



**T/A Orchard 2000 Pharmacy**

Dear Mr Steele

Thank you for sending us your report and recommendations following the inquest of Harold Wilberforce.

We have noted your concerns relating to the prescription delivery agent who attended and provided support for him in the immediate aftermath. We noted that Mr Wilberforce resisted attempts by the delivery agent to contact emergency services.

We also noted your comments on training provided to pharmacy staff when they come across patients who have suffered a fall.

We noted your concern about lack of clarity relating to the roles and responsibilities in relation to actions to be taken when someone is found to have fallen.

As a responsible organisation providing vital services to our service users, a significant proportion of whom are elderly, we have a standard operating procedure in place relating to delivery of medications. Our delivery agents are mandated to go through this SOP and adhere strictly to it in all circumstances. The SOP is drawn up to in line with best practices by the National Pharmacy Association who we are a member of.

We noted during our review that there was no mention of what to do in an emergency which may arise during delivery of medications.

As an organisation, we have taken steps to address this by making our delivery agents aware of their duty to contact emergency services and inform the pharmacist on duty as soon as practical.

We have also contacted our staff training providers, The NPA, to identify any necessary update course for our delivery agents. They have responded by making us aware of a training programme titled: Delivering Medicines Safely and Effectively. We have reviewed the content of the course and are satisfied that this covers all the concerns and provides clarity for our staff in these circumstances.

We have now enrolled all our delivery agents for this programme and they are being supervised by our pharmacy managers to ensure completion and support with the programme.

We do hope that our response has demonstrated our commitment to the provision of excellent care for our service users and we are committed to evaluating this from time to time as well as seeking out any other necessary training programmes.

 56 High Street, Normanton WF6 2AQ, Wakefield, West Yorkshire, England



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[Redacted]

[Redacted]

We want to take this opportunity to offer our condolences to the family of late Mr Harold Wilberforce who have demonstrated incredible resilience during this difficult time.

We would be grateful if a copy of this letter is also sent to the family of late Mr Wilberforce as we do not have their contact details.


Kind regards,

[Redacted signature]

[Redacted name]

Director

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 56 High Street, Normanton WF6 2AQ, Wakefield, West Yorkshire, England

 [Redacted phone number]

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 [Redacted email address]

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