

PRESCRIPTION PICK UP VOLUNTEERS – INDUCTION NOTES

The volunteer should phone the service user to pre-arrange a convenient time, remember to check opening times of the pharmacy.

The volunteer should pick up the medication from the relevant pharmacist on the intended day of delivery and deliver it to the service user that same day. When the pharmacist hands over the medication, remember to check the label on the bag to ensure it corresponds with what you're expecting (name and address) and that the bag is properly sealed.

Once the volunteer has picked up the medication from the pharmacist it should be delivered without undue delay to the service user on the same day. On arrival at the service user's home, **stay outside the home** at all times (for properties with common entrances – see below).

Let the service user know you're at the door. Place the bag containing the medication next to the door to the property and then **STAND BACK BY AT LEAST 2 METRES** to allow the service user to open the door and pick up their medication.

Then, to evidence safe delivery, please take a photograph of the service user with his or her medication. If possible get them to check the contents are correct before you leave.

Where the service user lives in a block of flats or maisonettes with a common entrance, use the entry system at the common entrance (or your phone) to alert the service user to your arrival. If the service user is able to come to the main/common entrance then you can continue as above. It's more likely that the service user will need you to go to their own personal entrance door. Once at the service user's personal front door please follow the above procedure.

It's a good idea to keep all medication out of sight and in a closed bag on your person at all times. You mustn't pass medication on to anyone else to deliver. If you cannot safely deliver it yourself then you must return it to the pharmacist. It's good practice to carry ID with you such as a driver's licence or passport to show pharmacies if requested.

If delivery of medication proves impossible

If you cannot deliver the medication **FOR WHATEVER REASON** you should, if at all possible, **return it to the pharmacy** for safe overnight storage. This will allow it to be delivered the following day.

If that is impossible, eg because the pharmacy has closed, then you should keep the medication securely and return it to the pharmacy as early as possible the following day. (Overnight storage away from the pharmacy will mean the meds have to be destroyed).

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Safety of Volunteers /Covid 19

If you have a Cough or raised temperature STAY AT HOME. Let your organiser know so they can reallocate any deliveries you had planned, and leave you in peace until you're free of symptoms and feeling better.

For your own sake, only take on what you feel you can comfortably manage. Please let your organiser know if you encounter any abusive or offensive behaviour towards you from a service user or another. Don't enter peoples' homes at any point, even if the service user asks you to. Maintain a minimum of 2m self-distancing at all times. Wash hands before and after shift. Avoid touching your face.

Please read the NHS Covid-19 advice which you can find [HERE](#)

If you feel unsafe about approaching a front door, for whatever reason, or entering a block of flats to access a front door – don't do it. Contact the coordinator as soon as you can and take the medication back to the pharmacist.

For your own safety and privacy we discourage volunteers from sharing their own phone numbers, surnames or other contact details with service users. Please ensure you have your phone settings adjusted so that your phone number isn't displayed to the service user when you call them. Your safety is paramount!

Confidentiality

Please don't talk to anyone else about service users or share their details with anyone else.

Data Management

During your shift and whenever your phone contains service users' details please keep your phone locked with a password when not in use. Avoid sharing your phone with others while it contains service users' information.

To comply with data protection legislation:

- Any written notes you make containing service users' details must be kept securely, not shared with anyone and **safely destroyed as soon as possible** after you have advised the coordinator of safe delivery. (use a shredder if you have one).
- All incoming and outgoing records (such as emails, texts, whatsapp messages, photos) on your mobile phone containing service users' details (eg names, addresses, phone numbers, medication, confirmation photos etc) should be **deleted within 24 hours** of your completing the delivery.

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Safeguarding

Please watch this short 3 minute clip on safeguarding [HERE](#).

If you feel concerned about the safety or welfare of a service user either because of what they say to you, or what you notice or hear, please contact your coordinator, so they can pass on your concern as appropriate. However, in the event of an emergency you should call the emergency services on 999.

Top Tips

Arrange deliveries for the mornings or early afternoons wherever possible to allow yourself time in the event of delays if you unexpectedly can't raise someone, have to return meds to pharmacy and to give yourself time to report back to your coordinator during working hours.

Do check opening times of pharmacies especially closing times. Most open until 4pm so last drop off arrange for say 3pm latest to allow time to return meds if necessary.

Ask the service user who will be answering the door when you arrive. If not the service user then ask for the name and who it is eg spouse, lodger, carer. If it's a carer you might want to check the carer's hours in case you're delayed beyond the carer's visit.

If running late it would be helpful to advise the service user and give a revised delivery time. This helps avoid stress and anxiety on the part of the service user.

Aim to build up a rapport with the pharmacies. It will help the pharmacist if they get to know your face and may enable you to arrange informal collection slots to avoid queues.