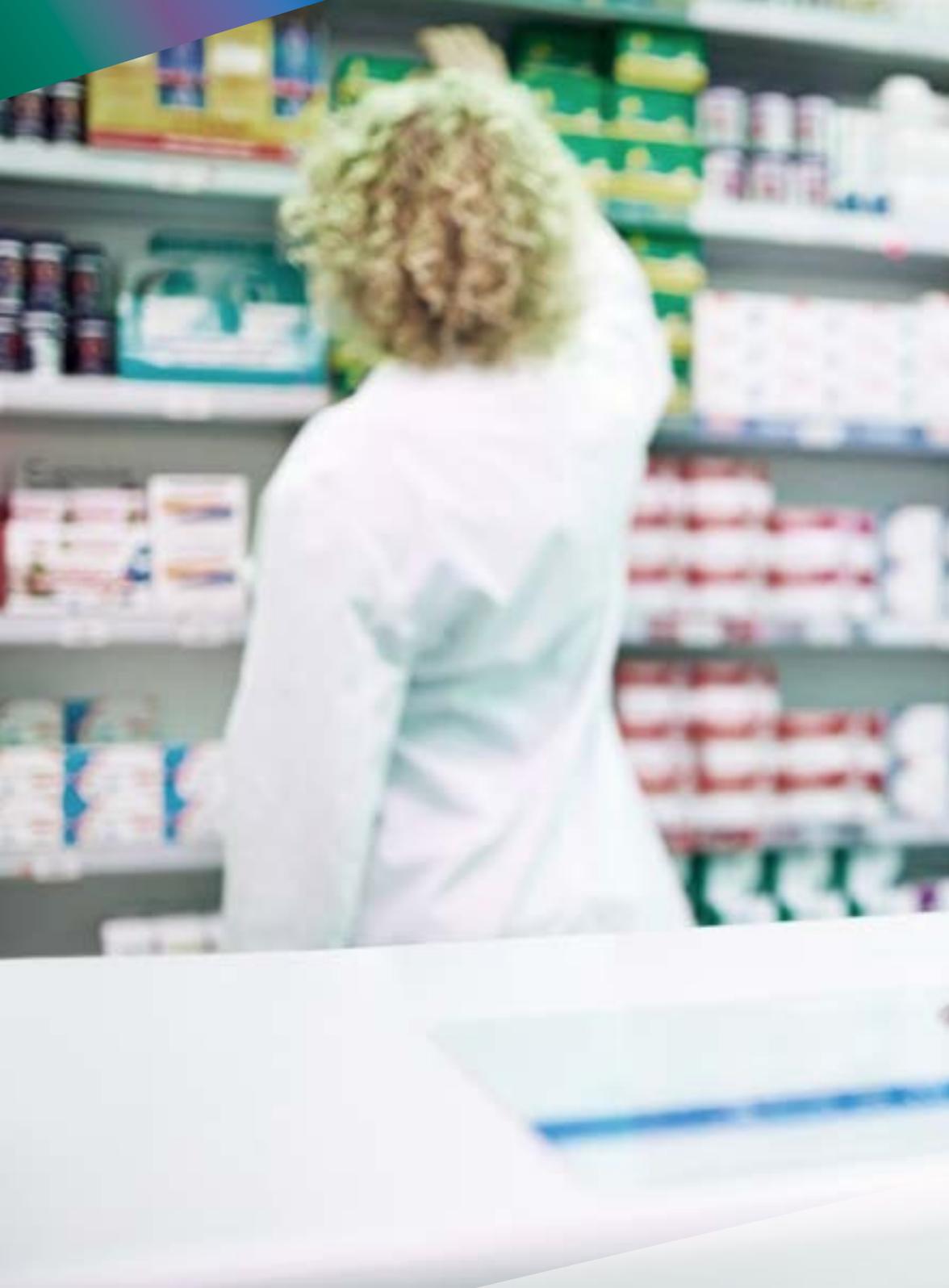




**COVID-19  
COMMUNITY GROUPS  
PRESCRIPTION COLLECTION  
AND DELIVERY PROCESS**



## INTRODUCTION

Voluntary and community groups offer a vital support service for residents who are unable to collect prescriptions. Some pharmacies are able to deliver directly to individuals, however, picking up personal and potentially lifesaving medication comes with a number of safeguarding considerations. It requires a robust system to ensure safe delivery of the correct prescription to each recipient. In this document we set out our recommended process for working successfully with your local pharmacy to collect and deliver prescriptions.

## SAFEGUARDING

You can view our latest safeguarding information for community groups [here](#), which goes into detail on how best to protect your groups, your volunteers and the residents you are supporting.

While there is no legal requirement for you to carry out DBS checks on volunteers, we recommend when collecting or delivering prescriptions, especially where the medication is controlled, that only ID-verified, or DBS-checked volunteers complete this task. It is also preferable for volunteers to be wearing ID badges (this could be a picture of the badge they show on a phone) or volunteer t-shirts, so they are clearly identifiable as supporting vulnerable residents.

# SAFEGUARDING OUR SUGGESTED PROCESS

1. Contact the referred resident and establish:
  - The urgency of the medication
  - The expected date for collection (please refer to pyramid diagram on page two for guide times for prescriptions).
  - The pharmacy the prescription has been sent to
  - The expected number of items to be collected
  - Confirmation as to whether the prescription is ready or not
  - Whether any controlled drugs are included in the prescription
  - If the resident is aged between 16-60, details of any exemption from prescription charge or confirmation that person has arranged payment with the pharmacy.

2. Using a spreadsheet or software programme as appropriate, organise a print out of information for those prescriptions that require collection that day.

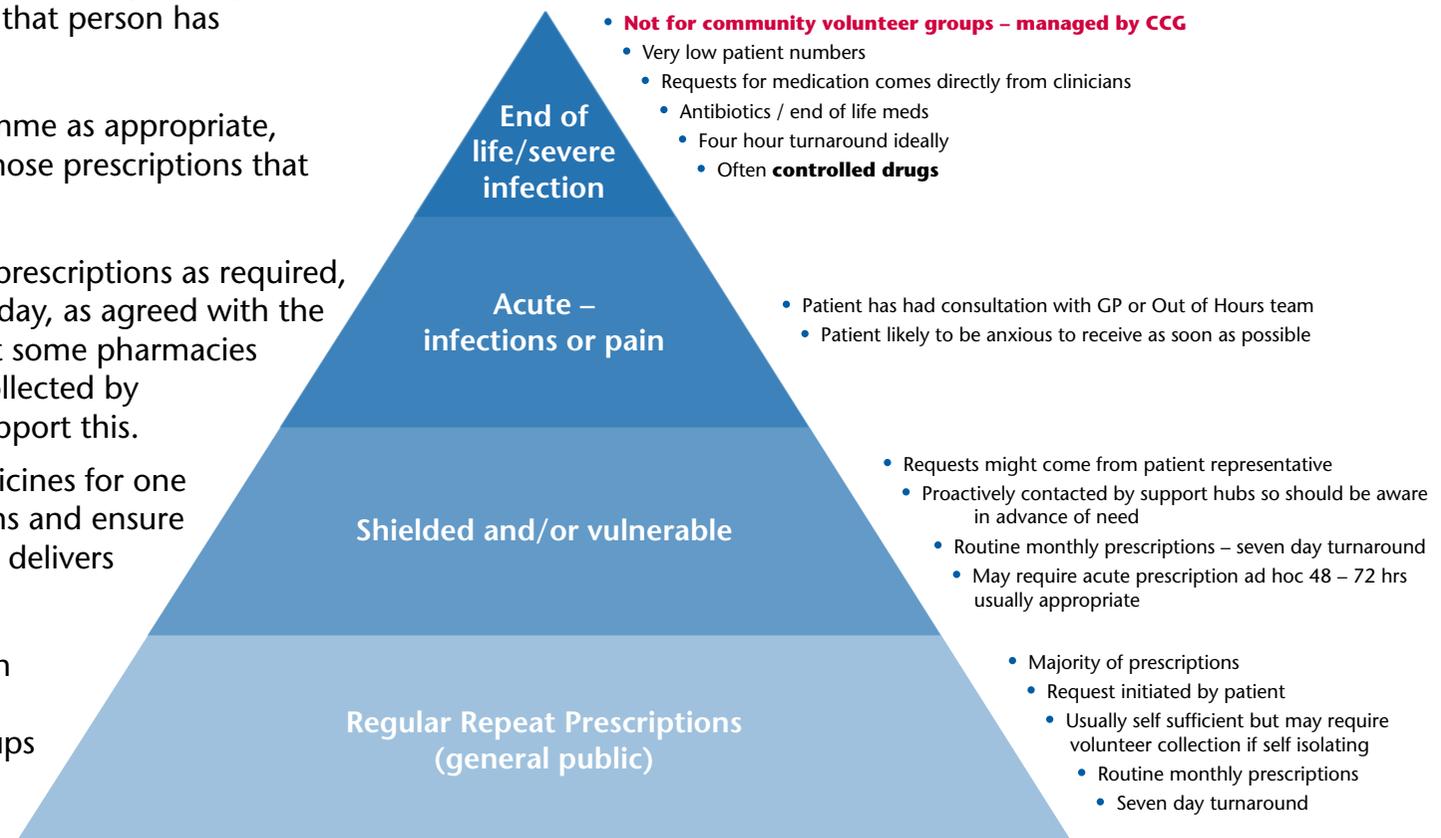
3. Organise the volunteer(s) to collect the prescriptions as required, ideally at a specific collection time each day, as agreed with the local pharmacy. Note, we are aware that some pharmacies will allow multiple prescriptions to be collected by volunteers while others are unable to support this.

Where a pharmacy will only supply medicines for one household – please respect their concerns and ensure that the person collecting the medicines delivers them directly to that household.

4. If multiple prescriptions are collected then bring these to a safe, central location for sorting and separating into dispatch groups based on the residents' home addresses. Note, it is vital that prescriptions are

safely monitored and stored whilst being sorted. If an individual prescription has been collected, then the volunteer can deliver this immediately, following steps 5 – 7 as below.

5. Allocate prescriptions to volunteers, documenting the volunteer name, resident's name, address, date and medication.
6. Ask volunteers take a photo of the medication delivered to the correct address.
7. Volunteers should report back to confirm delivery, which should then be updated on the central records.



## FREQUENTLY ASKED QUESTIONS

1. How should we manage controlled prescriptions or prescriptions that need to be refrigerated?

The key principles for community groups to consider is ensuring a safe and secure process for the medication to reach each resident as quickly as possible. If prescriptions are controlled drugs, it is vital that whilst the community group is in possession of the medication that it is secured safely if awaiting delivery. For medication that requires refrigeration it must be delivered to the resident directly after leaving the pharmacy.

2. Where can I find the contact details for pharmacies?

All pharmacy phone numbers are listed on the NHS Choices website [www.nhs.uk/service-search/find-a-pharmacy](http://www.nhs.uk/service-search/find-a-pharmacy)

Also listed on the BSW CCG website [bswccg.nhs.uk/your-health/find-a-local-service](http://bswccg.nhs.uk/your-health/find-a-local-service)

You may wish to provide your volunteers with a list of local pharmacies from this website. Please note opening times are changing frequently in the current circumstances to check the BSW CCG website for the most recent list [bswccg.nhs.uk/news-events/covid-19/pharmacy-opening-hours](http://bswccg.nhs.uk/news-events/covid-19/pharmacy-opening-hours)

3. What if the prescription has not arrived on time at the pharmacy?

Residents should allow seven days between ordering a prescription and collecting the medication. If it is before this seven-day period, please advise the resident/volunteer to try again after seven days.

If seven days have passed, contact the pharmacy to enquire whether the prescription has been received

from the GP practice, and if so, when it is likely to be ready (they may have to order medication in for example).

If the prescription has not been received from the GP practice after seven days, it may be necessary to contact the GP practice by checking the online prescription ordering system, the POD (if practices use POD) or by telephone (last resort).

For details of POD practices and contact details, please visit [bswccg.nhs.uk/your-health/hospital-care/prescription-ordering-direct-pod](http://bswccg.nhs.uk/your-health/hospital-care/prescription-ordering-direct-pod) or call **0300 123 6242**.

4. How should a resident raise a query about their prescription?

If there is a query about the medication, please advise the resident to contact the pharmacy directly.

If they are a POD patient, they can visit [here](#) or call **0300 123 6242**.

Please note volunteers should not be making these calls on behalf of the resident.

5. How can I provide feedback if there are any ongoing issues with the collection of prescriptions from pharmacies?

Please use the "talk to us" form at the bottom of the Community Pharmacy Swindon and Wiltshire website homepage [psnc.org.uk/swindon-and-wiltshire-lpc](http://psnc.org.uk/swindon-and-wiltshire-lpc)

For general queries, contact [prescribingwiltshire@nhs.net](mailto:prescribingwiltshire@nhs.net)

Please do not provide any specific patient information on either of these sites.