

## Forth Valley Local Resilience Partnerships: Prescription Delivery Service

### Community Pharmacy

- As part of our response to COVID-19, we are working in partnership with public and private sector organisations to deliver medicines to vulnerable, elderly and at risk people using volunteer delivery drivers.
- This service is only for those people who need it most – vulnerable, elderly and at risk patients who have no family members, carers or friends nearby who can collect their medicines.
- This is a patient-led service and the request to have their medicines delivered **MUST** come from the patient.
- The first deliveries have already started in some areas and we expect the volume to increase over the coming weeks.
- If a patient contacts you to request their medication be delivered and they are vulnerable, elderly and/or at risk and you are unable to deliver their prescription and they have no other means of collecting their prescription then please refer them to the appropriate Local Resilience Partnership (Details below)
- Voluntary Drivers will only deliver CDs and Fridge lines if there are no other arrangements in place
- Pharmacies should check with their own superintendent the type of medication that is within the scope of this service e.g. some pharmacies may not want controlled drugs or fridge items included in this.
- The driver will have photo ID and a laminate card indicating they are a voluntary delivery driver which they will show to the pharmacy staff. They will be able to show this laminate through the window when the pharmacies are closed, but still working. This will also enable them to bypass the queues outside the pharmacy minimising their exposure to risk and speeding up the medicines collection. Some drivers may be wearing Hi-Viz jackets to help identify their role.
- The delivery driver will ask for the medicines for specific patients who have requested the service. All medicines for those patients should be given to the driver.
- You should record the date and time the medicines were collected, the name of the driver, the name and address of the patients in line with the SOP for Volunteer Driver Medication Collection. This SOP will be sent to your shared mailbox and will be available on the NHS Forth Valley Community Pharmacy Website: <https://pharmacies.nhsforthvalley.com/> Some pharmacies may already have a template they use to record the names and addresses of delivery patients – a template is attached for those that don't.
- If there is any outstanding medication owed to the patient after the initial delivery the community pharmacy should inform the patient/hub so a follow up delivery can be arranged.

## Forth Valley Local Resilience Partnerships: Prescription Delivery Service

- If there is no response from the patient and the delivery is deemed as “failed” then medicines should be returned to the pharmacy for quarantined storage. A welfare check will be carried out by the Hub team. If there are more than two “failed” deliveries then the medication should be destroyed by the pharmacy following their own standard operating procedures.
- Drivers may encounter patients with queries or questions about their medicines – these patients should be advised to contact the pharmacy directly. Drivers should never attempt to answer any questions themselves.
- Please refer all patients back to the Local Resilience Partnership if they call you to chase up their delivery.
- NHS confidentiality procedures will be adhered to at all times.

### Falkirk

The Falkirk **Support for People: Prescription Delivery Service**

**Phone:** 0808 100 3161

**Hours of operation:** 9 am – 6:30pm, seven days a week.

### Stirling

Community Hubs

**Phone:** 01786 404040

**Hours of Operation:** 8 am-8pm, seven days a week

### Clackmannanshire

Email: [CommunitySupport@Clacks.gov.uk](mailto:CommunitySupport@Clacks.gov.uk)

Phone: 01259 452275

**Hours of Operation:** 9am to 5pm Monday to Friday; 10am-4pm Saturday and Sunday.

Full details on the hubs are available on NHS Inform:

<https://www.gov.scot/publications/covid-shielding-contacts/pages/contacts/>