

Dear Pharmacists

As you may be aware in response to the current COVID-19 crisis Bury Council has set up 5 community hubs to support vulnerable or isolating residents. The primary role of the community hubs is to host and coordinate volunteer activities which assist those in need. The volunteers at the hubs primarily carry out a few specific tasks which include

- Shop for people who are unable to get out (but have funds) OR direct them to where they can buy foods over the phone
- Direct people who don't have funds to where to access food (primarily signposting to foodbanks)
- **Pick up medication for people who are unable to get out due to being in a vulnerable/shielded group or self-isolating.**

The task relevant to yourselves is around picking up medication.

A local approach has been introduced so all requests for support in picking up medication come through a central system linked to the hubs.

The process is as follows

- The job (a request for medication pick up) comes through to the central call centre number **0161 253 5353** (this number has been specifically setup to support vulnerable people who need help as a result of the impacts of COVID-19)
- The job is logged and passed on to the local hub
- The hub receive the job and assign the job to a local DBS checked volunteer
- The volunteer attends the pharmacy on behalf of the patient with the patient details including their full name, address and DOB. They will also have a letter from the community hub with details of how they are acting as a volunteer on the councils behalf along with a unique volunteer number and a central contact number should it be needed (see attached).
- The volunteer picks up the medication and delivers to the shielding/isolating patient
- The volunteer contacts the hub to confirm the job is completed

There are two exceptions to this process these include

- Providing Opiate Substitution Treatment (OST) medication for those who are service users of our local substance misuse service (Achieve Bury)
- Providing controlled drugs

For providing OST – it has been agreed with Achieve Bury that when a service user cannot access their treatment (and they do not have an existing nominated person) they will have their medications picked up by Achieve Bury staff who will deliver it on their behalf. As such the staff picking this up will have full details of the patient and identification outlining that they work for Achieve Bury (Greater Manchester Mental Health Trust).

For providing controlled drugs it has been agreed that only existing council staff will carry out this role. As such a similar process will occur as for general medication. However, the job will only be assigned to internal council staff and when they pick up the medications they will have the patient details along with their council identification badge.

**A full audit trail of the process is captured within the hub including details of the pharmacy, volunteer and patient involved in each job.**

This process has been developed and agreed in conjunction with Bury Local Pharmacy Committee.