



Medicines Delivery

We appreciate this is a worrying time for the public especially our most vulnerable citizens who may be isolated, without social networks and struggling to obtain supplies of repeat prescriptions or emergency acute items.

We are very grateful to the many volunteers coming forward but recognise medicines are not straightforward consumables and have therefore been working with multiple stakeholders to develop a centralised co-ordinated response to this problem.

The following principles have been agreed;

- Continue to promote public messaging around medicines collection for the fit and well (see summary slide 2).
- Encourage the use of existing social networks i.e. family/friends/neighbours.
- It would be considered appropriate for patients to nominate their own community volunteer to act as their representative to collect their medicines.
- Review existing medicines delivery services, continue those that are absolutely necessary.

Where an extreme vulnerable person has no existing social network to collect medicines from the pharmacy there will be a Welsh Government co-ordinated solution available.

We are identifying a cohort of DBS checked volunteers through British Red Cross. One volunteer will be 'buddied up' with each community pharmacy (or Dispensing Doctor) Monday-Friday. They will be available, if needed, to provide an additional 10 deliveries each day for each community pharmacy.

Pro Delivery Manager (PDM) will be installed in each community pharmacy to provide an audit trail and assist with delivery route scheduling. Support on using PDM will be made available in addition to volunteer guidance developed by HEIW.



Medicines Delivery

FIT AND WELL

Re-inforce public messaging;

- Continue to collect your own prescription
- Collect on behalf of friends/family members/neighbours where possible
- Respect social distancing precautions whilst in the pharmacy to protect yourself, staff, and other members of the public
- Be respectful to staff and other members of the public whilst in the pharmacy
- DO NOT VISIT community pharmacy if you have a temperature and/or a new and continuous cough

PREVIOUSLY FIT AND WELL

(but now symptomatic or living with someone who is symptomatic)

- Encourage using existing social network to assist with medicines delivery i.e. friends/family/neighbour
- Patient can nominate their own volunteer to act as their representative i.e. community volunteer groups
- Only if there is no other option include patient on medicine delivery list whilst symptomatic/isolating for 14days
- Review delivery to this group regularly and step down when appropriate

EXTREME VULNERABLE PEOPLE

Those who are high risk and shielding for 12 weeks but **HAVE** A SOCIAL NETWORK

- Use existing social network to assist with medicines delivery i.e. friends/family/neighbour
- Patient can nominate their own volunteer to act as their representative to collect prescriptions i.e. community volunteer groups

EXTREME VULNERABLE PEOPLE

Those who are high risk and shielding for 12 weeks but **DO NOT** HAVE A SOCIAL NETWORK

- Highlight this person as an EVP (extremely vulnerable person) and list them for a medicine delivery
- Utilise your volunteer 'buddy' driver as needed (up to 10 deliveries per day, Mon-Fri)
- Utilise Pro Delivery Manager for delivery route scheduling and audit trail
- Review EVP delivery list regularly and step down when appropriate