PROMPTMEDICS LTD

Prescription & Pharmaceutical Delivery Policy

Digital-ready policy for website, app and operational use

This policy describes the minimum standards for safe, secure, confidential and traceable medicine delivery. It must be applied with the relevant client contract, service-level agreement, pharmacy-specific procedure and risk assessment.

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1. Purpose and policy commitment

Promptmedics Ltd aims to provide safe, secure, reliable, respectful and confidential collection and delivery of prescriptions, medicines and associated healthcare items. This policy sets the minimum operational standards for work performed by the company and anyone delivering services on its behalf.

Patient safety, medicine integrity, privacy, traceability and lawful operation take priority over delivery speed or commercial convenience. Staff must stop and seek guidance whenever instructions, package condition, recipient identity, security or handling requirements are unclear.

This policy is an operational framework. It must be read alongside the applicable client contract, service-level agreement (SLA), pharmacy-specific standard operating procedure (SOP), risk assessment, manufacturer requirements and applicable law. It is not legal, clinical or pharmacy advice.

2. Scope and service boundaries

This policy applies to employees, drivers, agency workers, subcontractors, operational managers and relevant suppliers involved in Promptmedics services. It covers collection, secure transport, delivery, failed deliveries, returns, records, complaints, incidents and supporting digital systems.

Services may include pharmacy-to-patient deliveries and deliveries to authorised representatives, care settings or other destinations agreed with the client. The precise service scope must be documented for each client.

Unless separately authorised and contracted, Promptmedics acts as a logistics provider. Drivers must not prescribe, dispense, label, repackage, alter, administer or provide clinical advice about medicines. Clinical, dosage, suitability, side-effect and prescription questions must be referred to the supplying pharmacy or an appropriate healthcare professional.

No new medicine category or service may be accepted until its legal, contractual, security, storage, temperature, insurance, training and operational requirements have been assessed and suitable controls confirmed. Controlled drugs, refrigerated medicines and other higher-risk items require specific documented arrangements before transport.

3. Governance and responsibilities

Company leadership is responsible for overall governance, resourcing, insurance, contractual controls and ensuring that the operating model is reviewed when services change.

Operations management is responsible for day-to-day delivery controls, client liaison, staff competence, incident response, audit, corrective actions and maintaining current procedures.

The duty manager coordinates real-time escalations, disruption decisions and communications with the client or pharmacy.

Drivers are responsible for checking collections, protecting consignments, following the agreed route and handling instructions, verifying authorised recipients, completing accurate records, maintaining confidentiality and promptly reporting exceptions.

The person responsible for data protection oversees privacy procedures, access controls, breach assessment and any required liaison with clients or the Information Commissioner's Office (ICO).

Subcontractors and agency workers must meet the same or higher standards under written contractual arrangements. Access must be limited to the information and systems needed for their role.

4. Client onboarding and service setup

Before a service starts, the client and Promptmedics must document the service specification, delivery areas and windows, permitted medicine categories, excluded items, collection and handover arrangements, recipient verification, proof-of-delivery method, failed-delivery process, returns, escalation contacts, incident timeframes, data-processing roles and any special handling.

Each client must have a client-specific SOP. Staff must not assume that one pharmacy's process applies to another.

Risk assessments must address medicine security, temperature, time sensitivity, recipient vulnerability, vehicle and route risks, data protection, service continuity and foreseeable incidents.

Promptmedics must confirm suitable insurance, staff training, equipment and any relevant authorisation before work begins. The company must not claim to be a pharmacy, pharmacist, healthcare provider or an approved supplier of

another organisation unless that status is formally established.

5. Collection and handover

Drivers must attend the authorised collection point, identify themselves as required and confirm the collection reference and package count against the handover information.

Before accepting a consignment, the driver must inspect the external packaging for visible damage, leakage, opening, tampering or other unsafe conditions. Prescription packaging must not be opened unless an authorised, documented procedure requires it.

Any mismatch in quantity, label, destination, reference or package condition must be raised with the pharmacy/client before departure. Drivers must not make assumptions or amend medicine labels or contents.

Once accepted, the consignment must be placed promptly in the designated secure delivery bag or container. The driver must obtain the agreed electronic or written handover confirmation and record collection time and any exceptions.

6. Chain of custody and secure transport

Every consignment must have a unique delivery reference and a traceable record of collection, custody, delivery or return. The record must identify the relevant handover events and any exception.

Medicines must remain under the control of an authorised driver or an approved secure storage arrangement. Vehicles must be locked when unattended, and consignments must not be visible from outside the vehicle.

Routes should be planned to reduce unnecessary delay and exposure. Unauthorised stops that materially increase security, temperature or time risk are prohibited. Drivers must protect packages from crushing, breakage, contamination, theft and avoidable environmental exposure.

Medicines must never be left in an unauthorised place or with an unauthorised person. If a vehicle is broken into, a package is missing or custody is uncertain, the driver must contact the duty manager immediately and follow the incident procedure.

7. Delivery and recipient verification

Drivers must confirm the destination and follow the client-approved recipient verification procedure, using only the minimum personal information necessary.

Medicines may be handed only to the patient or a recipient expressly authorised under the client’s documented process. Neighbours, reception desks, carers or other representatives may receive a consignment only where the client has permitted that arrangement.

Medicines must not be left unattended unless the pharmacy/client has expressly authorised a specific secure alternative and the procedure has been risk-assessed. Drivers must not enter a patient's home unless specifically authorised and covered by the service risk assessment.

Use discreet language. Do not announce medicine names, diagnoses or other health details in public or to people who are not authorised to receive them.

Complete proof of delivery (POD) in the agreed format. Record the outcome, time, reference, verification method and any required confirmation without collecting unnecessary personal data.

8. Failed delivery, cancellation and returns

If a recipient is unavailable or delivery cannot be completed, follow the client-specific contact and escalation process. Record the reason accurately and notify the client within the agreed timeframe.

Do not redirect, abandon, dispose of or leave a medicine unless an authorised procedure specifically permits it. Time-critical or clinically sensitive deliveries must be escalated promptly rather than held until the end of a route.

Return consignments to the pharmacy or another authorised location as instructed. Obtain return handover confirmation and close the chain-of-custody record.

Cancelled, refused, incorrectly addressed or undeliverable consignments must remain secure until the client provides instructions. Any concern that the medicine's integrity may have been compromised must be reported.

9. Temperature-controlled and special-handling items

Promptmedics will transport refrigerated or temperature-sensitive medicines only where the client has approved the service and appropriate equipment, packaging, monitoring and procedures are in place.

Before accepting such work, the client must specify the applicable temperature range, transit-time limits, packaging requirements, monitoring arrangements and action to take in the event of an excursion.

Where required, use suitable insulated packaging and temperature-monitoring equipment. Equipment must be used in accordance with its instructions, and calibration or verification records must be maintained where applicable.

A suspected temperature excursion must be reported promptly. Do not conceal it, guess whether the medicine remains suitable or advise the patient about its use. Hold or segregate the consignment where appropriate and await documented pharmacy/client instructions.

10. Controlled drugs and other restricted items

Controlled drugs and other restricted or high-risk items may be transported only after the legal position, client instructions, security arrangements, insurance, staff competence and any required authorisation have been assessed and documented.

No driver may accept a controlled drug outside the authorised client process. Enhanced chain-of-custody, recipient verification, signatures, return and discrepancy controls must be followed where required.

Loss, suspected theft, tampering or an unexplained discrepancy involving a controlled drug must be escalated immediately to management and the client. Regulatory or police reporting must be considered in line with the applicable requirements and client procedure.

Where the company's role goes beyond straightforward authorised transport, specialist legal/regulatory advice must be obtained before the activity begins.

11. Privacy, confidentiality and data protection

Promptmedics handles delivery details and may encounter health-related information. Personal data must be processed lawfully, fairly, transparently, securely and only for a defined service purpose. Health data is special-category personal data under UK GDPR and requires additional protection where processed.

Only collect and use information necessary to perform the service, such as delivery reference, destination, contact details, recipient verification outcome and proof of delivery. Do not use patient information for marketing or unrelated purposes.

Use approved company and client systems. Do not store patient information in personal messaging applications, personal email, personal cloud storage or personal photo libraries. Do not photograph labels, prescriptions, patients or delivery locations for personal purposes.

Devices must be protected by appropriate screen locks and authentication. Credentials must not be shared. Keep screens and paperwork out of public view and securely dispose of paper records containing personal data.

Access to systems and records must be role-based and reviewed when roles change or a worker leaves. Suspected loss, disclosure, misdirection, unauthorised access or other personal-data breach must be reported immediately. Management will preserve evidence, assess risk and determine whether notification to clients, the ICO or affected individuals is required.

Privacy notices, data-processing agreements, retention schedules and controller/processor responsibilities must be established as appropriate to the actual service and contract.

12. Digital platform and app security

Where a website, app or electronic delivery platform is used, users must access only the accounts and functions authorised for their role. Account sharing is prohibited.

Delivery status, recipient verification, timestamps and POD must be entered accurately and as soon as practicable. Users must not falsify, backdate or knowingly omit records.

Location services, photographs, signatures, notifications and other app permissions must be used only where necessary, disclosed appropriately and supported by the relevant privacy information and client agreement.

Lost devices, compromised credentials, suspicious messages, malware, unauthorised access or platform outages must be reported promptly. Staff must not bypass security controls or export patient data to unapproved tools.

Digital records should be protected by access controls, secure transmission, appropriate backup and audit trails. Retention and deletion must follow the applicable schedule and contractual requirements.

13. Safeguarding and vulnerable patients

Treat every patient and recipient with dignity, patience and respect. Be alert to possible abuse, neglect, exploitation, coercion, immediate danger or other safeguarding concerns.

Drivers must not investigate, interrogate or make promises about confidentiality that cannot be kept. Record objective facts and the actions taken, avoiding speculation or personal opinions.

Raise concerns through the Promptmedics and client safeguarding route. If there is an immediate threat to life or serious harm, move to safety and contact emergency services as appropriate.

Drivers must not provide personal care or other services beyond the agreed role. Accessibility needs and reasonable adjustments should be communicated through the agreed process.

14. Recruitment, vetting, training and conduct

Before assignment, verify identity, right-to-work status where required, driving licence, vehicle documentation and insurance suitable for the work. Complete background or client-mandated checks where applicable.

Provide induction before independent prescription delivery work. Training must cover secure handling, chain of custody, confidentiality and data protection, safeguarding, recipient verification, failed deliveries and returns, temperature requirements where relevant, incident reporting, road safety, lone working and client-specific procedures.

Competence must be assessed and refresher training provided at least annually and after significant incidents or process changes, as appropriate to the role and risk.

Personnel must maintain professional conduct and wear company/client identification where required. No person may work while impaired by alcohol, drugs, fatigue or any condition that makes driving or delivery unsafe.

Training, checks, competency assessments and policy acknowledgements must be recorded securely.

15. Vehicles, equipment and hygiene

Vehicles must be roadworthy, maintained and suitable for the service. Drivers must complete appropriate pre-use checks and report defects that could affect safety, security or medicine integrity.

Delivery bags, containers and temperature-control equipment must be clean, intact, fit for purpose and used according to instructions. Consignments must be secured against movement, crushing and avoidable exposure.

Food, chemicals, fuel containers and other contamination risks must be kept separate from medicines. Equipment must be inspected, cleaned and replaced when damaged or unsuitable.

If a vehicle or item of equipment cannot safely support the service, do not use it until the issue is resolved or an approved alternative is arranged.

16. Incidents, loss, theft, tampering and damage

Protect people first and move to a safe location if necessary. Secure any remaining consignments and contact the duty manager immediately.

Notify the pharmacy/client in line with the escalation matrix. Incidents include missing or stolen medicines, wrong-recipient delivery, suspected tampering, package damage, significant delay, temperature excursion, vehicle break-in, data breach, safeguarding concern, accident and serious near miss.

Record what happened, when and where it happened, the delivery reference, people or organisations notified, immediate actions and any further instructions. Preserve relevant records and evidence where lawful and appropriate.

Do not speculate about cause or liability, conceal an incident or make unauthorised promises. Management will assess the event, determine any further reporting, investigate root causes and track corrective and preventive actions to completion.

17. Complaints and service recovery

Listen respectfully and remain calm. Do not argue, retaliate or discourage a legitimate complaint. Do not disclose information about another patient or delivery.

Record the complaint, acknowledge it in accordance with the applicable service standard, investigate proportionately and provide a response through the agreed channel.

Clinical, prescription or medicine-suitability questions must be referred to the pharmacy/client. Complaints involving patient safety, privacy, discrimination, missing medicines or serious service failure must be escalated promptly.

Use complaint trends to identify training, process, technology or service improvements. Keep investigation notes and corrective actions secure.

18. Quality assurance and continuous improvement

Monitor relevant measures such as successful first-attempt delivery, on-time delivery, failed deliveries, returns, incidents, complaints, POD completion and client feedback.

Conduct periodic checks of delivery records, chain-of-custody evidence, driver compliance, equipment, training and subcontractor controls. The frequency should reflect service risk, volume and contractual requirements.

Investigate repeated failures, document root causes and assign corrective actions with clear ownership and completion tracking. Review whether the action has worked.

Policy and process changes must be communicated to affected personnel, and updated procedures made accessible through the relevant systems.

19. Subcontractors and agency workers

Do not allocate work to a subcontractor before written contractual arrangements and due diligence are complete. Verify identity, licences, insurance, relevant checks, training, equipment and capability for the service.

Agreements must address confidentiality, data protection, medicines handling, incident reporting, audit rights, service standards, record retention and prompt return or deletion of client information.

Provide only the access needed for the assignment. Monitor performance and investigate concerns. Promptmedics may suspend or remove a subcontractor from service where serious non-compliance or unacceptable risk is identified, subject to contract and law.

20. Business continuity and emergency response

Maintain current operational contact routes for management, clients, pharmacies and emergency support. Plan for vehicle breakdown, severe weather, road closure, staff shortage, power or connectivity failure and platform outage.

Where feasible, identify suitable backup drivers, vehicles, equipment and secure ways to access essential delivery information. Any fallback process must preserve privacy, medicine security and an auditable chain of custody.

Prioritise time-critical consignments in accordance with client instructions. Do not compromise safety or security to meet a delivery target. Notify affected clients promptly and record significant disruption and the recovery actions taken.

21. Health, safety, lone working and road risk

Comply with road traffic law and safe-driving requirements. Never use a handheld phone while driving. Plan safe routes, allow adequate time and do not drive when fatigued or otherwise unfit.

Use safe manual-handling practices. Do not enter premises that appear unsafe or confront aggressive individuals. Withdraw to a safe place and contact the duty manager or emergency services as appropriate.

Use agreed lone-worker check-ins where required. Report accidents, near misses, hazards and vehicle defects promptly. Risk assessments and safety arrangements must reflect the actual delivery tasks and locations.

22. Equality, dignity and accessibility

Provide a respectful service without unlawful discrimination. Treat people fairly regardless of protected characteristics or other personal circumstances.

Use clear, courteous and accessible communication. Consider reasonable adjustments within the agreed service scope and raise barriers that prevent safe delivery.

Do not ridicule, intimidate or treat a patient less favourably because of disability, age, language, culture or another personal characteristic. Record and escalate relevant complaints or incidents appropriately.

23. Records, retention and audit trail

Records must be accurate, legible, attributable, timely and protected against unauthorised alteration. Use unique references where practical and record corrections transparently.

Records may include collection logs, manifests, POD, failed delivery and return records, temperature logs, incidents, complaints, training, vehicle checks, audits and client instructions.

Electronic records must have suitable access controls and backups. Paper records containing personal data must be secured and disposed of confidentially.

Retention periods must be set by the applicable law, contract, client instruction and Promptmedics retention schedule. Do not retain personal information indefinitely or delete records subject to a lawful hold or ongoing investigation.

24. Insurance and commercial controls

Maintain appropriate insurance for the activities actually undertaken, which may include motor, employer's liability where required, public liability and goods-in-transit or other specialist cover where appropriate.

Confirm client requirements, delivery scope, exclusions, claims processes and evidence of cover before accepting work. Review insurance when the service model or medicine categories change.

Do not represent the company as holding a licence, accreditation, endorsement or approval unless it has been confirmed and remains valid.

25. Environmental and waste controls

Plan efficient routes where practicable and avoid unnecessary engine idling. Reuse delivery equipment where safe, hygienic and appropriate.

Dispose of ordinary operational waste responsibly. Medicines and medicine-related waste must not be placed in general waste or disposed of independently unless a lawful, authorised procedure specifically permits it.

Return medicines requiring specialist handling or disposal to the authorised pharmacy/client and follow documented instructions.

26. Website and app publication, notices and user responsibilities

This policy may be published on the Promptmedics website or made available through its app as general information about delivery standards. Client-specific procedures, security-sensitive instructions, internal contact lists and operational records should not be publicly exposed.

Website and app users must provide accurate delivery information, use the service only for its intended purpose and follow any identity, access or delivery instructions communicated by the pharmacy/client.

Public-facing privacy notices, terms of service, cookie information, accessibility information and complaint contact details should be maintained separately where applicable. This policy does not replace those notices or the contract governing a particular delivery.

Any digital form should collect only information necessary for the stated purpose, explain how the information will be used, restrict access appropriately and provide a secure route for reporting errors or privacy concerns.

27. Regulatory framework and review

Promptmedics must maintain a live compliance register and check requirements against the services and activities actually undertaken. Relevant official guidance may include UK medicines distribution and good distribution practice guidance, Department of Health and Social Care guidance on medicines supply, Home Office guidance on controlled-drug transport and security, and ICO guidance on UK GDPR and special-category data.

Regulatory requirements depend on the operating model and the company's actual role. Transporting a medicine does not, by itself, establish that the company holds a wholesale dealer authorisation or another licence. Activities involving

possession, supply, storage, ownership, dispensing or controlled drugs may require additional assessment, authorisation or specialist advice.

Review this policy at least annually and sooner after a material legal or regulatory change, client requirement, serious incident, audit finding, new medicine category, technology change or significant change to the operating model. Keep the current version accessible to relevant staff and clients as appropriate.

28. Driver quick reference: STOP • SECURE • REPORT

STOP: Pause if the package, recipient, address, handling instructions, temperature or security condition is uncertain.

SECURE: Keep the consignment safe and under authorised control. Protect patient confidentiality and do not leave medicines in an unauthorised location.

REPORT: Contact the Promptmedics duty manager and pharmacy/client using the agreed escalation route. Record the instruction and action taken.

Never open prescription packaging without an authorised procedure; hand medicines to an unauthorised person; provide clinical advice; conceal loss, theft, damage, wrong delivery or a data breach; store patient information in personal systems; or transport a new or special medicine category without the required checks.

Appendix A. Digital and operational record fields

Collection record: unique delivery reference; client/collection site; package count; collection timestamp; external packaging condition; special-handling flag; handover confirmation; exception notes.

Delivery/POD record: unique reference; delivery outcome; delivery timestamp; destination confirmation; authorised recipient/verification outcome where required; POD method; exception notes.

Failed delivery/return record: reference; attempt timestamp; failure reason; client contact and instruction; secure holding action; return destination; return handover confirmation; incident reference where applicable.

Incident record: incident reference; category; time and location; delivery reference; objective description; immediate safety/security actions; notifications; evidence preserved; client instructions; corrective action and closure status.

Temperature excursion record, where applicable: delivery reference; required range; observed reading; time identified; equipment; immediate action; client notification; documented disposition instruction.

Complaint record: complaint reference; channel received; issue category; delivery reference where appropriate; acknowledgement; investigation outcome; response; corrective action and closure status.

Training and subcontractor records must capture only information needed to evidence suitability, competence, checks and contractual compliance. Avoid placing unnecessary patient details in operational templates.

Appendix B. Minimum escalation principles

Immediate escalation: suspected theft or loss of medicines; wrong-patient delivery; suspected tampering; controlled-drug discrepancy; significant temperature excursion; serious safeguarding concern; personal-data breach; accident or immediate safety threat.

Prompt escalation: time-critical delivery delay; failed delivery requiring a client decision; damaged packaging; address or recipient mismatch; equipment failure; system outage affecting traceability; repeated complaint or service failure.

Use the client-specific escalation matrix for contact details and reporting deadlines. Emergency services should be contacted where immediate emergency assistance is required.