

DELIVERY FACTSHEET FOR VOLUNTEERS

The delivery process

1. Before a delivery can be made, you must ensure you have the patient's consent – the pharmacy will get the patient's consent and keep it on record.
2. The pharmacy team will collate a list of patients who you are delivering to – this will allow you to plan a route.
3. The pharmacy team will gather all items, which you need to deliver. You can then store them securely in your vehicle – ensure you keep any patient identifiable details obscured from public view.
4. Patients who have fridge items should be prioritised and delivered to first; if possible, these items should be stored in a coolbox.
5. When handing over medication, ensure you confirm the name of the person taking the delivery from the doorstep and whether they are the patient or a representative; try to maintain a two metre distance from the patient at all times. Ensure you are using hand sanitiser and wiping down surfaces regularly in between deliveries.
6. If you are not able to make a delivery, take action according to the pharmacy's standard operating procedures.

Please note: The above steps are a summarised guide to delivering medicines. For a more comprehensive overview, you should refer to your pharmacy's SOPs.

What resources will I need?

To ensure your health and safety, as well as making the process of delivering medicines easier, you **may** need the following items:

- Pen – to help create a list of patients and cross off names after making deliveries
- Gloves – for handling medication
- Hand sanitiser – to clean hands between deliveries (if no access to gloves)
- Coolbox – to deliver fridge items
- First aid kit – to be kept in the delivery vehicle
- Cleaning products – to clean surfaces

Frequently asked questions (FAQs)

Please see overleaf for a list of FAQs



Frequently asked questions (FAQs)

1. What if the patient is not at home?

- If the patient who you are delivering to is not at home, the safest course of action is to take their medication back to the pharmacy. The pharmacy should provide you with a slip that you can post through the patient's door – this will let the patient know that you have attempted to deliver to them and that they should ring the pharmacy to rearrange a delivery time slot.
- Some patients may have alternative arrangements in place in case they are not at home – ensure you find out any special arrangements that are in place for specific patients before you head out to start your deliveries.

2. What if the patient returns unused or expired medication?

Do not accept patient returned medication whilst out delivering – advise patients to store medication safely and out of reach of children and vulnerable adults until it can be returned to the pharmacy premises.

3. Can I leave a patient's medication with their neighbour?

- Due to the social distancing regulations currently in place, it may not be possible to leave the patient's medication with a neighbour
- If there has been a pre-arranged agreement with a patient where they have **given their consent** for you to leave medication with a neighbour, you may be able to do so – consult with your pharmacist.
- **You must not deliver any medication to a patient's neighbour without prior authorisation from the pharmacist.**

4. What should I do if I break or spill bottles with liquid medication?

- If any breakages or spillages occur, you must ensure your own safety before cleaning it up
- When cleaning up the spillage, wear gloves and beware of any sharp glass (if applicable)
- You must not, under any circumstances, deliver any broken medication to a patient (i.e. broken bottles or liquid medication which you have spilled some of)
- Inform your pharmacist of the breakage/spillage so they can take appropriate action.

5. Can we deliver controlled drugs?

The decision as to whether or not you are allowed to deliver controlled drugs will ultimately lie with the responsible pharmacist.

6. What do I do if the patient has a query that I cannot answer?

- In the event where a patient asks a medical or technical query that you cannot answer, you should inform them that you will relay the query to a member of staff when you arrive back at the pharmacy, and they will call the patient with an answer as soon as practical. Ideally the patient should call the pharmacy and speak with the pharmacist themselves.

7. Can I deliver to a patient who is self-isolating?

You must take extra precautions when delivering to a self-isolating patient. Consult with your pharmacist and arrive at a joint decision; we recommend the following points below:

- Mark patients who are self-isolating on your delivery sheet as **high risk** – this will alert you to take the necessary precautions when you deliver to them
- Patients who are self-isolating should ideally be delivered to towards the end of your route – this will minimise risk to other patients
- Ensure you keep a distance of at least **two metres** from the patient at all times
 - Call the patient before delivering to them and arrange a place where you can leave the medication (for example, just outside the door or in the porch)
 - Once you have placed the medication in the designated place, phone the patient to alert them of the delivery
 - Watch and wait from a safe distance to confirm receipt by the patient
- You **must** wear gloves or use alcohol-based hand sanitiser after contact with surfaces where the patient may have had contact (for example, after you open a gate).

8. How do I follow good hygiene measures whilst I am delivering medication?

It is important to look after your health whilst out delivering medication and you should follow good hygiene procedures at all times. The points below are examples of procedures to follow to maintain good hygiene:

- Wash your hands prior to leaving the pharmacy
- Wipe down surfaces in the delivery vehicle with a suitable cleaning agent
- Use hand sanitiser regularly (for example, after handling patient medication or after ringing doorbells/knocking on doors) – this should contain a minimum of 60% alcohol
- Wash your hands when entering the pharmacy at the end of your delivery route
- Try to avoid contact with your eyes, mouth and nose at all times whilst delivering medication
- If you sneeze or cough, ensure you catch it in a clean tissue and dispose of the tissue in an appropriate manner. If you do not have a tissue, try to cough or sneeze into the sleeve of your elbow. Use hand sanitiser or wash your hands afterwards if possible.

Disclaimer: The information published is, to the best of our knowledge, correct at the time of publication. However, no responsibility will be accepted for any consequences of decisions made using this information.

For further information please contact the NPA Pharmacy Services team on 01727 891800 or email at: pharmacyservices@npa.co.uk.