

COVID-19

Temporary Volunteer Driver Medicines Collection and Delivery Process

**DO NOT USE THIS STANDARD OPERATING PROCEDURE (SOP) IN PRINTED
FORM WITHOUT FIRST CHECKING IT IS THE LATEST VERSION**

The definitive versions of all NHS Forth Valley's SOPs appear online, not in printed form, to ensure that up to date versions are used. If you are reading this in printed form, check that the version number and date below is the most recent one as shown on the NHS Forth Valley Community Pharmacy website homepage:

<https://pharmacies.nhsforthvalley.com/>

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1. Introduction, Background and Purpose

In response to the COVID-19 outbreak, Humanitarian Hubs and Local Resilience Partnerships have been formed by each local authority in Forth Valley. They have been working closely with NHS Forth Valley and other partnership organisations to ensure that high-risk, vulnerable and elderly patients continue to receive the supply of medication they need without putting themselves at risk

The purpose of this SOP is to detail the collection and delivery process and define the roles and responsibilities of the community pharmacy and volunteer drivers.

2. Risks

Failure to follow this SOP could lead to:

- Patients not receiving the correct medication
- Patients not receiving any medication
- A breach of COVID-19 social distancing measures

3. Who Should Use This SOP?

The SOP should be used by Forth Valley Community Pharmacies, Local Resilience Partnerships and volunteer delivery drivers.

4. When Should This SOP Be Used?

This SOP should be used when a volunteer driver arrives at a community pharmacy to collect and deliver medication to shielded or vulnerable patients during the COVID-19 pandemic.

5. Description

- Patients contact the hubs directly to ask for support and for someone to collect medication on their behalf.
- The hub then contacts a volunteer driver and gives them the patient details.
- A volunteer driver arrives at a community pharmacy as early as possible to pick up medicines on behalf of a patient. To minimise risk of infection transmission and speed up the collection process they will be able to bypass the queue where it is safe to do so. The driver may be wearing a Hi-Viz jacket and will be carrying a laminated card (Appendix A) which they will show to the pharmacy team and members of the public in order to gain access to the pharmacy without waiting in the queue.
- The driver will show pharmacy staff their photo identification.
- The driver will communicate a list of patients they are collecting/delivering for.
- The pharmacy staff will take a note of the drivers name and will record the names and addresses of the patients whose medication is being collected for delivery in line with their own processes.
- The bag of medication should not display any indication of its content.
- The medication should then be given to the driver.
- If the driver is aware that a patient is displaying COVID-19 symptoms then this delivery should be left to the end of the route.
- The driver will arrive at the patients address and go to their door or the area they have been instructed to leave the medicine by the patient.
- The bag of medicines should not be opened or posted through the letterbox.
- The driver will ring the door bell / knock on the door to alert the patient that their medication has arrived.
- The driver will move away to a safe distance from the door or designated area (at least 2 meters) but without losing sight of the medication.
- If the patient uplifts their medication then that delivery will be deemed successful and should be recorded as such in line with the volunteer drivers organisation processes.
- If there is no response, the driver should ring the door bell/knock on the door and again move away to a safe distance.
- If there is no response the driver will retrieve the medicines and return them to the Community Pharmacy. The returned medicine will be retained in the pharmacy's 'Patient Delivery on Hold' area for delivery the following day. If there have been two failed deliveries the pharmacy will destroy the stock.

6. Review

This procedure should be reviewed if any critical incidents occur or on the review date stated on this document.

Appendix A – Volunteer Driver Card

