

## Volunteer guidance

### Contents

Introduction .....	2
Your Volunteer ID .....	4
Public Health Advice .....	5
Guidance prescription collection and delivery .....	7
Guidance for food packing and delivery .....	11
Signature of Understanding.....	14
Appendix 1 .....	15

**This guidance document is temporary guidance and will be updated as processes change and new guidance is published from the UK government. Please check with your Local Response Centre Lead that you have the most up to date guidance.**

**Always follow the latest government advice.**

**This document should read in conjunction with the CVS COVID-19 Volunteer guidance as well as any publications specific to the Local Response Centre that you are supporting.**

**Note for volunteer coordinators- As part of your role, ensure that volunteers are able to follow the guidance set out below. Please discuss any requirements with your local response centre lead.**

## Introduction

We want to thank you for signing up to volunteer as part of your Local Response Centre. The response centre has been set up to support the most vulnerable members of our community, who do not have friends or family to support them at this time.

Volunteering will be crucial in the response to coronavirus. However, volunteering that requires going out of the house is now only permitted in certain circumstances. If you are well and are not at risk from coronavirus you can undertake essential activities including:

- Delivering food
- Helping people with their medical needs, such as picking up prescriptions.

## Information about COVID-19:

Coronavirus is a new respiratory illness that has not previously been seen; it's a virus that can be spread easily just like colds and flu.

Most people infected with the coronavirus will experience mild to moderate symptoms and will recover without requiring special treatment.

Everyone has been asked to stay at home and away from others (this is called **social distancing**). Certain people (such as those with underlying health conditions, pregnant women, those with weakened immune systems, and people who are 70 years and over) need to follow the social distancing measures more stringently. The guidance on social distancing is available here: <https://www.gov.uk/government/publications/full-guidance-on-staying-at-home-and-away-from-others/full-guidance-on-staying-at-home-and-away-from-others>

Extremely vulnerable groups are currently **shielding**. Guidance and further information on who needs to adopt shielding measures is available here:

<https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19>.

Shielding is a practice used to protect extremely vulnerable people from coming into contact with coronavirus. People who are shielding are strongly advised to stay at home at all times and avoid any face-to-face contact for a period of at least 12 weeks from the day they receive an NHS letter. Please note that this period of time could change. Shielding measures for those who are extremely vulnerable include:

- Strictly avoid contact with someone who is displaying symptoms of coronavirus (COVID-19). These symptoms include high temperature and/or new and continuous cough.
- Do not leave your house.
- Do not attend any gatherings. This includes gatherings of friends and families in private spaces, for example, family homes, weddings and religious services.
- Do not go out for shopping, leisure or travel and, when arranging food or medication deliveries, these should be left at the door to minimise contact.



- Keep in touch using remote technology such as phone, internet, and social media.
- Do use telephone or online services to contact your GP or other essential services.

Households with individuals who are symptomatic are **self-isolating**. The guidance for self-isolation is available here: <https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection> This includes the following two points:

- ask friends or family to drop off anything you need or order supplies online, but make sure these are left outside your home for you to collect. And
- Do not invite or allow social visitors, such as other friends and family, to enter your home. If you want to speak to someone who is not a member of your household, use the phone or social media.

### **Who can help and how to do this safely.**

You can only provide support to people if you fulfil ALL of the conditions below:

- You are well and have no symptoms like a cough or high temperature and nobody in your household does
- You are under 70
- You are not pregnant
- You do not have any long-term health conditions that make you vulnerable to coronavirus. For information about who is at higher risk of COVID-19, please see the NHS website: <https://www.nhs.uk/conditions/coronavirus-covid-19/advice-for-people-at-high-risk/>

The UK Government has issued guidance for how to help safely which is available on the following webpage, <https://www.gov.uk/government/publications/coronavirus-how-to-help-safely--2/coronavirus-how-to-help-safely>

Volunteers should never enter other people's households and maintain a distance of 2 metres from others at all times. Furthermore, volunteers should not provide any form of direct, personal care (such as help with washing and dressing). Personal care of this sort should only be provided by professionals, or specialist volunteers with the appropriate skills, training and checks. These volunteers will be specifically advised on the use of PPE as per the PHE Guidance for community care settings.

To ensure we keep our community safe, you should always report any concerns to whoever is managing or coordinating the response. Further information on what to do if you are worried about an adult or a child is provided below.

### **What to do if you are worried about an adult?**

Adult Social Care: If you are concerned that someone is at risk or appears to have care and support needs that are not being met, for example they are struggling to keep themselves clean or prepare food, please contact Coronavirus Hampshire Helpline: Hantselp4vulnerable on **0333 370 4000**.



Adult Safeguarding: If you are concerned that someone is at risk of neglect or abuse, please contact Hampshire Adult Services' Referrals and Enquiries **0300 555 1386**. For out of hours referral contact **0300 555 1373**

If anyone is in immediate danger, please contact 999.

### **What to do if you are worried about a child?**

We all have a responsibility to keep children and young people safe from harm. If you believe a child or young person is at immediate risk of serious harm or injury, or you believe a criminal offence has been committed, call the police on 999. If you believe a child or young person is at risk of significant harm, neglect or injury, report your concerns to 0300 555 1384. For further information and guidance please visit <https://www.hampshirescp.org.uk/>

### **Volunteer Co-ordinators**

A national effort is required to tackle the spread of Coronavirus (COVID-19), and we understand that people want to help others who are already ill or at particular risk. We wholeheartedly welcome such efforts and want to assist volunteers and the people receiving support in ensuring that help is provided safely.

Where people require support, the first option should always be to rely on friends, family, or neighbours who already know one another. If this is not possible, there are some very simple steps that can be taken to make arrangements with community volunteers as safe as possible. Particular care must be taken where children or vulnerable adults, such as those with dementia or other medical needs, are helped.

This [safeguarding factsheet](#) is designed to address specific concerns that people involved in supporting their community may have at this time.

### **Your Volunteer ID**

Your organisation should supply you with a headed letter confirming that you are a volunteer for your COVID-19 Local Response Centre. Please carry this with you at all times.



## Public Health Advice

COVID-19 is a respiratory illness. To reduce the risk of transmission of COVID-19 you should follow national Public Health Advice as summarised below. Volunteer co-ordinators should support these measures.

### Stay at home

- If you become [unwell](#) with a new, continuous cough or a high temperature stay at home for 7 days and follow the [NHS self-isolation guidance](#). Do not leave the house to continue with your voluntary role.
- Visit NHS 111 online, or call 111 if you don't have internet access, if you require support to manage your symptoms, or in an emergency call 999.
- If anyone in your household has these symptoms, you must stay at home for 14 days.
- If you live with someone who is being [shielded](#), you should only volunteer if social distancing can be maintained at all times

### [Social distancing](#)

- Stay 2m, that's 6 feet or 3 paces, away from anyone you do not live with at all times and in all environments, and do not share car journeys.
- Breaks should be staggered so that you can remain 2 metres apart when resting.
- Do not go inside the homes of anyone you do not live with, even if asked to by people you are delivering to. If they require assistance inside their home tell them to call the Coronavirus Hampshire Helpline – Hantshelp4vulnerable on **0333 370 4000**. You should always report any concerns you may have via this number.

### [Handwashing](#)

The virus which causes Covid-19 is covered in a layer of fat, which is easily dissolved by soap and detergent, destroying the virus. Handwashing and cleaning are one of the most effective things we can do to reduce the spread of this virus, that we can all carry out.

- Hands should be washed regularly with soap and water for 20 seconds, and always in the following situations:
  - When you arrive at and before you leave a venue (i.e. home, supermarket) including your place of volunteering
  - On entering any area where food is being handled
  - Before and after handling any food
  - In between tasks
  - Before and after handling and opening packaging, money, receipts and cleaning supplies
  - Between deliveries to houses
  - After touching anything that residents, other volunteers, or delivery drivers may have contaminated, such as door bells, hand rails and door handles
  - After cleaning
  - Always after using the toilet or going into the toilet areas
  - After touching your face, sneezing, coughing and blowing your nose.
  - After smoking
  - Any time hands are contaminated
  - After touching rubbish
- Use hand sanitiser with at least 60% alcohol only if soap and water are not available



- Volunteer Coordinators need to ensure that volunteers are handwashing regularly by providing them with adequate breaks for them to do so. They should also ensure that volunteers have access to the necessary facilities for hand washing with soap and water (including paper towels for drying), or hand sanitiser.

### Tissue etiquette

- Carry disposable tissues with you at all times in case of sneezing or coughing
- Cover your mouth and nose with a tissue or use the crook of your arm (elbow), not hands, when coughing or sneezing
- Put used tissues in the bin immediately and wash your hands afterwards
- Avoid touching eyes, nose and mouth, particularly with unwashed hands

### PPE

- Personal Protective Equipment is not required for most volunteering roles, such as delivering medication or food. Guidance on self-isolation, social distancing (maintaining a 2-metre distance from others at all times), tissue etiquette and handwashing/hand hygiene must be strictly followed. If your volunteering role is different you will be advised if you need PPE and how to use it.

### Cleaning Surfaces

- Clean all surfaces before and after activities including high touch areas such as door handles, telephones, desks and computer keyboards.
- Drivers delivering packages should clean the common touch points in their car (steering wheel, gear stick, radio, door and boot handles, window and seat belt mechanisms, for example) before they start deliveries and when they finish.
- Guidance for situations when a suspected or confirmed case of COVID-19 has been in a non-healthcare setting, e.g. in a food packing room, is also available and needs to be followed where necessary: <https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings>

## Guidance prescription collection and delivery

### 1 Prescription Collection

The importance of picking up and delivering prescriptions for elderly and vulnerable people during COVID-19 is recognised, but so are the risks. Prescriptions should only be taken as prescribed, by the person for which they have been prescribed.

It could be dangerous if they are delivered to the wrong person, or dangerous if people do not receive the prescriptions and medication that they need. Ordering more medication than an individual needs (stockpiling) is also dangerous for the stock market and can have negative consequences for others. It is a high- risk service, but equally recognised that COVID-19 poses exceptional challenges in difficult times and a pragmatic workable solution needs to be found to support isolated and vulnerable people at home.

### 2 The Local Offer

Within Hampshire and Isle of Wight, partner agencies are working together to address the needs of elderly and vulnerable people who are self-isolating. The referral process is as follows:

- Individual contacts Hampshire-wide support telephone line
- Individual requests prescription delivery, due to having no other support systems available. Individual has confirmed they are able to collect the prescription from their door.
- The referral is sent to the individuals Local Response Centre where a volunteer will be allocated the referral.
- The Local Response Centre holds a case file of referrals. Once the volunteer has completed the task, this should be notified to the response centre and marked as complete. The job can then close. The referral may need to stay open if the prescription is an on-going delivery.

### 3 Guidance for ordering a prescription delivery.

The following temporary guidance for prescription ordering is suggested:

- Where possible prescriptions should be collected by patients or a family member/friend. If this is not possible, and their community pharmacy is unable to deliver, only then consider collection/prescription through this procedure.
- Check that there is no close family member or friend that could collect and deliver the prescription.
- Arrange collection and delivery by a volunteer.
- Ensure you have the following information:
  - name and address of pharmacy
  - name and address of individual
  - whether they are exempt from paying for prescriptions and the reason why (see appendix 1)
  - If the individual does pay for prescriptions, they will need to contact the pharmacy and pay via debit or credit card, prior to the prescription being released.
  - Confirmation the prescription has been ordered and paid for as above.
  - Whether the prescription is urgent i.e. will run out in next day or two, or non-urgent.
  - Delivery requirements e.g. knock loudly, wait a while for them to get to the door, access requirements for communal entrances.



- Remind the individual if they have not received their medication in the timeframe expected, they should contact you again. (This is to ensure that prescriptions are delivered correctly).
- Collate all the prescription requests throughout the day and send each pharmacy a list of the patient's prescriptions which will be picked up by a volunteer the next day:
  - If your organisation has already made arrangements with local pharmacies on how volunteers can collect prescriptions, please follow this. Otherwise, arrange with the pharmacy a process for collecting bulk prescriptions. This may be different for each pharmacy. Some may suggest using the back door or joining a separate queue. Ensure you tell them you are a Local Response Centre volunteer. You may be required to show proof of this when you collect the prescriptions.
  - Add the arrangements for the pharmacy to the centrally stored pharmacy list for other volunteers to see.
- Some pharmacies may need to close during the outbreak period. Pharmacies have been set up with a buddy pharmacy where prescriptions will be sent in case of a closure. Many pharmacies will close their doors to the public for a couple of hours during the day, normally over lunchtime hours to ensure they can prepare prescriptions in a safe and timely manner. This type of closure will not defer to the buddy system. To find out which pharmacies have closed, check your local response centre email address.

#### **4 Preparing the volunteer (guidance for volunteer co-ordinators)**

The local resource centre will task the volunteer. The volunteer will be given the details of the pharmacy, and the time they need to be there and which entrances. You will also be given a list of names and addresses you will visit. This will be confirmed the afternoon before or on the morning of your shift.

The volunteer should have:

- photo ID and/or a letter from the council
- Fully charged mobile phone (& car charger if possible) with contact numbers for co-ordinator & CRCC
- Hand sanitizer
- Wipes
- Small waste bags

#### **5 Guidance for collecting the medication:**

Delivering medicines to people is a vital role in current times to patients in self-isolation or may already be house-bound due to other existing medical issues; it is important that the correct medicine is delivered to the correct patient.

- We recommend where possible that you pick up prescriptions from Pharmacies in batches.
- Upon arriving at the pharmacy you will be asked to provide your ID.
- The pharmacy will provide sealed packets for each of these patients. Please ensure they are sealed and labelled.
- Check name and address details on the collected prescriptions to ensure that they match the details of the intended recipients on your list.
- Store the packets securely in the vehicle, preferably out of site in the boot or rear of the vehicle. Do not leave medication in view.



- To avoid the potential for confusion, you must also complete all deliveries from a single pharmacy before picking up further prescriptions or delivery from another pharmacy.
- Prioritise any deliveries that may contain an item requiring cold storage. If delivery cannot be fulfilled for such an item, ensure that it is returned promptly to the pharmacy and update service organiser.
- When queuing, lead by example and keep a 2-metre distance from others.
- Volunteers should always carry identification.

## 6 Guidance for delivering medication to the patient's address

Make sure you have the contact details of the pharmacy you are delivering for. **If at any time you are unsure of what to do with a medicine's delivery, call the local resource centre for assistance and guidance.**

- When delivering the medication, please follow the procedure requested by the recipient e.g. knock loudly, wait patiently.
- Stand at least 2 metres away.
- Wait for the recipient to answer the door.
- If the recipient does not come to the door, remember to wait for someone who has low mobility to get to the door. You can also ring the contact number the individual gave when requesting the collection – they may be being ultra-cautious and not answering the door as they may not know who it is, but they will probably answer the phone.
- Verify they are at the correct address by knocking without asking for the recipient by name and stating 'pharmacy delivery, can you confirm your name/name of the person expecting delivery?'
- Ask the recipient to close the door.
- Place medication on the door step and stand at least 2 metres away.
- If delivery is not successful, you must return the prescription to the pharmacy. You must not keep the prescription to reattempt delivery at a later date. Ensure that any undelivered prescriptions are returned to the pharmacy in good time before pharmacy closure.
- No undelivered prescriptions should be held overnight in volunteers/team personal homes, in an office or within the vehicle. It should be noted that pharmacies are currently able to be closed to the public for up to 2.5 hours a day during their normal opening hours to catch up. Any returns need to take account of this potential closure period.
- Under no circumstances may prescriptions be posted through the letter box, as it becomes irretrievable if a mistaken address is then realised, and maybe harmful to any pets, children or vulnerable people within the household.
- Report back to your Local Response Centre Co-ordinator at the end of the delivery round with the outcomes of the delivery.
- The co-ordinator can then make sample calls to contact recipient to ensure that prescription has been received, and if necessary make arrangements for collection and delivery of any items owing, before closing the referral.

## 7 Guidance for all:

It is very important that anybody collecting, delivering or contacting the recipient about the prescription does:



- NOT offer any advice or instructions on the use of the medicine (including over the counter medicines) – the recipient should be encouraged to contact the pharmacy if they have any queries.
- Only deliver over the counter medicines which are within the maximum amount able to be purchased by any one person – e.g. Box of 32 paracetamol. Excess orders should not be obtained/delivered.
- NOT take any financial payment for delivery of the prescription/medication. Any payment required must be directly from the recipient to pharmacy via telephone card payment.

## **6 Public Health Advice** (This section must be read in conjunction with the **Public Health Advice** section above)

The following guidance is for ensuring you lower the risk of the spread of infection, to protect yourselves and others.

- Do not enter houses.
- Wash hands with soap and water for 20 seconds, or use steriliser, before collecting the prescription and after delivery.
- Ensure you are well and have no symptoms like a cough or high temperature (and nobody in your household does) before collecting/dropping off prescriptions. You must follow self-isolation requirements if you or your household develop symptoms.
- Follow social distancing at all times on the journey, and when collecting and delivering the food parcels.
- Do not take unnecessary risks, and do not use public transport or share a car.

## **7 Additional Safeguarding during Covid-19**

During Covid-19, other safeguarding practices apply to all volunteers/team members who are involved in supporting with prescriptions:

- Along with ID, a letter should be carried as prepared by the council for supporting vulnerable people in the Covid-19 response. This should be carried at all times.
- Must respect all confidentiality and personal information that may be seen as part of this response.
- Must ensure that any information seen or heard is not discussed with or disclosed to anyone else, with the exception of any safeguarding concerns which must be reported to the service organiser immediately.
- Report any concerns as soon as possible to your local response centre lead or volunteer co-ordinator.

*This guidance is based on the work which 'HIVE Portsmouth, working in partnership with NHS Portsmouth CCG and Portsmouth City Council' to support the collection of prescriptions during COVID 19.*



## Guidance for food packing and delivery

### 1 The Hampshire Offer

Within Hampshire, partner agencies are working together to address the needs of elderly and vulnerable people who are self-isolating. The referral process is as follows:

- Individual contacts Hampshire-wide support telephone line
- Individual requests food packages, due to having no other support systems available. Individual has confirmed they are able to collect the food package from their door.
- The referral is sent to the individuals Local Response Centre where a volunteer will be allocated the referral.
- A food parcel will be packed using the process established in Guidance for food packaging.
- You will be allocated food packages to deliver
- The Local Response Centre holds a case file of referrals. Once the volunteer has completed the task, this should be notified to the response centre and marked as complete. The job can then close. The referral may need to stay open if the individual has requested an on-going delivery.

Note for volunteer and Local Response centre co-ordinators There is guidance from [CIEH](#) in relation to foods being packaged and delivered. It is also recommended that advice and guidance is sought from environmental health teams to ensure practices are safely conducted e.g. cold food storage.

### 2 Guidance for packing food parcels:

To ensure that we support residents in Hampshire to stay healthy and maintain a nutritional diet, it is strongly recommended that the following items are included in a food parcel. The list has been carefully considered to ensure nutritional balance.

It is recommended all boxes contain low-/sugar free and low-salt versions of foods where possible.

Category	Item	Product	amount
Beverages	Coffee	Coffee	1x50g
Beverages	Tea Bags	Tea bags	40 bags
Beverages	Fruit Squash (not citrus)	No added sugar berry squash	1 bottle
Bread	Bread	Wholemeal Bread	1x800g
Breakfast	Breakfast Cereal	e.g. wheat biscuits, shredded wheat or similar	1x500g
Breakfast	Porridge Oats	Porridge Oats	1x500g
Tinned	Baked Beans	Baked Beans	1x415g
Tinned	Tinned Soup	Vegetable based soups	2x400g
Tinned Protein	Tinned Protein	Chickpeas, lentils or tinned beans e.g. kidney	1x340g
Tinned	Tuna	Tuna	2x145g
Tinned	Tinned Vegetables	Peas or sweetcorn	1x300g
Tinned	Tomatoes	Chopped Tomatoes	1x400g
Tinned	Fruit	Tinned Fruit in fruit juice	1x410g
Carbohydrates	Pasta	Pasta	1x500g
Carbohydrates	Rice	Rice	1x500g



Packet	Dried Fruit	Dried Apricots	1xpacket
Biscuits	Biscuits	Rich tea	1x300g
Long Life Milk UHT	Long Life Milk UHT	Semi-Skimmed UHT Milk	2x1ltr
Jar	Pasta Sauce	Cooking Sauce - jar	1x350g
Fresh	Cheese	Cheddar	1 x 250g
Fresh	Fruit	Apples or Pears	~ 6
Fresh	Fruit	Bananas	~ 5
Fresh	Eggs	Eggs	6
Fresh	Potatoes	Large (baking variety)	~ 500g or 2 large potatoes
Fresh	Onion	White onion	1
Fresh	Vegetables	Carrots	3
Fresh	Vegetables	Broccoli	1 head
For first delivery per household only and as requested			
Household	Soap	Bar of soap	1
Household	Toilet Tissue	Toilet Roll	2xroll
Household	Toothpaste	Fluoride toothpaste	1 tube
Household	Washing up liquid	Washing up liquid	1 bottle
Household	Baby items	Nappies	As required

When packing boxes, consider the weight of these to ensure the person you are delivering to is able to carry it into their home.

**This section will be updated as process are set in place, and as demand for items is established.**

### 3 Guidance for delivering food parcels:

**The organisation you are volunteering for may have developed instructions for food delivery. Below are some steps you may wish to consider. This section will be updated as further process are set in place.**

- You will be issued a delivery schedule– this will contain the name, address and contact phone number for the recipient of the food parcel
- Work out the most efficient route
- Before leaving the local response centre call each person on your delivery schedule to advise that they will be receiving a delivery with approximate time
- On arrival park as close to the property as possible but safely
- Ensure you lift any items safely.
- Ring doorbell or knock following the process requested by the individual (knock loudly, wait patiently due to low mobility)
- Leave the items on the doorstep and step back at least 2m
- When they answer confirm that is their delivery as arranged- some parcels will be designed for the recipient to ensure their dietary or nutritional needs are catered for. It is important they receive the correct parcel.
- Advise person to collect and take inside
- Use hand gel before getting back in the vehicle
- Sign, date and time the 'Food Allocation Form' – these will be returned to the Local Response Centre
- In the event that there is no response you can ring the bell again and knock loudly (some people will have hearing issues and may be in their gardens), ring the phone number they provided or look through the window (only if you feel comfortable doing

so). If there is still no reply leave a note to say we called but couldn't get hold of you. If possible, call back when other deliveries in the vicinity have been made. If there's still no answer the second time, please contact the Local Response Centre team.

## **6 Public Health Advice** (This section must be read in conjunction with the **Public Health Advice** section above)

The following guidance is for ensuring you lower the risk of the spread of infection, to protect yourselves and others.

- Do not enter houses.
- Wash hands with soap and water for 20 seconds, or use steriliser, before and after delivery.
- Ensure you are well and have no symptoms like a cough or high temperature (and nobody in your household does) before collecting/dropping off prescriptions. You must follow self-isolation requirements if you or your household develop symptoms.
- Follow social distancing at all times on the journey, and when collecting and delivering the food parcels.
- Do not take unnecessary risks, and do not use public transport or share a car.

## **7 Additional Safeguarding during Covid-19**

During Covid-19, other safeguarding practices apply to all volunteers/team members:

- Along with ID, a letter should be carried as prepared by the council for supporting vulnerable people in the Covid-19 response. This should be carried at all times.
- Must respect all confidentiality and personal information that may be seen as part of this response.
- Must ensure that any information seen or heard is not discussed with or disclosed to anyone else, with the exception of any safeguarding concerns which must be reported to the service organiser immediately.
- Report any concerns as soon as possible to service organiser.

**Signature of Understanding**

Volunteer/team member is requested to sign this document to indicate that the guidance has been read and understood:

.....

Thank you for your help and understanding. It is much appreciated and we very much value your support.



Appendix 1

Current prescription charge exemption category	Who is exempt?
A. is 60 years of age or over or is under 16 years of age	Any patient who is 60 years of age or over. Any patient who is 16 years of age or under.
B. is 16, 17 or 18 and in full time education	Must be aged 16, 17 or 18 <b>and</b> in full-time education from an establishment such as a school, college or university or similar. <b><u>Please note: Apprenticeships are not eligible. (However, patients may qualify for a HC2 certificate under the NHS Low Income Scheme)</u></b>
D. Maternity exemption certificate	Expectant mothers and those who have given birth to a child (including a still-born child) in the last 12 months.
E. Medical exemption certificate	Patients with certain medical conditions or physical disability as listed in Part XVI of the Drug Tariff.
F. Prescription prepayment Certificate (PPC)	Patients in possession of a valid PPC at the point of dispensing. <b>Please note:</b> A PPC is valid for either 3 months or 12 months, depending on the type of PPC purchased.
G. Prescription exemption certificate issued by Ministry of Defence	Patients holding a War Pension Exemption Certificate and the prescription is for their accepted disablement.
L. HC2 (full help) certificate	Anyone qualifying for full help with health costs through the NHS Low Income Scheme.
H. Income Support (IS) or	Patients in receipt of IS or those included in (this could be the partner of or any dependent young people under 20) an award for IS.



<b>Income-related Employment and Support Allowance (ESA)</b>	Patients in receipt of income-based ESA or those included in an award for ESA – this could be the partner of or any dependent young people under 20.
<b>K. Income-based Jobseeker’s Allowance (JSA)</b>	Patients in receipt of income-based JSA or those included in an award for JSA – this could be the partner of or any dependent young people under 20.
<b>M. Tax Credit exemption certificate</b>	Patients (including any partner and/or young person(s) <b>included in the claim</b> ) receiving tax credits, who have been sent ‘NHS Tax Credit Exemption Certificate’ by Prescription Services. <b>Please note:</b> To be entitled to a Tax Credit Exemption certificate, the patient and their partner (if applicable) must: have a combined annual income for Tax Credit assessment purposes of <b>£15,276 or less, and</b> ; be in receipt of <b>Child Tax Credit</b> and/or receive a <b>disability element</b> of Working Tax Credit* <i>*Receiving Working Tax Credit alone (no disability element included) does not entitle patients to help with health costs, regardless of their annual income.</i>
<b>S. Pension Credit Guarantee Credit (including partners)</b>	Patients or their partners in receipt of PCGC.
<b>U. Universal Credit and meets the criteria</b>	Patients in receipt of UC. <b>Please note:</b> UC does not automatically entitle patients to help with their health costs. To qualify, patients must be included in a UC award and their earnings during their most recent assessment period must be: <ul style="list-style-type: none"><li>• £435 or less</li><li>• £935 or less</li></ul> if their UC includes an element for either a child or limited capability for work ‘Most recent assessment period’ means the assessment period that ended immediately before the date a patient claims a free NHS prescription. It runs for a calendar month.