

Support for NHS community pharmacy contractors in Surrey and Sussex

Surrey, East Sussex, West Sussex LPC news special | 19 January 2021

Last week saw the first of (hopefully) many community pharmacies start vaccinating people in the heart of their communities. The premises were all chosen by the NHS because they are able to deliver large numbers of vaccines quickly while allowing space for social distancing. So far we have two sites on our patch: one in [Surrey](#) and one in [Sussex](#) (which went live today!). More sites will be going live in Surrey and Sussex soon, taking our total in this first phase to (we hope) six. LPC staff have been helping both NHS England and the contractors through the site designation process, which can take several weeks.

Elsewhere in this special Covid bulletin we continue to outline the highlights of our work to support pharmacy teams across our three counties. Look out for news on lateral flow testing, vaccinations for pharmacy staff, ANI and some bits of other news that is time sensitive to this and next week. It's a bumper issue!

We prioritise our work using the insight and feedback you send to us so please continue to tell us what is important to you at this time by emailing lpc@communitypharmacyss.co.uk - going forwards it is important that you contact us through this email address so that messages can be picked-up, distributed amongst the staff team and responded to quickly.

Practical local support

Updates, insight and current advice to help contractors across Surrey and Sussex

COVID-19 vaccination for frontline pharmacy staff

We understand that over time community pharmacy will be able to access the vaccine through the [National Booking Centre](#) going forward; however, for the interim there needs to be local arrangements.

All vaccination roll-out teams across Surrey and Sussex are aware that community pharmacy is near the top of the list as key workers, but they are all working at different pace to accommodate different local needs and populations. For example, last week around 200 colleagues attended two special clinics organised by North West Surrey CCG for those working in the North West Surrey area, whereas Sussex has a central booking system for specified local hospital sites. Here is more information:

- **Surrey:** the NHS will contact you when it has vaccination available for you. We are helping CCGs reach out to community pharmacies with dates and times of specially organised clinics. We do this by email to all pharmacy NHS email addresses, so urge everyone to keep checking their shared NHS email account frequently. Thank you for your patience. We

are aware that Surrey Heartlands has set up a [dedicated helpline](#) for members of the public to approach with their vaccination queries.

- **Sussex:** See this link to book the vaccine for frontline health and care staff: <https://www.sussexhealthandcare.uk/keepsussexsafe/sussex-covid-19-vaccination-programme/workforcevax/>
- **Sussex and Surrey:** NHS England is encouraging local vaccination services to have reserve lists of recipients for every clinic, who can come in at short notice if vaccine is still available. We are aware that some community pharmacy teams have been vaccinated this way because they have made their local PCN team aware that they were willing to attend at very short notice, and left contact details with the team.

Letter for key workers

Some vaccination services will require proof of ID. Here is a [template letter that you can issue as required to pharmacy staff](#) who do not have NHS ID. (Microsoft Word). You will have to change the date and insert local details accordingly.

Post vaccination COVID infections

There is now a national surveillance process in place to collate information on post-vaccination Covid-19 infection. This will inform the national investigation and analysis.

- Here is the [process of enhanced surveillance of COVID-19 cases in vaccinated individuals](#) and an [online reporting form](#). This information is supplied to us by the [South East COVID Screening and Immunisation Team \(SIT\)](#). Please direct all queries to them directly at se.covid-19SIT@nhs.net

Managing the media

Media interest remains high as community vaccination sites across Sussex and Surrey start to go-live. The LPCs staff team is working closely with NHS England to manage expectations around this. Media relations work is carefully planned and coordinated around each site designation and go-live to reduce the number of patients contacting the pharmacy direct, rather than booking their appointments through the central booking system, to minimise any confusion for patients as well as reducing the impact of additional enquiries on the pharmacy team. As a result, you will only see media coverage of specific pharmacy sites when they have had their delivery and started administering the vaccine.

If you are contacted by the media about **anything else** (including our ambition for many thousands of pharmacies to be used to deliver the AstraZeneca vaccine) you, of course, have full authority to comment, but be sure to consult your organisational policy first!

However, you might prefer to refer them on to your LPC or contact us to help you decide on a course of action and agree a statement or other response.

We can help put journalists in contact with contractors and other opinion formers. We can also provide background information about the LPCs or community pharmacy across Sussex and Surrey as well as quotes from LPC committee members to help journalists with their story.

Email lpc@communitypharmacyss.co.uk or call Sandra on 07483 430420

Urging all contractors to take part in second PSNC

Pharmacy Advice Audit next week – wk/c 25 January

PSNC is increasingly concerned about the pressures that pharmacy teams are under during the COVID-19 pandemic and also about reports that general practice teams are referring patients to pharmacies for consultations informally, rather than via the agreed Community Pharmacist Consultation Service (CPCS) route.

Community pharmacy contractors and their teams are being asked to take part in a second PSNC Pharmacy Advice Audit on one single day in the week commencing Monday 25th January later this month (January 2021).

- [Here is the paperwork and guidance](#)

Local representation

Here is a list of the people and organisations your staff team have contacted and/or spoken to directly on your behalf this week to promote pharmacy, help them understand pharmacy, try to resolve issues raised by contractors in Surrey & Sussex, or get clarity on very local situations

- All three Sussex CCGs and the ICS (Integrated Care System)
- Journalists
- Local resilience forum
- Local government – three county councils and one city council
- LPC members
- Medicines management teams
- Media – local and national
- Neighbouring LPCs
- NHSE& I regional contract managers
- NHSE&I regional communications planners and managers
- Police
- PCN (primary care network) lead community pharmacists
- Public health team leaders and contract managers
- PSNC
- South East Forum of LPCs
- Voluntary and community sector representative organisations

Recent results

A lot of the issues we are faced with are complex and are taking time to resolve and/or negotiate

Lateral flow testing – potential local opportunities

Community Pharmacy Surrey and Sussex, on behalf of Surrey LPC is working with Surrey County Council to set up a community-based lateral flow testing service in Surrey. This will help the council to provide accessible targeted testing in the community. A call for interested pharmacies to express an interest has been sent out in Surrey from the LPC and contractors in Surrey are reminded that the closing date to express an interest is 12pm on Tuesday 26 January 2021.

Contractors in Sussex should be aware that commissioner organisations in Sussex have been approached about this too, with nothing to report just yet.

Locally commissioned services

Your LPCs remain committed to making sure that contractor income from locally commissioned services (LCS) that have been paused, or cut-back, is not adversely affected by the on-going pandemic situation. The LPCs staff team have secured a further protection of income in Surrey for quarter 4, in locally commissioned services. Please [read the Surrey arrangements here](#). Contractors should be aware that conversations are still taking place with the three separate commissioner organisations for LCS across Sussex.

Other news in brief

Palliative Care services

Not all community pharmacies in Surrey and Sussex provide locally commissioned Palliative Care Services, but those that do are advised to ensure they have stock of all the medicines listed in the service. We are hearing that demand for this service is increasing and are reminding pharmacies to ensure that they can supply at the time of need. Please also ensure that any liquids dispensed for palliative care are provided with an oral syringe to measure the doses.

NHS Discharge Medicines Service guidance and toolkit

Referring patients to community pharmacy on discharge for a check of their medicines when they leave hospital started almost two years ago in Sussex and Surrey as the TCAM project. But now this new essential service has been established nationally as the NHS Discharge Medicines Service (DMS) and will commence on Monday 15 February 2021.

In addition to the [guidance](#) available for pharmacy contractors, a [cross sector toolkit](#) has been published to ensure a cross-sector approach to service implementation. The toolkit has been developed to support clinical teams across hospitals, PCNs and community pharmacies in delivering the NHS DMS. Contractors across Surrey and Sussex should ensure that they read the guidance and toolkit and understand their role and responsibilities.

All pharmacies urged to sign up to codeword scheme to offer 'lifeline' to domestic abuse victims

The Ask for ANI scheme allows those at risk or suffering from abuse to discreetly signal that they need help and access support.

By asking for ANI, a trained pharmacy worker will offer a private space where they can understand if the victim needs to speak to the police or would like help to access support services such as a national or local domestic abuse helplines. [Read more](#) about the scheme, which is voluntary. [Sign up here](#)

Registration for employers for the 2022-23 cohort is now open and will close on 1st March 2021

The registration process for employers to recruit via the National Pre-registration Pharmacist Recruitment Scheme (via Oriel) is now open.

[Please read this briefing letter](#) before you access the online form for registration and to provide your programme information.

Please remember to contact us using lpc@communitypharmacyss.co.uk, follow us on Twitter at [@CPSS LPCs](https://twitter.com/CPSS_LPCs) and to sign up to receive [PSNC news](#), if you haven't already.

Stay safe and well and do keep checking official sources of information (NHS, GOV.UK, PSNC and your professional institutions) for professional updates. We will focus our efforts and communications on how national guidance translates and impacts on us locally, whilst also cascading your concerns up to NHS England and/or PSNC

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