

Dear Colleague

MEDICINES COLLECTION SERVICE FOR SHIELDING INDIVIDUALS

Summary

1. This circular advises community pharmacy contractors and NHS Boards on the proposed arrangements for a medicines collection service for shielding individuals.

Background

2. On 24 March 2020, Scottish Government announced support to self-isolate to those at a very high risk of severe illness from COVID-19. This includes providing help to access medicines and food supplies. Annex C details the categories included within the Shielding group.

3. Scottish Government policy has been discussing with Community Pharmacy Scotland how a collection service may operate. Key principles are that the service is to cover patients in the shielded group only. We continue to encourage the use of existing social networks i.e. family/friends/neighbours to reduce demand to those who really need it. Also, the system is based on patient consent agreeing to be part of the collection service. The proposed Standard Operating Procedure which has been shared with Local Resilience Partnerships is attached as Annex A. It is expected that local areas will amend this as required to suit local arrangements, however the key principles should remain.

7 April 2020

Addresses

For action

Chief Executives, NHS Boards

For information

Chief Executive, NHS NSS
Directors of Finance, NHS Boards
Directors of Pharmacy, NHS
Boards
Director of Practitioner Services,
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Details

4. A shielding patient decision flow agreed between Community Pharmacy Scotland and Scottish Government policy underpins the proposed arrangements and is attached as Annex B. If existing arrangements for servicing shielding patients they should continue. The humanitarian hub volunteer collection service offers support where other arrangements are not available to the shielding patient.
5. The collection service will be subject to review during regular meetings between Scottish Government and Community Pharmacy Scotland. Any amendments to the SOP necessary to cope with emerging or changing circumstances, particularly with regard to controlled medicines, will be made in consultation with Community Pharmacy Scotland

Consultation

6. Community Pharmacy Scotland has been consulted on the contents of this Circular

Action

7. **NHS Boards should share a copy of this Circular with all Community Pharmacy Contractors, Health and Social Care Partnerships and the Area Pharmaceutical Committee.**

Yours sincerely



Rose Marie Parr
Chief Pharmaceutical Officer and
Deputy Director, Pharmacy & Medicines Division

MEDICINES COLLECTION SERVICE

Key principles

- The service is to cover patients in the shielded group only (see Annex C). We continue to encourage the use of existing social networks i.e. family/friends/neighbours to reduce demand to those who really need it.
- The system is based on patient consent agreeing to be part of the collection service
- Once the prescription is collected, the responsibility for handling the prescription from that point onwards to the patient rests with the LA/HSCP
- The LRP will need to identify from patients opting in to the service the pharmacy from which they usually collect their prescriptions.
- It should be noted that pharmacy processing times are longer than usual and this will require to be incorporated into the LRP operating protocols
- Drivers will need to be Disclosure Scotland checked.

Collection Process

- When you arrive at the community pharmacy to collect the deliveries the pharmacy door may be locked and/ or there may be a queue. You should show your laminated card to the pharmacy and or the members of the public at the front of the queue to gain access to the pharmacy without waiting in the queue.
- Show the pharmacy staff your photo identification. The staff will take a note of your name and will record the names and addresses of the patients whose medication you are collecting for delivery.
- If you are aware that a patient has the virus leave their delivery to the end of your route.
- When you arrive at the patients address go to their door or the area you have been instructed to leave the medicine by the patient.
- **Do not open the bag of medicines and do not post the medicine through the letterbox**
- Ring the door bell / knock the door to alert the patient that you are delivering their medication.
- Leave the medication in the designated area and move away to a safe distance from the door (at least 2 meters) but where you still have sight of the medication. Wait for a response.
- If there is no response return to where you left the medicines, ring the door bell / knock the door and move away to a safe distance and wait for a response.
- If there is no response, retrieve the medicines and return them to the Resilience Hub for secure storage

Protect yourself against COVID-19

- avoid contact with potentially contaminated surfaces,

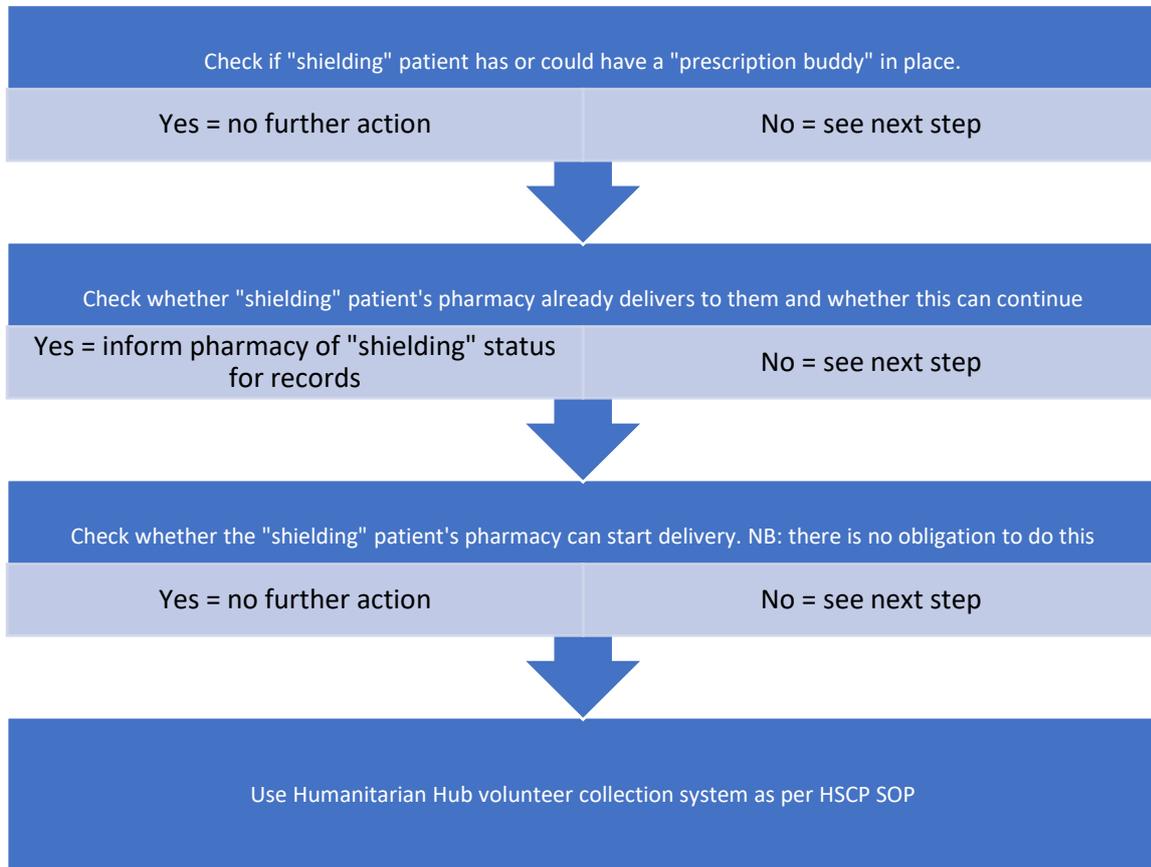
- wear gloves/ wash your hands /use sanitiser regularly between each drop off, after touching surfaces, doorbells/handles etc and regularly in between e.g. after eating, after breaks, starting and finishing work
- avoid touching your mouth, nose, or eye.
- clean equipment used during deliveries e.g electronic devices, clipboard, pens, handles, surfaces within and on the vehicle
- dispose of gloves/wipes/tissues properly and or use sanitiser regularly

If you become unwell following contact with someone who may be at risk of COVID-19 or are worried about your symptoms or those of a family member or colleague, you should telephone your GP or NHS 24 111 and explain the nature of contact with someone unwell at risk of COVID-19. Please do not go to their GP or other healthcare environment such as A&E

All up to date guidance specific to COVID-19 can be accessed at:

<https://www.hps.scot.nhs.uk/a-to-z-of-topics/novel-coronavirus-COVID-19/>

“Shielding” patients: medicines supply



Extremely high risk of severe illness

Some groups of people are considered to be at extremely high risk of severe illness with COVID-19 and should strictly follow [shielding measures](#). Their household and other contacts should strictly follow social distancing measures in order to protect them.

This group includes people who:

- have had solid organ transplants
- have cancer and are receiving active chemotherapy
- have lung cancer and are either receiving or previously received radical radiotherapy
- have cancers of the blood or bone marrow, such as leukaemia, lymphoma or myeloma who are at any stage of treatment
- are receiving immunotherapy or other continuing antibody treatments for cancer
- are receiving other targeted cancer treatments which can affect the immune system, such as protein kinase inhibitors or PARP inhibitors
- have had bone marrow or stem cell transplants in the last 6 months, or who are still taking immunosuppression drugs
- have severe chest conditions such as cystic fibrosis or severe asthma and severe COPD
- have rare diseases that significantly increase the risk of infections such as SCID and homozygous sickle cell
- are receiving immunosuppression therapies that significantly increase risk of infection
- are pregnant with significant heart disease (congenital or acquired)