**COVID-19 Volunteer Support**

**Picking up prescriptions, what should you know?**

Some of the prescriptions that volunteers may end up collecting have a potentially high street value. This means that there is a chance people will want to steal them in order to sell them on. The danger of harm is likely to be high if someone doesn’t receive the medication they need. This is thus a high risk activity and should only be done if these precautions are followed; 

Prescriptions should if possible be picked up in pairs.  We know this isn’t always possible due to social distancing and so the following elements should be considered;

* Volunteers collecting prescriptions should message organisers when they have collected prescriptions ensuring they report whether there are any items not available and will need collecting at another time.
* Volunteers should advise the person receiving the prescription if any items have not been included by the pharmacy and let them know this has been passed onto the organiser who will be in contact to arrange this to be collected.
* Volunteers should message organisers when they have delivered prescriptions.
* Organisers should message the requester to confirm they have had their delivery before deleting the request.  This would then include rearranging for any missed items

If you collect a prescription, do not advise on doses, preparation or administration of medication even if you have a relevant qualification. This should only be done by the prescriber.

The same is true of over the counter medications, such as paracetamol and ibruprofen. No advice should be given by volunteers, no matter what you’ve read. The person requesting over the counter meds must take all responsibility for their request. If over the counter then only buy and deliver the maximum amount which can be purchased by one person (i.e. only 16 paracetamols and not boxes and boxes. If they need boxes then this should be prescribed).

Don’t provide a panic buying service for paracetamols, nor pasta, nor anything.

Ensure that the volunteer is aware of how the prescription should be paid for

If payment for the prescriptions needs to be made then we would recommend that the same guidelines are followed as for managing a shopping service. – see [**Volunteers Guide - Shopping and what you should know**](https://www.cvsce.org.uk/sites/cvsce.org.uk/files/CVS_Volunteer%20Support%20-%20Shopping%20and%20what%20you%20should%20know%20%281%29.docx) Ctrl Click to follow link or visit [www.cvsce.org.uk](http://www.cvsce.org.uk)