

## SWRCCS Protocols for Delivery Runs

### General Guidance for All Deliveries

#### **Please pick up any equipment needed for good hygiene practice from your local pick up point**

- If possible take a plastic crate to put things in from the delivery point. This can then be sanitised and cleaned before and after the delivery run and should only be touched by the driver. Keep it in the footwell or boot of the car.
- It is advisable to keep at least 2m away from anyone you are taking delivery from or giving a delivery to.
- If using the plastic gloves please take them off and put them in the footwell of the car after each delivery using a different pair of gloves for each delivery OR regularly sanitise hands before and after each delivery. It is best to dispose of gloves straight into a bag or crate so that there is no contact with other parts of the car eg. door handles, steering wheel etc.
- There is NO CHARGE for delivery runs

### Delivery of prescription medicines

- Patients needing prescription medicines to be delivered to their homes must phone the surgery to tell them that they would like SWRCCS to deliver them.
- The driver will pick up the prescription medicines from the surgery and deliver them to the patients' homes. Please phone the surgery before you set off just to check that there is a delivery to make.
- Drivers must double check with the householder that the prescription medicines being delivered are for the right person by checking against the name and the address on the label.
- Drivers will knock on the door and put the prescription medicines in a safe place outside the door (eg hanging on the door handle / on a small box). It is advisable to step back to a distance of at least 2m and wait until they have seen someone open the door and pick up the medicines.
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**NO MEDICINES SHOULD BE LEFT AT A DOOR WITHOUT BEING SEEN TO BE TAKEN IN. IF NO-ONE IS IN OR ACCEPTS MEDICINES THEY NEED TO BE RETURNED TO THE MEDICAL PRACTICE**

- Timetable for delivery of medicines
  - From Lochcarron Medical Practice (01520722215) (pick up from 14:00 except Wed 12:00)
    - Lochcarron Area every day Monday and Wednesday
    - Lochcarron & Kishorn – Friday
  - from Torridon Medical Practice (01445791223) (pick up 10:00):
    - Torridon, Inveralligin, Alligin & Diabaig – Tuesday
    - Shieldaig – Wednesday
    - Kinlochewe – Friday
  - From Applecross Medical Practice (01520744252) (pick up after 11:00)

- Applecross & surrounding area Fridays

## Delivery of food

- Food deliveries can be organised with local shops, and SWRCCS will only do them if other friends, families and neighbours are unable to do it. Many local shops are able to deliver.
- No payments will be taken for food deliveries – this needs to be arranged between the shop and the customer.
- Drivers will knock on the door and put the food delivery on the floor. It is advisable to step back to a distance of at least 2m and wait until they have seen someone open the door and pick up the food delivery.
- Deliveries through Tesco Click and Collect or Morrisons to Torridon Community Centre can be delivered to the homes of people who are self isolating or are part of a vulnerable group.

## Expenses

- Expenses will be claimed using the expenses claim form provided. Please attach the claim form to an email if possible rather than posting. A flat rate of 55p per mile can be claimed.
- Drivers should also record the number of deliveries they did and the number of returned packages.

## SWRCCS Protocols for Passenger Runs

**NOTE: If you would like to use the Community Car rather than your own car for your run please get in touch with the coordinator on 01445791335 or email [coordinator@swrc-carscheme.co.uk](mailto:coordinator@swrc-carscheme.co.uk).**

**There is a Passenger Box in the Community Car but if you need anything else please arrange to pick up from the office**

### Good practice - equipment

In addition to the Good Hygiene Practice - Equipment detailed above, drivers doing passenger runs should also get the following for their car:

- First Aid Kit
- PPE face masks. FFP2 standard masks are advised if available for passenger runs.
- Driver Bubble / Shield are available if needed
- Passenger Run box – contains all the Good Hygiene Practice Equipment plus extra things for passenger journeys

It may also be advisable to have:-

- plastic bowl / tub lined with plastic bag (for passenger runs)

### Good practice - actions

After taking advice from local medical professionals please take particular note of the following.

#### BEFORE THE RUN

- Before agreeing to undertake a passenger run, all drivers are requested to discuss giving passengers a lift in their vehicles with family members so that all members of their household have agreed to them taking part in passenger runs. This is particularly important if members of the household are vulnerable.
- A phone call to the passenger should be made prior to the run (usually the evening before) to check times of the run and pick up as well as mutually agreeing what health precautions both driver and passenger would like to see during the car run. These additional precautions could include:-
  - Driver screen/shields
  - Lateral flow tests for driver and passenger
  - The passenger sitting in the back

**NOTE: Both passenger and driver should agree to appropriate precautions that suit them both.**

## DURING THE RUN

- At the point of pick up if you feel that the passenger is showing any flu like symptoms, you can cancel the journey and explain to them why.
- If there are more than one passenger, all passengers and driver should have agreed to this beforehand.
- You can choose to wear gloves but regular sanitising of hands can be as effective.
- Please follow the usual hygiene protocols washing hands etc before pick up, before leaving the hospital and avoid touching anything on the exit.
- Both passenger and driver may choose to wear a face mask through the duration of the journey.
- Provide tissues and sanitiser for your passenger as well (in the Passenger Run Box).
- The car windows should be open if possible and if not the car ventilation / air conditioners system should be set to extract and NOT recirculate.

## AFTER THE RUN

- It is advised to disinfect with anti-viral spray door handles, grab handles, seat belt straps and buckles, drivers bubble (if used) both before and after the hospital run. Aerosol Fogger spray can also be used in the car before and after passenger runs to ensure airborne particles are minimised.

SWRCCS is continually reviewing these protocols and we will endeavour to keep you as informed and as up to date as possible. Some drivers and passengers are more relaxed after covid precautions are less adhered to, however the above advice is to help with any cross contamination of infectious disease.

## Passengers requiring assistance

You must not *lift* a passenger - help, guide, support but **DO NOT LIFT** - get professional help if necessary.

Where passengers require professional assistance getting in / out of the vehicle and / or an escort, the person who has requested the booking should arrange this. For insurance reasons, SWRCCS is unable to provide specialised help and drivers should not be asked to do so. Passengers who require assistance are asked to bring along a carer or friend / relative to help them.

Please also take care if you are helping passengers with luggage, wheelchairs etc. You will be aware of how much assistance you personally are able to offer. Please do not feel pressurised into doing more than you are physically able without risk of injury to yourself!

## Driver Safety

If, when you arrive to collect a passenger, they are drunk, under the influence of other drugs, abusive, threatening or in any way make you feel uncomfortable about taking them in your car, you should not do so. We expect all our passengers to behave in a reasonable manner.

If you do ever encounter a problem with a passenger, please report it to SWRCCS as soon as possible. The safety and well being of all our volunteers is extremely important and we need to be aware of any potential problems that may arise.

## For Hospital Runs

- The passenger needs to be asked to pick up a Patients Travel Claim Form from the clinic they are attending. Ask passenger to leave the patients travel form (signed) and £10 fare on the back seat.

NOTE: if attending Broadford or Dingwall hospitals, advise patient to pick up a form from reception and take it to clinic to get stamped.

Raigmore and other hospital news is available at <https://www.nhshighland.scot.nhs.uk/news/Pages/news.aspx>

### Note on hospital runs

SWRCCS also provides hospital runs at the request of local residents. These are funded by the NHS. The NHS has stated that SWRCCS should only be used as a last resort and that passengers should first try to get a lift with family or friends who would be able to claim some expenses at the cash desk located in the hospital. However, if this option is not available to a passenger ONLY THEN should they approach SWRCCS to arrange a car run.

**IF YOU ARE APPROACHED TO DO A HOSPITAL RUN PLEASE ASK THE PASSENGER TO MAKE A REQUEST TO SWRCCS on 01445791436**

If a driver agrees to do a hospital run please remember:

- always leave enough time for the journey, embarking and disembarking from the car
- the driver will be provided with a sign saying 'dropping off for SWRCCS' to leave in the windscreen
- the passenger should be asked to ensure they collect a Patients' Travel Expenses Claim Form from the clinic, sign it on the back and give it to the driver who then sends it in to SWRCCS with the monthly claim form
  - NOTE: if attending Broadford or Dingwall hospitals advise patient to pick up a form from reception and take it to clinic to get stamped.
- the passenger is charged a flat rate of £10 (unless on particular income support)