

CARING FOR PEOPLE GROUP - ARGYLL AND BUTE
LOOKING AFTER PEOPLE AFFECTED BY
CORONAVIRUS (COVID-19)

**VOLUNTEER TIPS:
MEDICATION DELIVERY**

**PVG
cleared**

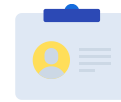
All volunteers for medication delivery must hold PVG clearance and insurance.



Call recipient in advance to agree a suitable delivery time.



Wash your hands with soapy water or use hand sanitiser and wear a face covering.



At pharmacy or dispensing doctor practice show your ID to staff and/or public queuing to gain access and prevent queuing.



Double check the name and address of recipient on the bag and deliver straight away (no detours), **ensuring items requiring refrigeration are identified and delivered first.**



Respect patient confidentiality at all times. Do not discuss the deliveries with anyone. **Do not open the bag!**



Crosscheck recipient name and address.



Do not smoke whilst delivering medication.



Knock on door (or use tissue to press on doorbell) and step back at least 2m.

Stay back at least 2m, when person comes to the door.



Show your ID badge and inform them you are from The Caring for People Team.

Ask them their name. Does it match the name on the bag? -Yes/No

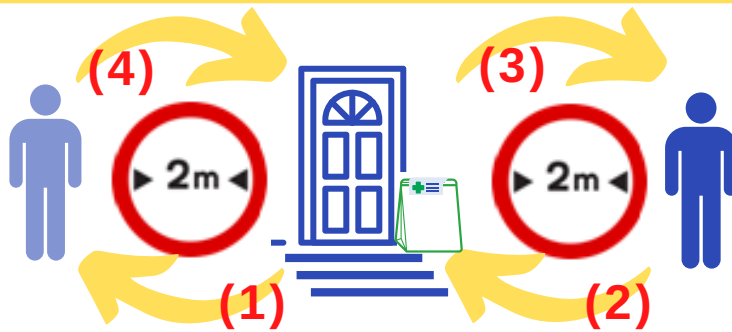
P.T.O.

CARING FOR PEOPLE GROUP - ARGYLL AND BUTE
LOOKING AFTER PEOPLE AFFECTED BY
CORONAVIRUS (COVID-19)

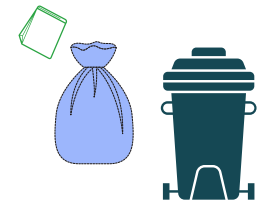
**VOLUNTEER TIPS:
MEDICATION DELIVERY**

Continued from overleaf...

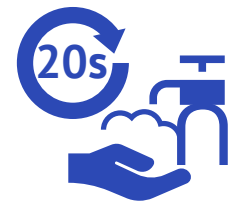
If 'Yes':



- (1) Ask recipient to stand back at least 2m.
- (2) Only once they have stepped back 2m, can you step forward to deposit the medication on the doorstep (or a surface they can reach easily) for them to pick up.
- (3) Then step back 2m again.
- (4) Recipient can then step forward to pick up bag. **Where possible, do not enter properties.**



Inform recipient to dispose of the bag safely, straight away, and wash their hands thoroughly.



Place your face covering in a zip-lock bag for disposal/washing and then wash/sanitise **your** hands, before moving on to your next contact, your car or home.



! Do not attempt to advise on medication. Recipient should contact their pharmacy or dispensing doctor practice directly with any questions.

If recipient not at home, or it's the incorrect person, medication must be returned directly to the pharmacy or dispensing doctor practice the same day, **and** volunteer should call to inform the Caring for People Helpline.

