**Dispensary Delivery Policy**

The purpose of this policy is to outline the procedures to be followed by both practice and delivery staff at Islip Medical Practice to ensure that the dispensary delivery service is safe and effective. This document and any procedures contained within it are non-contractual and may be modified or withdrawn at any time. Furthermore, this document applies to all employees of Islip and other individuals performing functions in relation to Islip such as agency workers, locums and contractors.

On the day of delivery all the prescription delivery items are checked and loaded onto the van by the designated delivery driver with the cold chain items being delivered first, thereby making certain they remain within an acceptable temperature range.

In cases where there is nobody present to collect the prescription from the driver, the prescription cannot fit through the postbox or there is no safe and secure storage box. The driver must return the items to the practice. Under no circumstances will prescriptions be left by the patient’s door.

3 failed attempts at the address in the space of 6 months or less will result in the patient being removed from the practice delivery list.

Reviewed by Christian Pawlyszyn October 2024