

Guidance – Prescription Collection and Delivery

Thank you for volunteering to collect and deliver medication to people in your community. This is a vital and much needed role. Without your support some residents may have serious concerns about how to get their medication, so your support will be greatly appreciated. To assist you with this task see guidance below that may be of help.

Arranging the collection

- Volunteers should let the person know they are collecting the prescription.
- Check which GP surgery or pharmacy will have the prescribed medication.
- Ask whether the person pays for their prescriptions. If they do, agree with the person how they wish to pay.
- Check the person can pay you back and how they will do this, e.g., bank transfer, PayPal, cash, etc.
- You may need to provide some personal details to the pharmacy to collect the prescription, such as the person's name and address and date of birth. Check with the person that they are happy for you to have this information.
- Let the person know what time you are going to drop off the prescription.

Important information

- Protect the person's confidentiality. When collecting prescriptions, the person may need to provide sensitive information, such as details of their prescription. Volunteers must understand the level of confidentiality expected of them. The person's privacy must always be respected.
- Some medication may need to be stored in the fridge and you will need to pass on this information.
- Any prescriptions that cannot be delivered need to be returned to the pharmacy.
- Please do not open the prescription bag. If the medication spills or breaks, return it to the pharmacy.
- If the person has a question about the medication, please ask them to contact the pharmacy.
- Please do not administer any medication.

On delivery

- Please ask the person for their name and address and check this on the labelling.
- Ensure there isn't any additional information from the pharmacy that you need to tell the person.

Prescription collection and delivery under Covid-19 Regulations Guidance for Volunteers:

- When delivering the medication always follow hygiene and social distancing measures and wear a mask if necessary.
- Explain to the person that you will only be able to drop the medication off at the door for them to collect.
- when returning any change it is important that you follow hygiene and social distancing guidance.

The above Covid-19 guidance should be read in conjunction with the prescription collection and delivery guidance until such time as Government Regulations are changed.