



## Delivery Service Information & Policy

### Overview

Wheatley Pharmacy offers a free home delivery service to support patients who may have difficulty collecting their medication in person. This service is provided at the pharmacy's discretion and is intended to support safe and effective access to medicines where appropriate.

Patient safety, professional judgement, and accountability underpin all delivery arrangements.

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### NHS Status

- Home delivery is not an NHS-funded or NHS-mandated service.
  - It is provided as a non-NHS, discretionary service, based on professional and clinical judgement.
  - There is no automatic entitlement to medication delivery.
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### Delivery Days & Times

- Deliveries are made Monday to Friday only.
- Deliveries take place between 12:00 pm and 3:00 pm.
- Exact delivery times cannot be guaranteed, and deliveries will not be made outside the above hours.
- No deliveries are made on weekends or Bank Holidays.

Patients and carers must ensure that someone is available to receive the delivery during this time window.

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### Delivery Charges

- The pharmacy currently offers a free home delivery service.
  - As this is a non-NHS, discretionary service, the pharmacy reserves the right to introduce a delivery charge in the future.
  - Any charge would be:
    - communicated clearly and in advance,
    - applied with reasonable notice, and
    - not implemented in a way that compromises access to essential medication.
  - Patients will always have the option to collect medication from the pharmacy free of charge if preferred.
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### Eligibility & Suitability for Delivery

- Delivery is offered where it is assessed to be appropriate, safe, and in the patient's best interests.
  - Suitability for delivery may be reviewed at any time, particularly where patient safety, medicines accountability, or governance concerns arise.
  - Delivery frequency and scheduling are determined by the pharmacy.
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### Delivery Governance, Tracking & Records

In line with GPhC standards on governance and auditability:

- All deliveries are planned, recorded, and tracked.
- Delivery routes are logged and managed internally.
- Proof of delivery may include time-stamped photographs, delivery logs, or route data.
- Records are retained to support patient safety, accountability, and regulatory oversight.

These measures ensure clarity over when, where, and how medicines have been supplied.

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### Missed Deliveries & Re-attempts ("Three Strikes" Policy)

Patients and carers are responsible for ensuring availability to receive deliveries.

- If a delivery is attempted and no one is available, this will be recorded as a missed delivery.
- Where operationally possible, the pharmacy will attempt re-delivery on the next working day.



- Re-delivery attempts are subject to staff availability, route planning, and patient safety considerations.
- After three missed delivery attempts, the delivery service may be withdrawn, and medication will need to be collected from the pharmacy.

Repeated missed deliveries increase the risk of medication delays and compromise safe medicines management.

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### **Dosette / Monitored Dosage Systems (MDS)**

- Dosette boxes (blister packs) are a non-NHS service, supplied at the pharmacy's discretion.
- They are provided only where they are assessed to support safe and effective medicines use.
- Dosette boxes must be:
  - used strictly in line with labelled start dates, and
  - used in the correct sequence.

Misplacement, misuse, or use out of sequence may trigger a clinical review of suitability.

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### **Responsibility for Medication**

While the pharmacy takes reasonable steps to dispense medication accurately and make it available (including delivery where offered):

- Patients and/or their carers retain responsibility for ensuring medication is received, stored safely, and administered correctly.
- Delivery is a support mechanism, not a transfer of responsibility.
- Patients and carers should not rely solely on delivery arrangements to manage continuity of supply.
- Any delay, non-delivery, or discrepancy must be identified and escalated promptly so alternative arrangements can be made.

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### **Shared Responsibility & Escalation**

Safe medicines use relies on shared responsibility between the pharmacy, the patient, and any carers involved. Failure to raise concerns in a timely manner may increase the risk of interruption to treatment and compromise patient safety.

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### **Safety Reviews & Changes to Service**

In line with GPhC standards on patient safety and professional judgement:

- Delivery and/or dosette arrangements may be reviewed, amended, or withdrawn where concerns arise, including:
  - misplaced medication,
  - missed or disputed deliveries,
  - dosette boxes used out of sequence,
  - unclear accountability after delivery,
  - repeated safety or governance concerns.

Where appropriate, alternative arrangements may include:

- weekly collection from the pharmacy, or
- transfer of services to another pharmacy if preferred.

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### **Changes or Withdrawal of Service**

- As delivery and dosette services are discretionary, they may be withdrawn with appropriate notice where they are no longer considered clinically safe or appropriate.
- Any changes will be communicated clearly and with consideration for continuity of care.

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### **Contact Us**

If you have any questions about delivery arrangements, dosette provision, or medication collection, please contact the pharmacy team promptly so we can support you safely.