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Health Education and
Improvement Wales (HEIW)

Delivering Medicines Safely Covid-19: Guidance

Please do not undertake any volunteer work until you have read this document. Once read please retain a copy for your reference.

1 Preparation:

To satisfy basic legal requirements whilst delivering medicines you must:

- Hold a valid driving licence.
- Be covered by appropriate car insurance.
- Follow the highway code.
- Ensure vehicle is roadworthy and has a valid MOT (see <https://www.gov.uk/guidance/coronavirus-covid-19-mots-for-cars-vans-and-motorcycles-due-from-30-march-2020> for current guidance).
- Ensure you are fit to drive and not be under the influence of alcohol or drugs.
- Never use a mobile phone whilst driving.

2 Process:

It is essential to follow the guidelines below. This will ensure each patient safely receives the correct medication. Failure to adhere consistently can have serious consequences for yourself and the patients.

At the pharmacy:

- Wash your hands on entering the pharmacy and frequently during the day, with soap and water, including after any direct contact with members of the public, after using the toilet and before eating.
- Minimise face-to-face social interaction and keep 2m between you, the pharmacy team and customers/patients wherever possible.
- Bags of medicines to be delivered must be securely sealed and segregated for delivery according to company Standard Operating Procedures.
- Complete any paperwork necessary for company audit trail.
- It is unlikely that you will be asked to deliver fridge items or controlled drugs. If you are, the community pharmacy will provide you with additional guidance on what this entails.
- Ensure you have a contact phone number for the pharmacy in case queries arise. Also ensure that the pharmacy has your contact phone number.

- If possible, ask the pharmacy staff to write the patient phone number on the bag – you can use this to telephone the patient once you arrive.
- Ensure any messages/medicine advice for the patient have been communicated via the phone by a pharmacy team member.
- The responsible pharmacist must be present at handover of prescriptions unless special arrangements have been agreed due to Covid-19.

In transit:

- Special attention must be given to fridge items and controlled drugs **if** you are asked to delivery these types of medicine.
- A delivery schedule app should be used if available (NB; Pro Delivery Manager has been licensed for all community pharmacies and dispensing doctors across Wales in response to Covid-19).
- Whenever the vehicle is left unattended whilst delivering medicines, all windows must be closed, and doors must be locked, and the ignition key removed. Any 'failed deliveries' must be returned to the sending pharmacy, **no** medicines should be left in vehicles overnight.
- Transport medicines in the rear/boot where they cannot be seen by members of the public to protect patient confidentiality and minimise the risk of theft.
- Your role will involve manual handling processes and it is important you follow instructions provided. <https://www.hse.gov.uk/msd/manual-handling/training.htm>.

At the patient's door/care home door:

- Phone the patient to let them know you have arrived, knock on the door and step back 2m.
- Avoid using door bells and knockers; use a pen/pencil to ring any doorbells or, if you must knock the door, be mindful to wash/clean your hands with sanitiser afterwards.
- Ask the patient or representative to confirm the name and address of the person who the prescription is for. Check this against the bag label.
- Ask the patient to confirm where the bag should be placed for immediate retrieval.
- Ask patient to stay indoors while you place the bag in the agreed location.
- Withdraw 2m from the bag and watch the patient pick up the bag. Ask them to check the details on bag label are correct.
- Explain any queries are to be phoned through to the pharmacy to maintain patient confidentiality.
- If no reply medicines **must** be returned to sending pharmacy.
- Driver to sign the electronic/paper audit trail noting date and time of delivery or failed delivery.
- Do not accept any returned medication from the patient.
- Do not post medication through letter box.

- Do not leave medication in porch or out building.
- Do not leave medication at a different address (risk of cross infection).
- Do not enter the patient's house – any queries must be resolved by the patient with pharmacy team over the phone.
- Use hand sanitiser after every delivery.
- Wipe down the hand-held device, van door handles, steering wheel, hand brake, gear stick and ignition keys on a regular basis.
- Wash your hands with soap on returning to the pharmacy.

3 Key Patient Confidentiality Reminders

It is a legal requirement of anyone working within the healthcare profession to respect and protect people's dignity and privacy. It is your responsibility to ensure:

- All written patient information is kept out of sight of the public.
- No confidential information is overheard.
- Any query from a patient should be telephoned through to the pharmacist of the sending pharmacy by the patient directly.

4 Key Infection Control Reminders

- Wash your hands with soap and water, when entering a pharmacy/surgery, frequently throughout the day, including after direct contact with members of the public, after using the toilet and before eating.
- Medicine advice and messages must be provided by pharmacy team over the phone to the patient and not via face to face contact with driver.
- Only deliver to the patient's home not their neighbour.
- Do not pick up returned medicines.
- Avoid using door bells/knockers as much as possible – use your phone to alert the patient that you have arrived.
- If touching door bells/knockers be mindful to use hand sanitiser or wash your hands.
- Clean equipment used during deliveries e.g. wiping electronic devices, pens etc.
- Maintain good vehicle hygiene e.g. wiping steering wheel, hand brake, door handles.
- Always avoid touching your face.