

DELIVERIES – IMPORTANT REVISION TO CUMBRIA COUNTY COUNCIL SERVICE

We have been in discussion with Cumbria County Council about their delivery service, and are pleased to report that it has been agreed that their drivers will now deliver prescriptions containing Controlled Drugs. The delivery service information has been revised, with some additional proof of prescription recipient ID requirements. We still cannot obtain signatures on the back of scripts, so have simply stated that the driver should obtain the NAME, D.O.B. and RELATIONSHIP TO PATIENT of the recipient.

We have provided a revised Delivery Sheet in the [delivery service information pack](#) for your use to incorporate these additional requirements.

NEW: ONE STEP PROCESS

If you need to use the CCC Delivery Service – one call to the RESILIENCE HUB is all it takes, freephone

0800 783 1966

Try to consolidate deliveries, and phone once in the afternoon to arrange pickup and delivery the next day.

DELIVERY MATRIX -08 Apr 20

PHARMACY RECEIVES DELIVERY REQUEST.

NB The request might come from the Council Resilience Hub as well, if the patient contacts them first. If so, they will let the pharmacy know about the request, and the pharmacy still follows the process below, omitting Step 1.

STEP 1

Establish NEED. Is patient Shielded or otherwise vulnerable AND CANNOT ARRANGE PICKUP BY FAMILY OR FRIEND

STEP 2

IF pharmacy operates its own delivery service – this is FIRST CHOICE

STEP 3

PHARMACY CAN'T DELIVER? Go to 2nd choice
CCC Delivery Service

STEP 4

PHONE CCC HUB to request next day pickup and delivery on 0800 783 1966

STEP 5

CCC SERVICE UNAVAILABLE? OUT OF HOURS ETC.

EVALUATE NEED. CAN THE DELIVERY WAIT UNTIL CCC SERVICE IS AVAILABLE? If not, consider NHS Volunteer Service. Schedule 2 & 3 Controlled drugs must be delivered by pharmacy staff.

WWW.GOODSAMAPP.ORG/NHSREFERRAL

USE THIS LINK TO CREATE A REFERRAL

No other alternative for SHIELDED patients available? National Delivery Service mandates delivery to this group, and will pay £5 per delivery. Must be carried out by the pharmacy, or another pharmacy on its behalf.