

Volunteers delivering pharmacy medicines safely – how to reduce risk

TOP TIPS

1. Always use **good hand hygiene** throughout your volunteering.
2. Arrive at the pharmacy with a **fully charged phone** for queries and emergency situations and try to always carry your in car charger.
3. Ensure you have the **pharmacy's telephone number** (2 numbers recommended) and that the pharmacy team have yours.
4. Always carry your **delivery schedule** and prioritise your route as per Standard Operating Procedure.
5. Do not leave medicines or the delivery schedule in open view in your car. Always use a **locked boot** for transporting medicines and keep the car door locked and windows closed when you are away from the vehicle.
6. Always ensure patient **confidentiality** during and after volunteering for the pharmacy
7. **Check and double check that the address** on the medicine pack matches the address on the street sign and likewise for the door number. **Note** Satnav directions can occasionally be wrong or misleading.
8. When the patient or family member/carer opens the door, and whilst always maintaining 2m social distancing
 - a. Tell them who you are, that you are and ask if they are expecting a prescription.
 - b. **Check their full name: If there is any doubt at this critical stage please check with the Responsible Pharmacist.**
 - c. Ask them to confirm the address.
9. **Make sure you deliver all the items** that are labelled for that patient. Remember some patients will have fridge items or more than one bag. See your delivery sheet. If the patient has any questions about their medicines, they should be advised to call the pharmacy for advice.
10. **Never give the medicines to be delivered to** another person such as a neighbour or someone offering to help e.g. if you can't finish a shift. In such circumstances return the deliveries to the pharmacy and speak to the Responsible Pharmacist.
11. **Return all undelivered medicines to the pharmacy**, get your sheets signed and repeat hand washing procedures

If you have any doubts, fears or concerns, do **NOT** deliver the medicine, **STOP** and call the Responsible Pharmacist.