

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.