

## **Protocol for the Merseyside Fire and Rescue/Police Service Delivering Prescriptions to Vulnerable and Shielding Patients.**

- Advocate receives pharmacy nomination.
- Print out lists for advocates to include pharmacy, patient name, address, date of birth and phone number. This should also include space for the advocate to collect the recipient's name, time of delivery and the name of the advocate delivering the prescription.
- Advocate calls occupant and ask when they are due to start taking the medication (this will determine if it is urgent). Is there anyone that can collect the prescription on their behalf? If not, we will proceed to collect the prescription.
- Upon arrival at pharmacy, the advocate must make themselves known to pharmacy staff and provide id. Do not queue – but be aware that other pharmacy users may have been waiting for some time, so act with sensitivity.
- The advocate must ask for the prescriptions on the list for that pharmacy. The advocate should check the patient details on the bag of the prescription against their list to ensure they have the correct prescriptions.
- If the patient usually pays for prescriptions, this must be dealt with by the pharmacy. Advocates will not be transporting payments.
- The advocate should ask for a contact number different to that of the usual pharmacy number, in case they need to make contact urgently. They should also check the planned closure time of the pharmacy in case of any failed deliveries.
- During the delivery round, advocates must wash their hands as often as possible, wear gloves to handle prescriptions, and use hand sanitisers before and after handling the prescriptions.
- Prescriptions containing fridge lines and controlled drugs should be delivered as priority.
- Please ensure the vehicle is always secure and the medicines are not on display but locked in the car boot or other secure unit
- The advocate should approach the delivery address, place the prescription on the doorstep, knock/ring the doorbell, then step back a safe distance – a minimum of 2 metres. If there is no answer, the contact telephone number

should be used. The person answering the door must be asked to state the name and address of the person expecting a delivery of medicines – the advocate must not state this to them.

- The prescription can only be left with the patient or their carer. Under no circumstances can it be left with a neighbour or in a safe place.
- The advocate must witness the patient/carer taking the prescription into the house before leaving, and the time of delivery should be marked on the delivery sheet.
- If the patient has questions regarding the medicines being delivered, please advise them to contact the pharmacy.
- Patients should not ask advocates to return unused, or expired medication to the pharmacy. Advocates should refer patients to the pharmacy to discuss this.
- If the person does not answer the door or phone the advocate must not leave the prescription on the doorstep, in a safe place, or with a neighbour.  
**Undelivered prescriptions must be returned back to the pharmacy. The advocate should contact the pharmacy to inform them that they will be returning the prescription to them.**
- The advocate must ensure the spreadsheet is completed before conducting the next delivery.
- On returning to station the advocate will update the electronic spreadsheet. The Pharmacy will require the updated spreadsheet confirming the deliveries made for audit purposes. This will be emailed to the pharmacy's NHSmail address.