

STAR Change Grow Live CGL
Tel. 0300 30 38 160

Dear Pharmacist,

We understand that the current situation regarding the coronavirus is challenging for all, and particularly for community pharmacy teams who have a huge demand placed upon them. We'd like to thank you as a key partner for continuing to put service users first, and to say we are looking at ways we can support you.

Supply Chain

We are aware you might find it harder to obtain the required stock for Change Grow Live prescriptions, which can lead to additional pressure and demands on your time trying to source medication. We would like to reassure you that we are in regular contact with drug manufacturers to ensure we keep up-to-date with current stock levels. We are as confident as we can be given the current circumstances that there is sufficient stock in the supply chain to be able to meet the demand of a 2-week medication supply, not just prescribed by Change Grow Live but by the sector as a whole.

There may be occasional disruption to the supply of medication to pharmacies, however this is usually due to logistical issues between the manufacturer and wholesaler which impacts order fulfilment. This is normally resolved quickly and stock delivered to pharmacies by the following day. If you find you are struggling to obtain the required stock, please let us know and we will support you with contacting the wholesalers and manufacturers to resolve the issue.

In the event that stock procurement issues cannot be resolved, we ask that you use your professional judgement to consider alternative options to allow for treatment continuity to our service users. This is endorsed by the GPhC and RPS who will support pharmacists who prioritise people and professional ethics over legislation, regulation and processes. If a change in brand of product is deemed necessary, we ask that the change is actioned by the pharmacist only once you have contacted the service and received authorisation.

Stock Management

We are aware that pharmacies are receiving less frequent deliveries and are operating reduced hours which can impact on stock management. Placing large orders of controlled drugs introduces another significant challenge. We will stagger the start dates for these prescriptions to help you manage workload and to assist with minimising the amount of stock which needs to be stored. We will also provide these prescriptions with at least 2 days' notice to allow for planning.

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Out Of Hours Phone Line

We are introducing an out-of-hours service to allow pharmacists to contact a prescriber for any queries relating to prescriptions and emergency supplies. This phone line is only for specific queries pharmacists have regarding a prescription, or in the absence of a valid prescription for which they need prescriber direction. The details of this are below:

PHONE NUMBER: 08006524470

HOURS: Weekday 6pm-10pm; Saturday 9am-10pm; Sunday 10am-5pm

Regulatory Change Requests

We are having conversations with the Home Office, PHE and DHSC to support discussion of key areas relating to regulation and legislation which may be impacting pharmacies at this time. We are seeking temporary changes to regulation which may allow for relaxation of safe custody requirements, switching between brands and formulations where necessary and making changes to emergency supply arrangements for controlled drugs.

Financial Support

We recognise that pharmacies are being financially disadvantaged by moving people from supervised to unsupervised consumption, due to loss of fees for delivering this service. Change Grow Live truly value our partnership with community pharmacies and as such can confirm supervised consumption fees will still be paid to pharmacies who are contracted to deliver the supervised consumption service. We will pay 100% of the supervised consumption fees based on February 2020 figures from March 2020 onwards, until normal supervised consumption service is resumed. We hope this offers you some support and reassurance at this time.

Finally, if there is absolutely anything we can do, either as a local service or as an organisation to support you at this time, please do let us know and we will do our utmost to help you in any way we can.

Thank you for your hard work,

Mohammed Fessal
Chief Pharmacist
Change Grow Live