





COMMUNITY RESPONSE TO COVID-19: Delivery of Medication Process




 Patient needing help calls 0300 330 9073

 CAB identifies support needed to access medication


 Patients postcode informs referral to appropriate hub

 Hub contacts patient directly

 Does the patient have an existing support network?


Advise to use existing networks





 Has prescription been ordered via their GP? Is it ready for collection at the pharmacy?

Advise to make arrangements then phone back via 0300 330 9073



 Medication is delivered to Patient's address

 Volunteer takes their Photo ID or Lanyard, and provides Pharmacist with patient's D.O.B, full-name and address

 Volunteer identified and attends Pharmacy

- CONFIRM:**
- ✓ Address of Pharmacy
 - ✓ Patient's Full Name
 - ✓ Patient's D.O.B
 - ✓ Patient's Full Postal Address
 - ✓ Patient to expect it to be delivered in a sealed bag: if not to contact the hub immediately