




Boots Volunteer Medication Delivery Guidance COVID-19 PANDEMIC




GENERAL GUIDANCE

 Ensure you carry **some form of identification** with you when you present at the pharmacy.

 Follow **social distancing** and **good hand hygiene procedures**. Avoid touching your mouth, nose, or eyes and clean equipment used during deliveries e.g. electronic devices, clipboard, pens, handles, surfaces within and on the vehicle.

 Keep **hand sanitiser available** for use immediately after the delivery, and after touching surfaces, doorbells / handles etc.

 Make sure you have the contact details of the pharmacy you are delivering for. **If at any time you are unsure of what to do with a medicine delivery, call the pharmacy team for assistance and guidance.**



MEDICATION DELIVERIES

- To avoid confusion, complete all deliveries from a single pharmacy before picking up further prescriptions for delivery from another pharmacy.
- Where possible, try to operate on a 1-to-1 basis i.e. collect and deliver medication to only one patient, then return to the pharmacy to repeat the process. This reduces the likelihood of the wrong medication being delivered.
- Medication deliveries must be completed on the same day you collected them from the pharmacy; patients will be expecting these medicines and it is important they can continue to use their medicines each day.
- Some patients may have more than one package of medicines. Check with the pharmacy the number of packages for each patient on collection and ensure that all bags of medicines are delivered.



SPECIAL CONSIDERATIONS

- Some medication may need to be stored in the fridge by the patient. You should deliver to these patients first. The pharmacy team will be able to tell you which medicines being delivered need to be stored in the fridge; please also communicate this to the patient.
- Do NOT open the bag of medication to be handed over to the patient; full details of patient name and delivery address will be on the external labelling of the package.
- If medication packages split, or there's a breakage, call the pharmacy team immediately for their advice.
- Sometimes the pharmacy may not have all the medicines needed or the full quantity ordered on the prescription. When this happens, the pharmacy will issue an 'Owings Slip'. You must pass this 'Owings Slip' onto the patient and advise them that these items will be delivered when the pharmacy has the item(s) back in stock.



WHEN ARRIVING AT THE PATIENT'S HOUSE, FOLLOW THE GUIDANCE BELOW:

- Ring the doorbell then withdraw to a distance of 2 metres (3 steps). When the door is answered, explain that you have a prescription to deliver and ask the person to state the name and address of the patient, to ensure you have the correct address and that the patient lives there. **Do NOT offer this information yourself.**
- If the patient has to pay an NHS prescription charge, the pharmacy may have been able to take payment remotely by speaking to the patient on the phone. If that is not the case, the pharmacy may have agreed that the patient can give you payment to take back to the pharmacy. In this case, the pharmacy staff will have told you the value of the NHS prescription charge which the patient needs to pay.

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! UNDELIVERED MEDICINES

- Any medicines that cannot be delivered (e.g. if the patient has been taken to hospital) must be returned to the pharmacy that day; you must not store other peoples' medicines overnight in your own home or fridge.
- If a patient does not answer the door, please return the medicines back to the pharmacy; do not leave the medicines outside the house or post the medicines through the letter box.

ADDITIONAL INFORMATION FOR PATIENTS

- Some patients' medication packages may be accompanied by a message for the patient to contact the pharmacy for specific advice; please ensure this information is passed on to the patient.
- If the patient has questions regarding the medicines themselves, please advise them to contact the pharmacy.

RETURNED MEDICATION

- If the patient asks you to return unwanted medicines to the pharmacy for disposal, explain that **you cannot do this** and ask them to contact the pharmacy to discuss how to arrange disposal of the medicines.

COMPLETION OF DELIVERIES

- Return to the pharmacy once you have completed the deliveries if you have to return any packages that could not be delivered or have money from patients to pay their NHS prescription charge. Otherwise, confirm with the pharmacy that all medicines have been delivered (e.g. by phone, returning to the pharmacy, secure email - this should have been agreed with the Pharmacy Team).



If you feel unwell at any time, **tell the pharmacy team immediately**, then return any undelivered medicines to the pharmacy if you feel able to and go home.

PHARMACY CONTACT DETAILS

PHARMACY	CONTACT NAME	ADDRESS	TELEPHONE NUMBER