



Guidance on prescriptions

One of the most common requests from people who are self-isolating is for someone to collect their prescription for them from the Pharmacy. It will be a great reassurance to them that someone can help with this. For this role you will need to have confidential information about the person with you must treat with respect.

Confidentiality and safeguarding

The organisation who has asked you to collect a prescription will have procedures about confidentiality and safeguarding for you to follow.

Protect the person's confidentiality - When collecting prescriptions, the person may need to provide sensitive information – i.e. details of their prescription. Volunteers must understand the level of confidentiality expected of them. The person's privacy must be respected at all times.

You should not share information about the person you are supporting or details of any conversations with them. There are exceptions to this if there is a safeguarding concern. If you are concerned about someone's safety the organisation you are volunteering for will have told you what you need to do about your concerns. However, because of the particular challenges of the COVID-19 situation we would ask you to follow the following guidance:

In the event that you think the person you are supporting is in immediate danger call 999 and raise the alarm, then tell your organisation.

Following your organisations procedures raise any urgent safeguarding concerns with NYCC customer service centre on 01609 780780 immediately.

Your organisation should be able to offer you support if you have to raise safeguarding concerns. This may include asking NYCC to contact you to check that you are OK.

How can I help safely?

You should not go inside the homes of anyone you do not live with, especially vulnerable people or people who believe they may be infected and are isolating themselves. Breaking these rules could put you at risk of infection, or risk spreading it to others.

If you are picking things up for others, try to limit the amount of time you spend outside by picking shopping whilst doing your own shopping and collecting medicines during the same trip.

How to protect yourself and the person you are supporting

Wash hands frequently for at least 20 seconds with soap and water at regular intervals throughout the day.

If running water and soap is not available, then ensure you have alcohol-based hand wipes or sanitiser to kill viruses that may be on your hands.

Avoid touching your face and keep hands away from eyes, mouth and nose to avoid spread of any virus.

If you cough, use a tissue and dispose of the tissue immediately. If the cough becomes persistent then you should follow government self-isolation precautions. If no tissue is available, cough into your arm.

- Observe social distancing by maintaining at least 2 metres distance between yourself and anyone who is coughing or sneezing, this should be observed at all times.
- Avoid large and small gatherings in public spaces.
- Avoid contact with someone who is displaying symptoms of COVID-19. These symptoms include high temperature and/or new and continuous cough.
- Avoid gatherings with friends and family. Keep in touch using remote technology such as phone, internet, and social media.
- If you feel unwell and have a fever, cough and difficulty breathing, seek medical attention and follow NHS guidance whilst avoiding any contact with people

Ensure your mobile phone is charged in case of an emergency

Prescriptions

Contact the isolating person that you are supporting

Use telephone contact to agree what is required and explain to them that you will not be able to enter their home.

We suggest that you don't share your phone number with the person you are calling. To withhold your number when you make a call by from a landline dial 141 and then the number; from an Android device dial 141 and then the number; from an Apple device go to 'settings', select 'phone', select 'show my caller ID', slide the circle to the left to hide number and back to right (green) to reveal it again.

During the call you will need to confirm with the person you are supporting:

- Ensure you ask which GP surgery/pharmacy.
- Ensure you check whether the individual pays for their prescriptions. If they do, confirm how this will be done. (guidance)
- You may need to provide some personal details to the pharmacy in order to collect the prescription e.g. name and address. Check this information with the individual beforehand.
- Let them know what time you are going to collect and drop off the prescription.
- Tell the individual that you will only be able to drop off the prescription at the doorstep and check they are able to come to the door to collect it.

Picking up the prescription

Sanitise your hands before you your errand.

Make sure you have your mobile phone with you and that it is charged.

Be cautious of crowded pharmacies and observe social distancing rules.

If using your car to deliver items then keep your car clean and disinfect the most used surfaces such as the steering wheel, gear stick and door handles.

Use common sense and never put yourself into an environment where you feel there is a risk to yourself or others.

Protect the person's confidentiality - When collecting prescriptions you may be given information about the person's prescription or medical condition in order to pass advice to them. You must respect the person's privacy at all times.

Important information

Some medication may need to be stored in the fridge, you will be told this on collection, please communicate this to the isolating person.

Any prescriptions that cannot be delivered need to be returned to the pharmacy.

Do not open the prescription bag, if the medication spills or breaks, return to the pharmacy.

If the individual has a question about the medication, please ask them to contact the pharmacy.

Under no circumstances are volunteers to administer any medication.

Safe delivery of prescription

When you arrive at the person's home, sanitise your hands.

Notify them you have arrived by knocking the door or ringing the doorbell, never enter a person's home.

Leave items on the doorstep, step back at least 2 metres and wait for the door to be opened for the items to be collected. Wait for the person to retrieve the prescription from the doorstep.

If you are required to relay information provided from the pharmacy this is done at a 2 metre distance.

You must ensure that the person collects their prescription – if not you must return it to the pharmacy and you must not leave it on the doorstep.

When you leave a person's home, sanitise your hands.

Payment for prescription

Discuss with the isolating person that they will need to call the pharmacy and place an order for their prescription over the phone and make payment. Help them to find out the contact details for the pharmacy if they need support.

Tell them that you will call them back within 10 minutes to check that the payment is confirmed. You will also need to check what time the prescription will be ready for collection. (Remember the isolating person will not have your phone number, as you should always withhold your number. You will have to initiate all calls with them).

Controlled drugs

If the prescription is for controlled drugs the isolating person will need to confirm to the pharmacist who will be collecting the prescription.

Using your car

If you are using your own car for voluntary purposes to transport medicines or groceries to support others who are impacted by COVID-19, your cover will not be affected. You do not need to contact your insurer to update your documents or extend your cover.

You must be use a roadworthy vehicle as outlined by UK law, which has a valid MOT certificate where appropriate and is taxed for use on the roads.

Support

If you have any concerns regarding your voluntary role, please always seek advice from your organisation.

If you feel unwell at any time, PLEASE STAY AT HOME and inform the person who is co-ordinating your volunteering activity.

Prescription collection information checklist

Name	
Address	
Postcode	
Tel Number	
Doctors	
Pharmacy	
Day due for collection	
Any controlled drugs?	
Need to pay	