



ACTION CARD: Staff involved in the delivery of medicines from Community Pharmacy

Report issues/concerns to: Melanie Carrol, Pharmacy Business Manager,
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Purpose:

- Supporting the community pharmacy network to provide medicines for the patients of Wirral Community Pharmacies as required
- Minimising risk for vulnerable and shielded patient groups from COVID -19
- Minimising footfall across the Wirral Health economy
- Reducing unnecessary footfall in community pharmacy premises to reduce the risk of transmission to community pharmacy staff and others

Note Controlled drugs and fridge lines are excluded at the present time

1.0 Responsibilities:

Medicines Delivery Drivers

Must:

- ALWAYS follow handwashing and respiratory hygiene guidance
- Wash their hands more often - with soap and water for at least 20 seconds, where possible or use a hand sanitiser between deliveries, when blowing their noses, sneezing coughing, eating or handling food
- Avoid touching their eyes, nose, and mouth with unwashed hands
- Always practise social distancing ie stand at least 2m away from all people, not all will show symptoms
- Avoid close contact with people who have symptoms
- Cover their cough or sneeze with a tissue, then throw the tissue in a bin and wash your hands
- Clean and disinfect frequently touched objects and surfaces in vehicle

Community Pharmacists

- Appoint a dedicated person to liaise with the driver
- Ask the driver to read and sign the confidentiality policy for the community pharmacy (if available). This only needs to be done once.
- Ensure the daily manifest (Appendix 1 or 2) & medicines are prepared in time for the driver. Where possible store the prepared medication in the same order as recorded on the manifest.
- Ensure name, address, telephone number and date of birth are on the bag label - this may be handwritten to ensure that delivery can be assured
- Collate prescriptions for residents of the same address to avoid multiple trips to the same location. Each patient must have their own line on the manifest.

Procedure:

Collection from the Community Pharmacy

- The Driver will call the pharmacy and arrange delivery times with the staff on site in the pharmacy and confirm their means of access (once established a schedule will be implemented)
- Pharmacy will pass the manifest (list – appendix 1 or 2) with patient's name, address and telephone number to the medicines delivery driver. Pharmacy may also wish to attach COVID 19 delivery label (Appendix 3)
- Pharmacy will pass the medicines to the delivery driver
- Driver will check each item on the manifest against the medicines presented. Tick each item to ensure the manifest and collected medication match.
- Driver will sign at the pharmacy for the number of bags of medicine and totes taken

Delivery

The medicines delivery driver will:

- **Phone the patient prior to delivery to advise them they are on the way (expected time if possible)**
- Knock on the door
- Step 2 metres away
- Show their identification badge from a distance
- Ask the patient to confirm name, address, date of birth and once confirmed ask them to close door again
- Leave the prescription on door step
- Observe patient pick up delivery
- Record the time delivered on to the manifest
- If the driver is unable to make delivery a second delivery can be attempted later in the day

Undelivered Medicines

- If the medicines delivery driver is unable to make a delivery the delivery driver must not:
 - Post the delivery items through letter boxes
 - Leave the delivery items, unattended in porches or on doorsteps with children or with neighbours - unless advised otherwise by the pharmacy staff
- After the second attempt ALL medicines undelivered must be returned to the pharmacy
- Undelivered medicines should be returned to the Community Pharmacy before it closes (or when operating reduced opening hours, before the Responsible Pharmacist signs out).
- When returning to the pharmacy, a staff member of the community pharmacy must sign the manifest to indicate the medication has been returned.
- In some circumstances, due to the pandemic, pharmacies may be required



to close early, or drivers may not be able to deliver all medication within the expected time frame.

- If the pharmacy is preparing to close unexpectedly, the pharmacy team must contact the driver and determine the number of deliveries outstanding.
- If the driver does not believe they will be able to complete the deliveries within the pharmacies opening hours (or when operating reduced opening hours, before the Responsible Pharmacist signs out), they must contact the pharmacy.
- The decision then remains with the Responsible Pharmacist as to next steps. This must balance patient care and legal requirements. Further detail can be found on the [GPhC website](#), including recommendations for providing medicines when a Responsible Pharmacist is not available.
- If the driver is not able to return the medicines to the pharmacy they must agree with the RP the next steps. The preferred option is to return medication to the WUTH dispensary for safe overnight storage. Other options may include storing medication with another community pharmacy, where this is agreed between both pharmacies.
- As a last resort the Responsible Pharmacist may ask the driver to store the medicine until the following day the following principles must be followed by the driver
 - safely store the medicines at home in a place which is at ambient room temperature overnight i.e. not by a radiator or in a cold space
 - keep them out of the reach of children
 - never leave medicines overnight in your vehicle
 - Return the medicines the following day in agreement with the responsible pharmacist

Recording Deliveries

At the end of the shift the driver will return the manifest to the community pharmacy. If the pharmacy is closed the driver will WhatsApp the manifest to an NHS phone and the manifest will be sent to the community pharmacy via email at NHS email address the beginning of the next working day.

Manifests should be stored in the pharmacy for at least 2 weeks to act as an audit trail.

Note:

All drivers will have to sign the pharmacy's confidentiality agreement where available

All drivers are DBS checked

All drivers have business insurance

Appendix 1 Example of delivery manifest - using dispensing labels (1)

Pharmacy Name:..... Contact Tel. No..... NHS Email Address.....

BAG LABEL	DOB	BAG LABEL	DOB
	DELIVERED BY		DELIVERED BY
	TIME		TIME
	CONTACT NO.		CONTACT NO.
Number of bags:		Number of bags:	
BAG LABEL	DOB	BAG LABEL	DOB
	DELIVERED BY		DELIVERED BY
	TIME		TIME
	CONTACT NO.		CONTACT NO.
Number of bags:		Number of bags:	
BAG LABEL	DOB	BAG LABEL	DOB
	DELIVERED BY		DELIVERED BY
	TIME		TIME
	CONTACT NO.		CONTACT NO.
Number of bags:		Number of bags:	
BAG LABEL	DOB	BAG LABEL	DOB
	DELIVERED BY		DELIVERED BY
	TIME		TIME
	CONTACT NO.		CONTACT NO.
Number of bags:		Number of bags:	

Appendix 2- Example of delivery manifest (2)

Pharmacy Name:..... Contact Tel. No..... NHS Email Address.....

Date	Patient Name	DOB	Address	Contact Number	Number of bags	Delivered By	Time Delivered

Appendix 3 – COVID delivery label

<p>This prescription delivery from {insert pharmacy name} Pharmacy is part of its Covid19 response to limit visits to the pharmacy. Once the Covid19 emergency is over, normal collection from the pharmacy will resume. Please phone us on {insert pharmacy tel. no.} if you have any queries.</p>	<p>This prescription delivery from {insert pharmacy name} Pharmacy is part of its Covid19 response to limit visits to the pharmacy. Once the Covid19 emergency is over, normal collection from the pharmacy will resume. Please phone us on {insert pharmacy tel. no.} if you have any queries.</p>
<p>This prescription delivery from {insert pharmacy name} Pharmacy is part of its Covid19 response to limit visits to the pharmacy. Once the Covid19 emergency is over, normal collection from the pharmacy will resume. Please phone us on {insert pharmacy tel. no.} if you have any queries.</p>	<p>This prescription delivery from {insert pharmacy name} Pharmacy is part of its Covid19 response to limit visits to the pharmacy. Once the Covid19 emergency is over, normal collection from the pharmacy will resume. Please phone us on {insert pharmacy tel. no.} if you have any queries.</p>
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