

Marriss House
Hamilton Street
Birkenhead
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Tel: 0151 651 0011

Date: 26th March 2020

Dear Community Pharmacist,

Re: Think Pharmacy Minor Ailments Service in Pharmacies

In light of the ongoing COVID-19 pandemic we are implementing a temporary amendment to the Think Pharmacy Minor Ailments service provided by community pharmacies. This service is vital to providing treatment to patients, especially in this current pressured environment, but it is important that steps are taken, in light of the ongoing situation to protect both pharmacy teams and the wider public.

Accordingly, with immediate effect:

- All consultations can be provided remotely (by telephone call). We recommend that pharmacists use the PharmOutcomes template during the call to support the consultation.
- Remote consultations should be the preferred method of service provision.
- Where a patient is self-isolating, patient representatives can collect any medication being supplied or, if available, a delivery service can be used.

There is no need to update the majority of the Patient group directions (PGDs) as these do not specify any need to face-to-face contact. The Nystatin Oral Suspension 100,000 units in 1ml PGD version 4.0 does specify patients presenting in the pharmacy, and this requirement has been stood down for the duration of the COVID-19 pandemic, nominally until 31st December 2020.

However, all *clinical and safeguarding considerations of the service remain unchanged*. Pharmacists should continue to use their professional knowledge and expertise to provide the best care to patients.

All consultations should be conducted with the patient or parent/guardian directly over the phone and must be recorded on PharmOutcomes as normal.

If you have any questions or require support then please contact the Local Pharmaceutical Committee (support@cpcw.org.uk) in the first instance.

Concerns or incidents are escalated to the CCG as commissioner, as normal. Further guidance is available on the Local Pharmaceutical Committee website – www.cpcw.org.uk

Thank you for your ongoing support during this exceptionally challenging time.

Yours sincerely



Lorna Quigley
Director of Quality and Safety
Wirral Health and Care Commissioning



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Wirral Health and Care Commissioning



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