

Prescription Task Procedure

1. Ward Coordinator receives task from Call Centre via TEAM and/or email notification.
2. Task is then allocated to a volunteer in that ward.
3. The volunteer makes contact with the person to introduce themselves as a Darlington Support volunteer and confirm the following :
 - a. The person's name and address.
 - b. Which pharmacy the prescription is to be collected from?
 - c. Have they confirmed the prescription is ready for collection?
 - d. How many packages to be collected?
 - e. Is there a payment required?
 - f. Give the person an approximate time when you will deliver the prescription.
4. Collect the prescription from the Pharmacy - remember to take your volunteer letter from the council and photographic ID - Also make sure you have the name and address of person you are collecting the prescription for.
5. Deliver prescription to the person's address. Leave prescription on Front Doorstep, ring bell and move away 6 ft or more.
6. Confirm the name and address of the person and ask them to check the contents. If contents are wrong or anything missing then return the prescription to the pharmacy and inform your Ward Coordinator.
7. If everything is fine then take a photo of the prescription on the floor with door open - this is evidence that the prescription has been delivered, safeguarding the person and volunteer.
Send the pic to your ward coordinator via Telegram. Ward Coordinator will keep a log of all prescription tasks and photos.
8. Message your Ward Coordinator to let them know that you have delivered/completed the task so that they can update the TEAM task sheet.

