

TEMPORARY GUIDANCE FOR STAFF COLLECTING AND DELIVERING DISPENSED MEDICATION (INCLUDING CONTROLLED DRUGS) FROM A COMMUNITY PHARMACY DURING THE COVID-19 EPIDEMIC

Target Services:

Grampian Multi-agency Alcohol and Drug Services

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Temporary Guidance for Staff Collecting and Delivering Dispensed Medication (Including Controlled Drugs) from a Community Pharmacy during the COVID-19 Epidemic

Circumstances may arise whereby a patient is unable to attend the community pharmacy to obtain prescribed medication. Although some community pharmacies offer a free medication delivery service, this is not part of the NHS contract and does not usually cover daily delivery of Controlled Drugs.

Key Considerations for Collecting and Delivery of Medication

Staff of Grampian alcohol and drug services, or employed by a GP surgery signed up to the Substance Misuse LES, should not routinely collect medication from a community pharmacy and deliver to patients. This should only be considered in exceptional circumstances where the patient is unable to identify their own suitable representative.

Where significant changes to dispensing are required to cover a period of isolation they should be risk assessed and agreed with the prescriber and the dispensing pharmacy at the outset. There should be a clear treatment plan which includes regular review.

NB: Supervision is not a legal requirement and does not require a new prescription.

If collection and delivery is the only option the following steps should be followed:

- The patient must consent to allow the staff member to collect the medication. Appendix A
- Dispensing arrangements and details of patient consent should be confirmed with the community pharmacist
- A record of all discussions should be made on Vision or EMIS and other systems as per service recording agreements
- Community Pharmacies will have social distancing measures in place. Please abide by these when in the pharmacy and follow any instruction given.
- Medication should be delivered to the patient as soon as possible after collection from the pharmacy.
- Patient medication should never be stored by the staff member at their home

Confirmation of Identity

The pharmacist is legally required to determine whether the person collecting a Schedule 2 Controlled Drug is a patient, patient's representative or healthcare professional. The community pharmacy may contact the prescriber to verify that prescriptions and requests to collect are genuine.

To facilitate this:

- Provide pharmacies with details of the person who will be collecting medication when contacting them to discuss proposed amendments to dispensing arrangements
- If appropriate include a note of the representative in the body of the prescription. There is no mandatory or legal requirement on the pharmacist to accept this. They must satisfy themselves that it is an appropriate instruction.

On attending the pharmacy to collect medication pharmacy staff will:

- Confirm the name and address of the person collecting
- Request evidence of identity e.g. NHS badge or driver's license

They may also request the professional registration number (if relevant) of staff members collecting medication.

It is usually the case that people collecting controlled drugs on behalf of others are asked to sign the designated area on the reverse of the prescription form. **In order to minimise risk of infection this will not be a mandatory requirement for the duration of the COVID-19 outbreak.**

Pharmacists are required to obtain a note of authorisation from the patient. An example is provided in Appendix A. **NB: During the COVID-19 outbreak verbal consent is adequate. A tick box has been included for this reason.**

The pharmacist will annotate the prescription and keep an appropriate record of the request. If there is any doubt to the legitimacy of the request the pharmacist may ask for written or emailed communication. For security purposes staff should ensure that the pharmacy provides them with an nhs.net email address where this is required.

Audit Trail

There should be a robust audit trail to confirm collection from the pharmacy and the date, time and amount delivered to the patient. Refer to Appendix B

Transportation of medication

Staff are authorised to transport and deliver medication directly from pharmacy to the patient². If this is not possible, then medication must be returned to the pharmacy. The pharmacy should be advised of the reason for return and will destroy the medication as it can no longer be used. Medication should never be stored in the staff member's car or home. Any concerns for a patient's wellbeing should be addressed as a priority. An overview of the delivery process is provided in Appendix C

Responsibilities

Staff are not responsible for the clinical or accuracy checking of the dispensed medication; this is the pharmacy's responsibility, however staff are responsible for agreeing that the patient details are correct on the address label. Staff are responsible for recording the appropriate details on the recording form.

It should be noted that the processes outlined above are not restricted to specific professional groups or grades of staff as the staff member is acting as the patient's agent when collecting and delivering their prescribed medication.

References

1. Medicines, Ethics and Practice Guidance, Edition 42, Royal Pharmaceutical Society
2. Dale and Appelbe's Pharmacy and Medicines Law, edited by Joy Wingfield, and Karen Pitchford, Pharmaceutical Press, 2017. ProQuest Ebook Central, <https://ebookcentral.proquest.com/lib/rps/detail.action?docID=4921409>

Appendix A

[Insert service letterhead]

NHS Grampian Alcohol and Drug Services Patient Consent Form – Staff Collection & Delivery of Medication (Including Controlled Drugs)

Patient date of birth or CHI	
Patient Name	
Patient Address	
Service Details	
Pharmacy Name	

Dear Pharmacist

I authorise a member of staff from the above named service to collect the controlled drug medication from the above named pharmacy on my behalf and to deliver it directly to me between & including the below dates:

From..... to.....

I agree that medication will be returned to the pharmacy for destruction if there are any safety or clinical concerns, whereby the dose cannot be safely given to me or I am unavailable to receive the medication.

Patient Signature..... Date.....

OR tick box if verbal consent has been given

If staff are recording verbal consent the above points must be discussed with the patient

Appendix B
[insert service letterhead]

MEDICATION COLLECTION/DELIVERY LOG

Patient Name	
Patient Address	
Patient DOB/CHI	

Date + time collected from pharmacy	Name of staff member(s) collecting and delivering medication	Time delivered to patient	Reason if medication cannot be delivered e.g. person not in/not safe to do so	Time returned to pharmacy if delivery not possible

Comments:

Appendix C

COVID-19 CONTINGENCY MANAGEMENT FOR SELF-ISOLATING PATIENTS

- Patients may be advised to self-isolate due to symptoms of COVID-19 or household contact with a symptomatic person.
- Delivery of medication is likely to be required. This may be by a named representative of the patient or by staff, depending on the individual situation and risks.
- It is not necessary for staff to be professionally registered to collect and deliver dispensed medication.
- Staff should adhere to Scottish Government COVID-19 and HSCP guidance at all times. They should also follow each community pharmacy's procedure for social distancing as advised by pharmacy staff.
- When staff are not able to obtain a patient signature e.g. due to infection control risk then they should record that verbal consent was obtained (Appendices A or B).
- Arrangements to confirm delivery of the collected instalment should be made by telephone prior to staff attending the pharmacy.
- On arrival outside the patient/ address,
 - Medication should be placed at closed door of accommodation.
 - The patient should be contacted by phone to inform them that staff are outside the door.
 - If phone contact is not possible, staff should knock on the door
 - Staff should move to a safe distance (at least 2m) and observing collection of medication.
 - Staff are not expected to supervise consumption of medication.
 - If the staff member assesses that it is not safe to deliver the medication they should discuss with the patient where appropriate and feedback the reason to the Community Pharmacy for their records when returning the medication. This should also be recorded in patient notes.
- No personal protective equipment is required if all contact is by telephone or at a safe distance
- Risk assessment, all telephone conversations and scan copies of appendices A should be recorded in the patient's record's as per service protocol.
- A record of collection and delivery should also be recorded (appendix B)