

Covid-19 Risk Assessment – Pharmacy Activities & Consultation Rooms.



Scope		Commentary
Areas Included / Not Included	Pharmacy activities	<p>Our approach to managing risk throughout the COVID19 response is aligned with our organisational commitment that "Nothing is more important than the safety of our customers and colleagues". Our focus has been to align with the developing guidelines from Public Health England, the devolved governments and the Department for Business, Energy & Industrial Strategy (BEIS). The control measures in place will be subject to ongoing and developing assurance activities and are supported by detailed Instruction, Information, Training and Supervision. Our controls centre around the principles of maintaining safe distancing and good hygiene standards for our customers and colleagues. In line with our safety management system and Tesco's duty as an employer, our aim has been to reduce workplace risk to the lowest reasonably practicable level. We have achieved this by implementing preventative measures to minimise any potential residual risk based on the scientific guidance and advice available as the situation develops. This risk assessment has been prepared and agreed in consultation with our recognised Trade Unions.</p> <p>To be read in conjunction with the General & Retail Covid-19 Risk Assessments which contains additional activities and controls which are also relevant to pharmacy activities and colleagues.</p>
Format	Large	
Last Reviewed and Updated	22.04.22	

Activity	Hazard	People at Risk	Controls	Relevant Training / Supporting Information	Assurance
Undertaking routine activity in the pharmacy	<p>Survival and presence of the virus on surfaces and hand touch points transmitting to hands of colleagues</p> <p>Unable to maintain the safe distancing guidance from other colleagues</p>	Colleagues	<ul style="list-style-type: none"> Detailed cleaning with approved cleaning chemical daily by contract cleaners Touchpoint cleaning with Aseptopol undertaken throughout the day by pharmacy team Signage displayed reminding colleagues and customers that if they have Covid-19 symptoms they should not enter the store. If someone does enter and state, they have symptoms of Covid-19 they should be sent home or if too unwell an ambulance should be called and they would need to be isolated in a room. Guidance issued to wash hands with soap and water frequently Provision of alcohol hand gel and gloves as necessary Work is predominantly side by side not, face to face Spread activity out as much as possible in the pharmacy area to maintain safe distancing Team aim to have own workspace and area and clean and sanitise before "handing over" to another colleague, split team into bubbles if feasible. Provision of face masks for all colleagues. It is mandatory in England, Scotland and Wales to wear Type 2R fluid resistant masks Whilst on the shop floor e.g. start and end of shift, colleagues follow the controls found below in Wearing face masks and face coverings (Whilst on the Shop floor) However, once in the Pharmacy, colleagues follow the controls found below Wearing of face masks (whilst in the Pharmacy) If routinely moving between the pharmacy and the main shop floor and back again follow the guidance described below in Wearing of face masks (Whilst in the Pharmacy) Colleagues can use C-19 Lateral Flow testing kits in countries where they are made available by the NHS. Tests are for identification of asymptomatic colleagues. Tests to be conducted twice a week and results are updated onto the appropriate NHS Portal. Pharmacy colleagues across the whole of the United Kingdom have the option to receive a C-19 vaccination from January 2021. 	<ul style="list-style-type: none"> COSHH Risk Assessments and Material Safety Data Sheets Coronavirus – gloves, masks and visors – information and guidance – Stores Help Centre WHO video guide on when and how to put on face mask Disposable Face masks – Information and Guidance for use in English Pharmacies – Stores Help Centre https://www.england.nhs.uk/coronavirus/wp-content/uploads/sites/52/2020/12/C0957_Primary-care-lateral-flow-test-SOP.pdf Using C-19 Lateral Flow Tests in Pharmacy support pack. 	<ul style="list-style-type: none"> Safe and legal audits Completed questions on safe and legal MPro5
Working on the pharmacy counter supporting customers	Checkout payment handling and close proximity to customers and colleagues unable to maintain the 2 m safe distancing guidance	Colleagues, customers	<ul style="list-style-type: none"> Posters on how to hand wash have been communicated to colleagues and instructions to not to touch face/mouth etc. Perspex screens and till dividers installed on payment areas for pharmacy WHO Guidance indicates that there is limited evidence to confirm or disprove whether Covid-19 can be transmitted through coins or banknotes. 	<ul style="list-style-type: none"> WHO guidance of limited spread of virus on money – GPS SharePoint Covid-19 Point of sale Brochure – Stores Help Centre Coronavirus – gloves, masks and visors – information and guidance – Stores Help Centre WHO video guide on when and how to put on face mask 	<ul style="list-style-type: none"> Safe and legal audits Completed questions on safe and legal MPro5

Activity	Hazard	People at Risk	Controls	Relevant Training / Supporting Information	Assurance
			<ul style="list-style-type: none"> Gloves are optional but have also been made available to all colleagues that work in these areas Customers encouraged to use contactless payments where possible Increase of the contactless limit to move from £30 to £45 - checkouts in process of being re-programmed Floor vinyls to indicate where customers should stand 	<ul style="list-style-type: none"> Disposable Face masks – Information and Guidance for use in English Pharmacies – Stores Help Centre 	
Increased levels of absent colleagues due to Covid-19	Insufficient number of colleagues to maintain safe working	Colleagues, customers	<ul style="list-style-type: none"> Pharmacies able to operate with only the Pharmacist present whilst following their governing body guidance. Where no Pharmacist is present, the pharmacy will temporarily close and customers will be re-directed to the nearest open pharmacy Pharmacist to use their professional judgement if staffing levels are low and use the Pharmacy Business Continuity Plan to support any decisions for closure 	<ul style="list-style-type: none"> Business Continuity document for maintaining pharmacy services – GPS SharePoint Standard operating procedure for when a Pharmacist has not arrived – GPS SharePoint Point of Sale for Pharmacy closures – GPS SharePoint Pharmacy Business Continuity Plan 	<ul style="list-style-type: none"> Safe and legal audits Completed questions on safe and legal MPro5
	Lack of skilled colleagues in operational area e.g. pharmacy, back door, petrol filling station, phone shop	Colleagues, customers	<ul style="list-style-type: none"> Training platform provided for multiskilling colleagues on more specialist roles - My Learning Curriculum, including reviewed training and validations e.g. petrol filling station, backdoor, pharmacy, customer service desk, cash office and payroll Area to be closed if insufficient competent trained staff to an appropriate level to support the operation 	<ul style="list-style-type: none"> Business Continuity document for maintaining pharmacy services – GPS SharePoint Standard operating procedure for when a Pharmacist has not arrived – GPS SharePoint Point of Sale for Pharmacy closures – GPS SharePoint 	<ul style="list-style-type: none"> NA
	Not meeting our legal obligations for refresher training	Colleagues	<ul style="list-style-type: none"> Pharmacy training – service specific training will continue to be undertaken as necessary 		<ul style="list-style-type: none"> NA
Cleaning and hygiene consumables/equipment and processes	Presence and survival of Covid-19 virus on touch points throughout pharmacy area	Colleagues	<ul style="list-style-type: none"> Increased supply of alcohol hand gel sent into stores for colleague use Alcohol hand gel, hand soap, wipes, approved cleaning chemical and blue roll are orderable by the stores Posters displayed regarding Hand washing and Toilet hygiene 	<ul style="list-style-type: none"> COSHH Risk Assessments and Material Safety Data Sheets Coronavirus – gloves, masks and visors – information and guidance – Stores Help Centre WHO video guide on when and how to put on face mask Disposable Face masks – Information and Guidance for use in English Pharmacies – Stores Help Centre 	<ul style="list-style-type: none"> Safe and legal audits Completed questions on safe and legal MPro5
	Disposal of contaminated cleaning products or face coverings after use	Colleagues	<ul style="list-style-type: none"> Contaminated wipes, blue towel etc. to be bagged and placed in usual waste or into a lidded bin. 	<ul style="list-style-type: none"> Coronavirus – gloves, masks and visors – information and guidance – Stores Help Centre WHO video guide on when and how to put on face mask Disposable Face masks – Information and Guidance for use in English Pharmacies – Stores Help Centre 	<ul style="list-style-type: none"> Safe and legal audits Completed questions on safe and legal MPro5
	Cleaning and hygiene supply not available e.g. Alcohol hand gel/wipes re-directed to the NHS or supplier unable to maintain supply	Colleagues	<ul style="list-style-type: none"> Alternative suppliers or consumables being sought if current suppliers unable to maintain demand COSHH assessments will be completed and new/amended cleaning cards produced prior to sending in any new chemicals into stores Products auto delivered to stores so availability is always met 	<ul style="list-style-type: none"> COSHH Risk Assessments and Material Safety Data Sheets 	<ul style="list-style-type: none"> Safe and legal audits Completed questions on safe and legal MPro5
	Potential allergic reaction to wipes and Alcohol hand gels	Colleagues	<ul style="list-style-type: none"> All Tesco sourced Alcohol hand gels and wipes are always without allergenic/sensitising properties COSHH Information held for all products used 	<ul style="list-style-type: none"> COSHH Risk Assessments and Material Safety Data Sheets 	<ul style="list-style-type: none"> NA
Managing a queue of people wishing to use the consultation service	Unable to maintain the safe distancing guidance	Colleagues, patients	<ul style="list-style-type: none"> Colleagues should manage the queue and ensure that fire exits are not blocked Consultations should be pre-booked where possible Pharmacy colleagues will encourage consultation by other means and only open the consultation room as a last resort Floor vinyls and or barriers to indicate where customers should stand 	<ul style="list-style-type: none"> Coronavirus – gloves, masks and visors – information and guidance – Stores Help Centre WHO video guide on when and how to put on face mask Disposable Face masks – Information and Guidance for use in English Pharmacies – Stores Help Centre 	<ul style="list-style-type: none"> NA
Wearing of face masks (Whilst in the Pharmacy)	Wearing of the face mask incorrectly	Colleagues	<ul style="list-style-type: none"> Guidance issued on the correct wearing of a face mask and a WHO (World Health Organisation) video link shared to support the correct methodology to wear Guidance issued to change every shift or after a break and not to touch the face 	<ul style="list-style-type: none"> Coronavirus – gloves, masks and visors – information and guidance – Stores Help Centre Coronavirus – gloves, masks and visors – information and guidance – Stores Help Centre WHO video guide on when and how to put on face mask 	<ul style="list-style-type: none"> NA
	Cross contamination				

Activity	Hazard	People at Risk	Controls	Relevant Training / Supporting Information	Assurance
	<p>Failure to supply face masks of the correct quality and standard</p> <p>Disposal of used face masks which are potentially contaminated</p>		<ul style="list-style-type: none"> Guidance issued on how to dispose of a used face mask to include being placed in a bag or in a lidded bin Whilst in the Pharmacy only face masks of the correct grade (Type I, Type II or Type IIR fluid resistant mask) are to be worn at all times Face masks for pharmacies are sourced from either PHE or from Tesco's approved suppliers Face visors can be worn in addition to the correct pharmacy face mask Exemptions to the rules for colleagues wearing face masks are described in Wearing face masks and face coverings (Whilst on the Shop floor/back areas) below 	<ul style="list-style-type: none"> Disposable Face masks – Information and Guidance for use in English Pharmacies – Stores Help Centre Scotland – Face Coverings guidance 08.07.20 – GPS SharePoint https://www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control/new-recommendations-for-primary-and-community-health-care-providers-in-england 	
<p>Wearing face masks and face coverings (Whilst on the Shop floor/back areas)</p>	<p>Wearing of the face mask incorrectly</p> <p>Cross contamination</p> <p>Disposal of used face masks which are potentially contaminated</p>	<p>Colleagues</p>	<ul style="list-style-type: none"> Guidance issued on how to dispose of a used face mask by being placed in a waste bag or lidded bin Colleagues are permitted to wear disposable masks, face coverings such as scarves, re-usable textile/cloth coverings Reusable cloth face coverings have been issued to each colleague as part of their uniform. Four face coverings per colleague have been issued with instructions on how to clean and maintain them. However, colleagues can choose to wear their own. Guidance issued on the correct wearing of a face mask and a WHO (World Health Organisation) video link shared to support the correct methodology to wear Guidance issued to change every shift or after a break and not to touch the face Exemptions to the rules for wearing face coverings include: <ul style="list-style-type: none"> Colleagues with health conditions who cannot put on, wear or remove a face covering because of any physical or illness or impairment or disability or without severe distress. If colleagues need to take medication or to eat or drink For customers with a hearing impairment and those who lip-read (excluding Scotland), colleagues should remove face coverings, as necessary, to provide advice, information or assistance. If colleagues need to remove it to avoid harm or injury, either to themselves or others – for example to get somebody's attention about a danger (excluding Scotland) Badge surrounds are provided for colleagues who are exempt from wearing a face covering and wish to wear them Face visors can be worn in addition to the correct pharmacy face mask Guidance issued on the correct wearing of a face mask and a WHO (World Health Organisation) video link shared to support the correct methodology to wear An occupational health referral is available for colleagues who have medical concerns which may require reasonable adjustments being made <p>In Scotland, Wales and Northern Ireland:</p> <ul style="list-style-type: none"> Unless medically exempt, colleagues are strongly encouraged to wear a face covering when: <ul style="list-style-type: none"> On the shop floor In customer facing areas In communal areas 2 or more colleagues are present, and the doors are closed in the: <ul style="list-style-type: none"> Cash Office Small offices or meeting rooms <p>In England:</p>	<ul style="list-style-type: none"> Tesco and USDAW joint letter on the importance of face coverings for all colleagues (25.08.20) Retail / Metro / Express Daily News – 1st October 2020 – Stores Help Centre (reusable face coverings allocation). Coronavirus – gloves, masks and visors – information and guidance – Stores Help Centre WHO video guide on when and how to put on face mask https://www.gov.uk/government/publications/face-coverings-when-to-wear-one-and-how-to-make-your-own/face-coverings-when-to-wear-one-and-how-to-make-your-own Mandatory face coverings – England, Northern Ireland, Wales – GPS SharePoint and Store Help Centre Retail daily news – Stores Help Centre Updated Covid-19 guidance England Large and Convenience formats November 2021 	<ul style="list-style-type: none"> NA

Activity	Hazard	People at Risk	Controls	Relevant Training / Supporting Information	Assurance
			<ul style="list-style-type: none"> Wearing of face coverings is left to colleague's own personal choice 		
<p>Colleagues undertaking consultations in the consulting room</p>	<p>Unable to maintain the safe distancing guidance</p> <p>Disposal of used face masks and other PPE which are potentially contaminated</p> <p>Presence and survival of Covid-19 virus on touch points throughout pharmacy area</p> <p>Colleagues in close proximity with potential skin contact with patients</p>	<p>Colleagues, patients</p>	<ul style="list-style-type: none"> Re opening checklist to be undertaken before the consultation room is first used If Colleagues are providing direct care to a patient, where there is a possibility of the patient being infected with COVID-19 and there is (anticipated) exposure to blood/body fluids or non-intact skin, then the PPE required is; Type 2R face mask, medical gloves and splash proof apron Medical Gloves and Splash proof Apron are single use If Colleagues are providing direct care to a patient, where there is a possibility of the patient being infected with COVID-19 but there is NO (anticipated) exposure to blood/body fluids or non-intact skin then the minimum PPE required is; TYPE IIR face mask and hand hygiene. Colleagues can wear additional PPE available if they want to. PPE worn for any consultation to be cleaned or disposed of appropriately afterwards Face masks to be handed to patients before they enter the room Only 1 person and the pharmacy colleague to enter the room. Patients reminded to attend appointment alone Colleagues are reminded to maintain the safe distancing guidance where possible and to wash hands afterwards Signage displayed reminding colleagues and customers that if they have Covid-19 symptoms they should not enter the consultation room Chair for the patient should be positioned to be side onto pharmacy colleague Consultation services to be booked where possible Cleaning of touch points in consultation room to take place between patients – aseptopol cleaning and using wipes to clean the computer Cleaning of touch points in waiting area between patient No aerosol generating tasks to be undertaken Appropriate waste bins – clinical waste and sharps bin and normal waste provided Reminder to not attend with Covid-19 symptoms is clearly on the booking process to book a consultation Perspex screens will be provided for rooms where there is sufficient space to utilise them 	<ul style="list-style-type: none"> COSHH Risk Assessments and Material Safety Data Sheets Coronavirus – gloves, masks and visors – information and guidance – Stores Help Centre WHO video guide on when and how to put on face mask Disposable Face masks – Information and Guidance for use in English Pharmacies – Stores Help Centre Re-opening consultation room checklist – GPS SharePoint https://support.global.tesco.org/hc/en-us/articles/115005747929-Cleaning-Specifications?flash_digest=e05f1698e357cc737f0cc49c93fe9a775fdb2597 https://psnc.org.uk/the-healthcare-landscape/covid19/personal-protective-equipment-ppe/ 	<ul style="list-style-type: none"> NA
<p>Colleagues supporting the flu vaccination service</p>	<p>Unable to maintain the safe distancing guidance</p> <p>Disposal of used face masks which are potentially contaminated</p> <p>Presence and survival of Covid-19 virus on touch points throughout pharmacy area</p> <p>Colleagues in close proximity with potential skin contact with patients</p> <p>Lack of ventilation in room</p>	<p>Colleagues, patients</p>	<ul style="list-style-type: none"> Appointments are pre-booked and patients pre-screened and consent obtained via online system in order to minimise the contact time between colleague and patient In line with NHS guidance, minimum PPE requirement for colleagues providing the vaccination service is a Type 2R face mask. Additional PPE; face visors, medical gloves, and splash proof apron are available if colleagues prefer to use them Splash proof apron and medical gloves will be single patient use Visors will be personal issue and worn for the vaccination session Face masks to be handed to patients before they enter the room Only 1 person and the pharmacy colleague to enter the room – pre-booked session and advised on the pre-booking Colleagues are reminded to maintain safe distancing guidance where possible and to wash hands afterwards Signage displayed reminding colleagues and customers that if they have Covid-19 symptoms they should not enter the consultation room Chair for the patient should be positioned to be side onto pharmacy colleague. Vaccination close contact time is minimised to 3- 5 mins per patient 	<ul style="list-style-type: none"> COSHH Risk Assessments and Material Safety Data Sheets Coronavirus – gloves, masks and visors – information and guidance – Stores Help Centre WHO video guide on when and how to put on face mask Disposable Face masks – Information and Guidance for use in English Pharmacies – Stores Help Centre Flu vaccination clinical support pack Flu vaccination training Updated BLS training https://psnc.org.uk/the-healthcare-landscape/covid19/personal-protective-equipment-ppe/ 	<ul style="list-style-type: none"> NA

Activity	Hazard	People at Risk	Controls	Relevant Training / Supporting Information	Assurance
			<ul style="list-style-type: none"> • Cleaning of touch points in consultation room to take place between patients • Pharmacy colleague to run a clinic and remain in the consultation room for a clinic duration (maximum of 3 hours) or as necessary depending on temperature • Consideration given to leaving a door ajar to give ventilation without compromising patient confidentiality • Colleagues can opt to not undertake this procedure • No aerosol generating tasks to be undertaken • Resuscitation will be managed in line with updated BLS training pharmacists have taken • This service is only provided by Tesco employed pharmacists 		
Colleagues supporting the C-19 vaccination service (England and Wales only)	<p>Unable to maintain safe distancing guidance</p> <p>Disposal of used face masks which are potentially contaminated</p> <p>Presence and survival of Covid-19 virus on touch points in vaccination area</p> <p>Colleagues in close proximity with potential skin contact with patients</p> <p>Lack of ventilation in room</p> <p>Disposal of clinical waste</p> <p>Appropriate handling, storage and administration of the vaccination</p>	<p>Colleagues, customers</p>	<ul style="list-style-type: none"> • Delivery of the vaccination service is in line with relevant elements of the suite of NHS England Wales Standard Operating Procedures, the relevant National Protocols for C-19 vaccination and the relevant Patient Group Directions. • Appointments are pre-booked and customers are pre-screened out if currently displaying symptoms of C19. • Unless medically exempt, customers must wear face masks/ coverings. • In-store signage advising customers displaying symptoms not to enter the store or attend for vaccination. • Symptoms of C19 checked for on arrival. If symptoms are present customers are excluded from the service. • Safe distancing to be maintained on greeting and in any waiting area, any seating will be spaced accordingly. • Colleagues providing the service can be vaccinated before providing the service. • Colleagues providing the service can use lateral flow tests for asymptomatic testing twice a week. • In line with NHS guidance, minimum PPE requirement for colleagues providing the vaccination service is a Type 2R face mask. Colleagues may choose to wear further PPE if they prefer. • If a visor is worn, it will be personal issue and worn for the vaccination session. • To minimise contact time, before entering the consultation area customers should remove coats, jumpers etc and have their identification and NHS number ready. • Only 1 customer to enter the vaccination area at one time. • Customers are asked to avoid any touchpoints apart from the chair they intend to sit in. • Chair for the customer should be positioned to be side onto pharmacy colleague. • Vaccination close contact time should be minimised to 3-5 mins per customer. • Clinical consent questions printed on a laminated sheet and placed on the desk for reading by the customer. • Consideration given to leaving a door ajar to avoid touching and to give ventilation without compromising patient confidentiality • Vaccine administered in accordance with the NHS SOP for coronavirus vaccination. • Clean the chair and any touch points (if there are any) in consultation room between customers. • Colleagues can opt to not undertake this procedure • No aerosol generating tasks to be undertaken • Resuscitation will be managed in line with updated BLS training pharmacists have taken. • This service is only provided by trained Tesco colleagues • Colleagues are reminded to maintain safe distancing guidance where possible and to wash hands afterwards or use alcoholic hand wash. • Standard Operating Procedure for needle stick injuries 	<ul style="list-style-type: none"> • NHS England C19 Standard Operating Procedures: https://www.sps.nhs.uk/home/covid-19-vaccines/astra-zeneca-vaccine/astra-zeneca-handling-in-pcns/ • Patient Group Direction for the administration of the AZ C-19 vaccination: https://www.england.nhs.uk/coronavirus/publication/patient-group-direction-for-covid-19-vaccine-astrazeneca-chadox1-s-recombinant/ • National Protocol for the administration of C-19 vaccination: https://www.gov.uk/government/publications/national-protocol-for-covid-19-vaccine-astrazeneca-chadox1-s-recombinant • Equivalent NHS Wales documentation: http://www.cpwales.org.uk/The-Health-Landscape/Coronavirus-Information-Updates/CPW-Communications/Primary-Care-COVID-19-Immunisation-Service-(1).aspx • PHE/PHW or HEE/ HEW on-line training modules • COSHH Risk Assessments and Material Safety Data Sheets • Coronavirus – gloves, masks and visors – information and guidance – Stores Help Centre • WHO video guide on when and how to put on face mask • Disposable face masks – Information and Guidance for use in English Pharmacies – Stores Help Centre • Tesco C19 vaccination support information • Updated BLS training • Using C-19 Lateral Flow Tests in Pharmacy support pack. 	<ul style="list-style-type: none"> • Responsible Pharmacist supervision and monitoring in store and escalation process to Regional Pharmacy Manager and Superintendent Pharmacist.

Activity	Hazard	People at Risk	Controls	Relevant Training / Supporting Information	Assurance
Colleagues returning to pharmacies after a period of extended absence	Colleagues unfamiliar with the changes which have taken place since the onset of Covid-19 to manage the spread of the virus on touchpoints and not maintaining the safe distancing guidelines	Colleagues	<ul style="list-style-type: none"> All colleagues returning to work in stores complete the 'Keeping you safe' online training prior to starting work All colleagues classed clinically vulnerable or extremely clinically vulnerable to be occupational health screened before return to work and a risk assessment completed with line managers on return to work. 	<ul style="list-style-type: none"> Keeping you safe' – Click and Learn 	<ul style="list-style-type: none"> Safe and legal audits Completed questions on safe and legal MPro5
Taking in deliveries to the pharmacy	<p>Survival and presence of the virus on surfaces and hand touch points transmitting to hands of colleagues</p> <p>Unable to maintain safe distancing guidance from other colleagues</p>	Colleagues and visitors	<ul style="list-style-type: none"> Whilst on the shop floor colleagues follow the controls found above in Wearing face masks and face coverings (Shop floor) However, once in the Pharmacy the guidance for Pharmacy colleagues is applicable Only face masks of the correct grade have been purchased (type 2R fluid resistant mask) for use in pharmacy Face masks or visors must be worn to receive the tote box. Face visors must be accompanied with suitable face covering which covers the mouth and nose, e.g. face mask. Clean the tote box before handling 	<ul style="list-style-type: none"> COSHH Risk Assessments and Material Safety Data Sheets 	<ul style="list-style-type: none"> NA
Delivery to patients	Volunteers delivering to the houses of vulnerable people	Volunteers, customers and colleagues	<ul style="list-style-type: none"> Use only designated volunteers for the service Volunteers briefed how to maintain safe distancing when making the deliveries 	<ul style="list-style-type: none"> NHS Medicines Delivery Service Standard Operating Procedures for Emergency Medicine Delivery 	<ul style="list-style-type: none"> NA