

Medicines- Home deliveries

1st April 2020

Increasingly patients are relying on home deliveries from community pharmacies as social distancing measures are adopted to reduce social interaction between people in order to reduce the transmission of Coronavirus (COVID-19).

It is recognised that this extra demand is putting further strain on pharmacies to support their patients. It is important that patients, and particularly those most vulnerable, can be confident that they will receive their medicines.

NHS England and NHS Improvement are looking at how to support delivery of medicines with the Pharmaceutical Services Negotiating Committee (awaiting details).

It is not expected that pharmacies will be required to meet this demand for home deliveries alone. Wherever possible, relatives, neighbours and friends of the patient(s) should be encouraged to collect and deliver medication on their behalf where they are fit and able to do so.

The NHS is also working closely with colleagues in the voluntary and social sector to see how volunteers can be mobilised in localities to provide support to pharmacies with making deliveries to vulnerable patients. This is via the Royal Voluntary Service (RVS) who is co-ordinating the goodsamapp volunteers.

In Essex there are 264 community pharmacies and the current model for pharmacies to access support with medicines deliveries is:

- 1. Friends, family and usual support network**
- 2. Pharmacy's own delivery service**
- 3. Local district and borough council Community Hubs (Contact Details- Appendix A)**
- 4. Essex Welfare Service (EWS) (Contact Details -Appendix B)**

Volunteers who are DBS checked e.g. Red Cross Volunteers or trusted employee with ID cards (employed by local authority/NHS) should be utilised for medicines delivery. EWS and the Community Hubs will be given contact details for these organisations and can also use the goodsamapp (Appendix D).

Whether they are an employed delivery driver, other member of staff, a friend or relative of the patient, or a volunteer, the principles of social distancing and hand hygiene should be emphasised to anyone delivering medication to vulnerable patients (Appendix C).

It is easier for community pharmacies to know when to expect a volunteer and to have set/agreed times for collection if possible. This helps to minimise disruption in the pharmacy.

CONSIDERATIONS

Identify risks

- Check to see if your delivery drivers are in the 'at-risk' group or aged 70 years old or over – follow the latest Government advice for these groups of individuals which recommends social distancing
- Ensure that the delivery drivers have access to and understand the latest advice from the government on coronavirus (COVID-19)

- Ensure delivery drivers are equipped with hand hygiene products and antiseptic wipes
- Carry out risk assessment of patients requiring a delivery on a case-by-case basis – decide the best way to make the delivery safe
- Review requirement for collecting signatures from patients (see further details below)

Identified Risks:

- Insurance for delivery drivers
- Consent and confidentiality
- Maintaining the integrity of drug storage requirements – temperature, controlled drugs
- Refusing service could mean the patient goes without medication and ends up in hospital

Appendix A.

District and Borough Community Hubs

Area	Quadrant	Organisation	District offer	Public facing contact	Opening Hours	Info on Council's homepage
Chelmsford	Mid	Chelmsford City Council	Yes – community response document Offers general advice on staying at home, how to volunteer and donate supplies, getting mental health support and key contacts.	Paul Brooks paul.brookes@chelmsford.gov.uk 01245 606436	8:45-4:45 Monday-Friday	The first icon on the homepage is about Corona Virus, if you click on that it brings you to a page with lots of information and support - https://www.chelmsford.gov.uk/coronavirus/
Maldon		Maldon District Council	Yes – community pack produced to support Parish and Town Councils in the District, Community Organisations and residents during the ongoing COVID-19 situation. Offer key contact details for support, mental health and wellbeing advice and information on volunteering.	Ben Page ben.page@maldon.gov.uk 01621 854477 07591 898883	8:30-5 Mon to Thursday 8:30-4:30 Friday	Their community pack is at the top of the homepage to be downloaded https://www.maldon.gov.uk/info/20080/your_community/9710/coronavirus_update
Braintree		Braintree District Council	C360 have a dedicated webpage for support to residents from help with shopping to community transport and mental health advice https://www.community360.org.uk/access-to-services-in-colchester/	tracey.parry@braintree.gov.uk 01376 552525 They are looking to set up a new telephone line for this (<i>will let us know asap</i>)	Monday - Friday 9.00a.m - 5.00p.m	A link to their dedicated COVID-19 page is at the top of the homepage https://www.braintree.gov.uk/coronavirus

Colchester	North	Colchester Borough Council	<p>Community Pack produced to support volunteers, residents and groups. Available on Website.</p> <p>Webpages dedicated to COVID19 covering communities and Business support. https://www.colchester.gov.uk/coronavirus/residents/community-support/</p> <p>Covid19 support group contacts Pack - All local community groups, organisations, Parish and Town Councils helping in neighbourhoods gathered together into one document with contact details.</p> <p>C360 working with GPs and contacting vulnerable residents and delivering food and Medicines. Sent out a newsletter with all of their community support, via C360 https://www.community360.org.uk/</p> <p>United in kind delivering medicines locally.</p> <p>Main Hub set up at Colchester Leisure World from Wed 1st April.</p> <p>District Council Community Response team set up to take calls and signpost / get help to residents.</p>	<p>Use Communities@colchester.gov.uk for community related correspondence</p> <p>For anyone who would like to volunteer or has a volunteering need, contact Community360 on 01206 505 250 or email information@community360.org.uk</p> <p>Primary contacts joanne.besant@colchester.gov.uk 07956 343 985 / 07415 131 091</p> <p>Lucie Breadman – lucie.breadman@colchester.gov.uk 07415 131 091</p> <p>Tracy Rudling – C360 (CCVS) ceo@community360.org.uk 01206 505250 / 07734 569585</p>	<p>Monday – Friday 9:00- 5:00pm</p>	<p>A link to their dedicated COVID-19 page is at the top of the homepage https://www.colchester.gov.uk/coronavirus/</p>
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Tendring		Tendring District Council	<p>A page on community support on their website https://www.eppingforestdc.gov.uk/coronavirus/community-support/</p> <ol style="list-style-type: none"> 1. A telephone number which we have set up with the ability for people to contact us and update with requests for food, goods, medicine running between 9 – 4pm, including 1 – 1pm Sat 2. A triage approach to determine if existing friends and family could support the caller 3. An assessment of our current set of community and voluntary groups, e.g. Churches together who could provide assistance 4. Looking to match requests for support with local and wider EWS services. 	<p>rcole@tendringdc.gov.uk 01255 686081 / 07949 275715</p>	<p>9 – 4pm, and 9 – 1pm Sat</p>	<p>A link to their dedicated COVID-19 page is at the top of the homepage https://www.tendringdc.gov.uk/coronavirus</p>
Epping Forest	West	Epping Forest District Council	<p>Currently have a dedicated page setting out the community support https://www.eppingforestdc.gov.uk/coronavirus/community-support/ This will be removed and everything will be directed to Essex Welfare Service.</p>	<p>Essex Welfare Service number and email address 0300 303 9988 https://essexwelfarereserve.org</p>	<p>Monday- Friday 9:00-5:00 Again, will only be relevant to Essex Welfare Service access hours going forward.</p>	<p>The first icon on the homepage is about Corona Virus, if you click on that it brings you to a page with lots of information and support https://www.eppingforestdc.gov.uk/coronavirus/ This will have a redirection link to Essex Welfare Service in the imminent future.</p>

Harlow		Harlow Council	Please see the District Offer sheet. Harlow Council are looking to communicate with every household in Harlow with what the offer is but need to hold fire until they have all facts. Maybe via special addition of Harlow Times. TBC	Jane Greer jane.greer@harlow.gov.uk 01279 446406 07872414862 Harlow Community Hub Helpline T: 01279 927005 E: mutualaidharlow@gmail.com	Monday-Fridays 9:00-5.00 manned helpline Outside of these hours the voicemail directs people to Rainbow Services.	The top left icon on the homepage of the website is titled Coronavirus, if you click on that it brings you to a page with lots of information and support, including community support. https://www.harlow.gov.uk/coronavirus/community-support The website is to be refreshed and updated.
Uttlesford		Uttlesford District Council	Yes - Community Response overview Factsheet being delivered to each house	communityresponse@uttlesford.gov.uk 03333 408218	Mon - Fr 8:00 a.m. to 8:00 p.m.	A link to their dedicated COVID-19 page is at the top of the homepage https://www.uttlesford.gov.uk/coronavirus
Brentwood	South	Brentwood Borough Council	They have information about the Community Help Hubs for those self-isolating http://www.brentwood.gov.uk/pdf/20032020170324000000.pdf Doing a leaflet drop to each house	communitysupport@brentwood.gov.uk Primary Contact Kim.anderson@brentwood.gov.uk	Monday- Thursday 8:30-5pm Friday 8:30-4:30pm	The first icon on the homepage is about Corona Virus, if you click on that it brings you to a page with lots of information and support http://www.brentwood.gov.uk/index.php?cid=2937
Basildon		Basildon Council	Launched a community hub	Contact: CoronavirusResidents@basildon.gov.uk or 01268 533333 (choosing option 1).	Mon, Tues, Thurs, Fri Wed 10-5 Saturday 9-1 Usual business hours Monday to Friday (9:00-5:00 - this may change depending on	A link to their dedicated COVID-19 page is at the top of the homepage https://www.basildon.gov.uk/coronavirus

					need. Out of hours - people can leave a message or email as normal.	
Castle Point	Castle Point Council	<p>Banner on homepage of website directing people to pages set up relating to:</p> <ol style="list-style-type: none"> 1. Information and advice about COVID-19, how to get support – directing to EWS - and how to volunteer to help your community https://www.castlepoint.gov.uk/coronavirus 2. Service update and information page for people to see status of Council services https://www.castlepoint.gov.uk/serviceupdate 3. Advice for business page https://www.castlepoint.gov.uk/information-and-advice-for-businesses 	<p>Council Initially (until we can establish telephony for CAVS and their volunteers) the EWS should refer <i>people they cannot support with their pool of volunteers</i> to our main Council number 01268 882200 Emergency out of hours telephone number 0800 833 162</p> <p>CAVS Limited capacity at present due to telephone line restrictions, will accept some emergency referrals otherwise please refer to Council number above Wellness Team wellness@cavsorg.uk 01268 214000</p>	Monday to Friday 9am to 5pm Whilst the council offices are closed to visitors our service hours remain unchanged. You are still able to access services and information from the website 24/7 and via email and phone during our service hours. https://www.castlepoint.gov.uk/	<p>Banner on the homepage with a message about the council offices being closed as per the government advice. They then have three dedicated pages</p> <p>https://www.castlepoint.gov.uk/coronavirus https://www.castlepoint.gov.uk/serviceupdate https://www.castlepoint.gov.uk/information-and-advice-for-businesses</p>	
Rochford	Rochford	Regularly updated statement from Leader of the Council, Cllr Mike	Louisa Moss 07590006640	:30-5	A link to their dedicated COVID-19 page is at the top of the homepage	

		District Council	<p>Steptoe, and Managing Director, Shaun Scrutton includes information on community support.</p> <p>Good links to various other useful pages and updates</p> <p>Good 'Live Chat' facility accessible from the webpage</p>	<p>Louisa.Moss@Rochford.gov.uk</p> <p>Community Response Hub: 01268 779 999</p>	<p>You will still be able to access services online at www.rochford.gov.uk</p> <p>Community Response Hub Flyer & Launch Wk Commencing Monday 6 April. (10-3 Mon-Sun)</p>	<p>https://www.rochford.gov.uk/coronavirus-covid-19-latest-information-and-advice</p>
Other		Rural Community Council of Essex	Doesn't appear to have an overview document online	<p>sarah.sapsford@essexcc.org.uk</p> <p>01376 574330</p>	Monday to Friday 9am - 5pm	
		Essex Association of Local Councils	Key link and supportive role and link to all the Parish & town councils across Essex.	<p>joy.darby@ealc.gov.uk</p> <p>charlene.slade@ealc.gov.uk</p>		

APPENDIX B.
Essex Welfare Service (EWS)



APPENDIX C.
VOLUNTEER GUIDANCE

Anybody who develops symptoms at any point of delivering medications should self-isolate immediately, informing the pharmacy so that alternative arrangements can be made.

Delivering medicines and prescriptions on behalf of a pharmacy

Many pharmacies normally deliver medicines to people within the local area.

Upon arriving at the pharmacy you have volunteered to support, you will be asked to provide your ID.

Delivering medicines to people is a vital role in current times to patients in self-isolation or may already be house-bound due to other existing medical issues; it is vitally important that the correct medicine is delivered to the correct patient.

To avoid the potential for confusion, you must also complete all deliveries from a single pharmacy before picking up further prescriptions for delivery from another pharmacy.

1. Ensure your vehicle is safe, road worthy, taxed, has a current MOT and your insurance is aware that you are driving on behalf of the Voluntary Service.
2. We recommend that you carry hand sanitiser and a mobile phone in your vehicle at all times.
3. Please make someone aware of where you are going and what time you are expected to return.
4. Please do not leave any medication or equipment in the vehicle for a length of time and where possible hide from view, we appreciate that you may be delivering to a number of locations but do not leave medication in view. If you are unable to deliver, please return it to the pharmacy the same day.

Below are some considerations for you when delivering medicines to patients:

Make sure you have the contact details of the pharmacy you are delivering for. **If at any time you are unsure of what to do with a medicine's delivery, call the pharmacy team for assistance and guidance.**

- Medicine deliveries must be completed on the same day you collected them from the pharmacy, patients will be expecting these medicines and it is important they can continue to use their medicines each day.

- Some medicines you are delivering may need to be stored in the fridge by the patient. You should deliver to these patients first. The pharmacy team will be able to tell you which medicines that are being delivered need to be stored in the fridge, please also communicate this to the patient.
- Any medicines that cannot be delivered must be returned to the pharmacy that day; you must not store other peoples' medicines overnight in your own home or fridge.
- Do not open the bag of medicines to be handed over to the patient; full details of patient name and delivery address will be on the external labelling of the package.
- If medicine packages split, or there's a breakage, call the pharmacy team immediately for their advice.

When arriving at the patient's house, follow the guidance:

When making deliveries, they may be left on the patient's doorstep, and the delivery driver can wait at a distance (>2m) until it has been collected from the doorstep by the patient/carer, and make a note in the delivery record to confirm that it has been delivered. Confirming who has accepted the medicine (patient / carer / family member) is also a good idea and an additional safeguard in case of future queries.

- When the door is answered, explain that you have a prescription to deliver and ask the person to confirm the name and address of the patient, to ensure you have the correct address and that the patient lives there
- The person answering the door must be asked to state the name and address of the person expecting a delivery of medicines – you must not state this to them.
- If the person has to pay an NHS prescription charge, the pharmacy may have been able to take payment remotely by speaking to the patient on the phone. If that is not the case, the pharmacy may have agreed that the patient can give you payment to then take back to the pharmacy. In this case, the pharmacy staff will have told you the value of the NHS prescription charge which the patient needs to pay.
- If a patient does not answer the door, please return the medicines back to the pharmacy; do not leave the medicines outside the house or post the medicines through the letter box.
- Some patients may have more than one package of medicines, check with the pharmacy the number of packages for each patient on collection and ensure that all bags of medicines are delivered.
- Sometimes the pharmacy may not have all the medicines needed or the full quantity ordered on the prescription. When this happens, the pharmacy will issue an Owings Slip. It is important that you pass this Owings Slip onto the patient and advise them that these items will be delivered when the pharmacy has the items back in stock.
- Some patients' medication packages may be accompanied by a message for the patient to contact the pharmacy for specific advice; please ensure this information is passed on to the patient.
- If the patient has questions regarding the medicines themselves, please advise them to contact the pharmacy.
- If the patient asks you to return unwanted medicines to the pharmacy for disposal, explain that you cannot do this and ask them to contact the pharmacy to discuss how to arrange disposal of the medicines.
- Return to the pharmacy once you have completed the deliveries if you have to return any packages that could not be delivered or have money from patients to pay their NHS prescription charge. Otherwise, phone the pharmacy to confirm that all medicines have been delivered.

Requirement to obtain a signature – It is good practice but not a legal requirement for a patient/representative to sign for their medicines (and/or devices) at the point that it is handed to them as confirmation of receipt. **This requirement can be relaxed.**

Delivering controlled drugs (CDs), temperature-sensitive medicines, high-risk medicines

- For delivering CDs, especially Schedule 2 CDs, the delivery driver should note the name of the individual who collects the medicine from the doorstep and record it in their delivery record. This can be done instead of collecting the patient/carer signature for delivering Schedule 2 CDs
- A further safeguard could include the pharmacist contacting the patient before and after the delivery to ensure that the patient is aware of the impending delivery of their CD medication, as well as to confirm afterwards that the patient has received the CD items
- Similarly, the name of the person picking up the doorstep delivery should be recorded for deliveries of temperature-sensitive medicines such as insulins or other fridge lines
- This process could also apply to any 'high-risk' medicines with potential for misuse

APPENDIX D NHS GOODSAM APP

Referrals for volunteer support can be made by the following health and care professionals:

- GPs / social prescribing link workers / practice nurses concerned about an at risk or vulnerable individual they have advised to self-isolate
- Hospital discharge teams
- Community pharmacists
- NHS 111 and ambulance trusts
- Community health trusts that need volunteer support for patients leaving hospital
- Local authorities

NHS Volunteer Responders can be asked to help individuals with tasks such as delivering medicines from pharmacies; driving patients to appointments; bringing them home from hospital; and regular phone calls to check they are ok. Volunteers will receive role specific training where required.

Referrals should be made via the NHS Volunteer Responders referrers' portal

<https://www.goodsamapp.org/NHSreferral>

You can start making referrals into the NHS Volunteer Responders referrer's portal immediately. Alternatively, from Monday 30 March 2020, you can call 0808 196 3382 to make a referral. We are expecting to start matching volunteers with referred volunteer tasks by Wednesday 1 April 2020. You will be able to select the type of support needed and the frequency of that support. Once complete, the request will be submitted and the referrer will be sent an email asking to confirm the request. Once confirmed, the referral will go into a matching process and volunteers who are 'on duty' will be able to accept requests.