

Medicines delivery to vulnerable / shielded patients in Camden

Patient has a prescription ready for collection from the pharmacy and is unable to make arrangements for family/ friends to collect.

Patient contacts **(CCN&SP)** directly

Patient phones a mutual aid contact – all such contacts have been advised to call **(CCN&SP)** in these circumstances

Patient calls **Camden's COVID 19 support line 020 7974 4444** (option 9)

Patient calls **pharmacy** directly to ask for delivery to be arranged

**(CCN&SP)** arrange for a volunteer from known organisation (e.g. [GoodGYM](#), [NHS volunteer responders](#))  
**(CCN&SP)** can also help with signposting and referrals into other relevant services

**COVID 19 support line** passes request to the community hub and delivery staff volunteer is identified

**Pharmacy** submits a request through the NHS volunteer responders referral form  
<https://www.goodsamapp.org/NHSreferral>

**(CCN&SP)** or the volunteer phones ahead or goes direct to the pharmacy – pharmacy open – attends to pick up.

Volunteer finds pharmacy doesn't answer or attends and pharmacy is closed.

Staff volunteer phones ahead or goes direct to the pharmacy – pharmacy open – attends to pick up.

**Pharmacy** delivers to patient via the Pandemic Delivery Service (*for shielded patients only*)

Volunteer picks up and IDs themselves with photo ID. Volunteer delivers to patient.

Notice indicating when pharmacy will re-open or what other arrangements have been made and the volunteer follows these instructions. **OR** Notice not clear or absent or patient advises they urgently need the medication; volunteer visits nearest open pharmacy for further advice.

Staff volunteer picks up and IDs themselves with photo ID. Volunteer delivers to patient.

**Pharmacy** advises patient to contact **(CCN&SP)** directly

**Camden Care Navigation and Social Prescribing (CCN&SP)**  
Freephone (Mon-Fri): **0800 193 6067**  
Secure email: [camccg.socialprescribingreferral@nhs.net](mailto:camccg.socialprescribingreferral@nhs.net)  
Online referral form: [tinyurl.com/yblyfxvc](https://tinyurl.com/yblyfxvc)  
General enquiries: [communitylinks@vac.org.uk](mailto:communitylinks@vac.org.uk)  
**Community Links** is run by [Voluntary Action Camden](#) and acts as the access point for Camden's **Care Navigation and Social Prescribing** Service.

NB All those contacted by patient initially need to request:  
• Patient name,  
• Postal address,  
• Name of pharmacy.  
Must obtain consent for sharing details with volunteer