

# Pharmacy Bulletin



24<sup>th</sup> April 2020

NHS England and NHS Improvement - South West

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**STAY  
SAFE**

## Ramadan...

Ramadan and Eid-ul-Fitr this year will occur during the expected peak of the COVID-19 outbreak. Despite the additional pressure on the NHS, it is essential that considerations be made for the health and well-being of Muslim team members during this time to allow for the safe observation of a month of fasting, prayer, reflection and community. It is advised that any person observing Ramadan have early conversations with managers to mitigate any risks to the service and to patient care. >A useful guide to support: [HERE](#).



## COVID-19

Pharmacy teams should ensure they keep up to date with the latest guidance on the [GOV.UK website](#).

### ACTION:

- All Pharmacies will receive a set of 4 Pandemic posters from PHE (updated 10.04.2020). they can be downloaded [HERE](#).
- Implement the COVID-19 SOP (most up to date version: 22.03.20), [HERE](#).
- Notify of any Temporary hours changes as per 'new ways of working guidance', page 10 of the SOP, [HERE](#). Further information within the bulletin, [below](#), re. who you will need to notify (see also Annex C, attached).

### CAUTION:

- Products for the diagnosis of COVID-19 infection: **The current view of PHE is that use of these products is NOT ADVISED...**To find out why and for more information, visit GOV.UK, [HERE](#).
- Increased demand for chloroquine and hydrochloroquine following reports these drugs can be used to prevent/treat COVID- 19: MHRA has released a press release, [HERE](#), to clarify that **neither product is licensed for either prevention or treatment of COVID-19.**
- Ibuprofen: **There is currently insufficient evidence to establish a link between the use of ibuprofen or other NSAIDs...**read the MHRA statement, [HERE](#).

### MORE INFO:

- [Click Here](#) for Public Health England (PHE) updates for health professionals
- For the latest NHSE&I briefing paper [Click Here](#).
- PPE guidance on use, [HERE](#). Teams should be able to order PPE through their wholesalers via normal channels.
- All primary care providers and their staff are included within **the NHS Key Worker** definition, [HERE](#).
- PHE have a range of **resources** contractors can utilise in communications with general public, [HERE](#).
- PSNC have been publishing **supportive guidance** for pharmacy contractors, [HERE](#).
- Info re. **staff testing** will be cascaded separately to all contractors, as soon as it is available.

[latest COVID-19 preparedness letter for community pharmacy](#) from NHS England and NHS Improvement (NHSE&I) – published 14.04.2020.

### Flu Vaccination Service Training...

Public Health England has confirmed that anyone who has undertaken the vaccinations training before and is due to undertake face-to-face training this year can participate in online update training instead, delaying the face-to-face requirement until next year.

### EPS One-Off Nomination...

One-off nomination functionality for EPS has been rolled out to all TPP SystemOne users. The new feature allows patients' electronic prescriptions to be sent to an alternative pharmacy when their regular nomination is not appropriate, for example if it is closed or if specific items are required. Pharmacies can be searched by postcode or open hours. One-off nominations do NOT affect future prescriptions. EMIS is also developing a similar functionality: More info coming soon

### Volunteers

The [NHS Volunteer Responder Service](#) was launched on 07.04.2020 resulting in 750,000 people volunteering their time to support patients. **We encourage contractors to make full early use of the volunteer responders for your patients.** Further details on how you can make use of this resource are available [HERE](#).

IMPORTANT: Patient and medicines safety must be protected, and we have asked that pharmacies should only use DBS-checked volunteers to deliver medicines.

Contractors wishing to use volunteers for other roles should refer to the [NHSE&I guidance](#) on this matter. The Royal Pharmaceutical Society has also issued [guidance on this topic](#), including the need for DBS checks for people delivering medicines to patients' homes.

[PSNC](#): Pharmacy training provider Mediapharm has produced free 'COVID-19 Quick Start Training for Volunteers'. This certificated course is for pharmacy contractors who are taking on volunteers during the COVID-19 emergency and who need to be trained and ready to work from day one. The course is accessible from the [Mediapharm website](#).

### Guidance for Temporary Closures...

With more people using online services due to COVID-19, it is important to keep the opening times on your NHS website profile up to date and to reflect any temporary closures.

To help you update, NHS.UK have created guidance on how to manage temporary closures on your NHS website profile, attached or [HERE](#).

**Please can all contractors also ensure to update the relevant Directory of Services (DoS) team for your area (i.e. Devon, Cornwall, Somerset, Dorset or Avon), and liaise with local GP practices and other relevant services.**

*Please note that for DEVON pharmacies this will be via the RAG updater and for everyone else via the relevant DoS telephone numbers previously provided (See Annex C information, attached)*

**FOR TEMPORARY CLOSURES**, this need only be done once, in accordance with above and the overarching SOP (unless something changes). **CONTRACTORS NEED NOT NOTIFY DAILY (unless something changes).**

**FOR STANDARD 'ONE OFF' UNPLANNED CLOSURES**, please can all contractors report in the usual way (via PharmOutcomes – both the closing and reopening forms) or using the paper form (on our website, [HERE](#)) sending to our mailbox: [england.pharmacysouthwest@nhs.net](mailto:england.pharmacysouthwest@nhs.net)

### How Does a Patient Access Urgent Dental Care...

Due to the Coronavirus Pandemic and the restriction regarding PPE, **ALL** dentists have been advised to STOP face to face dental treatment.

For signposting purposes: If a patient has a regular dentist, they should, in the first instance, phone the practice whereby they will either be triaged by a dentist, or provided with advice over the phone (Analgesia and Anti-Microbial where appropriate).

Out of Hours (OoH) patients will be directed to the OoH providers (contact details for all areas, attached).

**Patients should NOT arrive at a hub unless instructed to do so by the service.**

A huge **thank you** to pharmacists and pharmacy teams for providing vital services over Easter.

From Friday 17 April until midnight on Tuesday 5 May, pharmacy contractors will be able to log on to the NHSBSA MYS portal to declare their opening hours and claim the appropriate payment. The payments will be made as part of April submissions, and paid to contractors on 1 June.

**These payments will not show on the standard payment schedule, but NHSBSA will write to all contractors who claim any hours on the two bank holidays to confirm the payment.**

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### UPDATED: Medicines Delivery Service...

An NHS Home Delivery Service has been commissioned from both community pharmacies and dispensing doctors from 9 April 2020 to ensure delivery of medicines to eligible patients who have been identified as 'shielded'. More details are in the letter of the 14.04.2020, [HERE](#).

Patients who meet the 'shielding' criteria are encouraged in the first instance to see if their medicines can be collected from the pharmacy or dispensing practice and delivered by family, friends, a carer or a volunteer. Where this is not possible the patient's pharmacy or dispensing doctor team will arrange delivery.

### Free Access to Wellbeing Apps....

In the midst of COVID—19, we are very aware of the pressures that pharmacy teams are under. You can find additional support, below...

- Pharmacist Support, Email: [info@pharmacistsupport.org](mailto:info@pharmacistsupport.org) or telephone: 0808 168 2233
- [Every Mind Matters](#) – advice as well as support helplines
- [MIND](#) - which is especially useful for anyone feeling low during self-isolation
- [Headspace app](#) - offering free meditation.
- Pharmacy bodies have published [resilience guidance](#) to help support and maintain the community pharmacy network during the response to the COVID-19 pandemic.
- [Virtual Outcomes](#) have developed a training module on COVID-19 Business Resilience (and Business Continuity Planning) . This module is available NOW, [HERE](#), and will be regularly updated to reflect any changes. (Now including the National Delivery Service).



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### PPE...

A new online ordering site is being developed to enable primary care providers to register their requirements for personal protective equipment (PPE) more easily. The site will be rolled out so that these providers can request critical PPE from a central inventory, with orders being shipped directly via Royal Mail. **Details of how to register will be released shortly.**

**All Contractors were requested to complete a form (attached) and return to our mailbox, [HERE](#), to advise how much stock of PPE is currently held within their stock. Thank you to all those who have already completed, please may we request any contractors who have not already done so, to please action ASAP.**

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### Pharmacy Clinical Assessment Service

To support the NHS 111 and IUC response to the Coronavirus pandemic a Pharmacy Clinical Assessment Service (CAS) has been established aligned with the national COVID-19 CAS . The service went live at 16.00 on Thursday 16 April. It will run 08.00 – 20.00 for 7 days a week with a team of pharmacists.

**The aim of the service is to:**

- Increase clinical capacity within services sitting behind the NHS 111 Online access route in order to free up other clinical disciplines to focus on COVID-19 related demand;
- Re-deploy pharmacists employed in other roles (who have volunteered by agreement with their employer) and returning pharmacists (those who have left the NHS and have volunteered to return) to manage other routine case mix calls that use the established skill set of pharmacists.

The case mix of calls for the Pharmacy CAS has been adapted from the existing NHS Community Pharmacist Consultation Service (NHS CPCS) symptom groups and those calls that would normally be handled by IUC CAS Pharmacists so that the Pharmacy CAS will be available to 111 providers at time of high demand. 111Online users will also be able to select "speak to a pharmacist today" as an alternative to booking a call back from an urgent primary care service. Patients with declared Coronavirus symptoms will be assessed by clinicians through the COVID-19 CAS who may then transfer patients direct to a pharmacist for specific medicines advice to support self-care.

As with NHS CPCS, the Directory of Services (DoS) will enable the appropriate clinical outcomes to be directed to the Pharmacy CAS. The service offer will be reviewed on an ongoing basis with a view to expanding its activity and scope in a phased approach to ensure safety.

The pharmacists all undergo the same training as the COVID-19 CAS clinicians with some additional training to support the pharmacy specific role using the learning from the current IUC pharmacist training programme.

### Issues With DoS Data into Profile Updater ...

We have become aware that the automatic update of DoS data into profile updater has failed since 16 April 2020.

What this means is that pharmacy teams will only be able to see old data.

Please be reassured there is a fix due to be implemented that should resolve the issue overnight, therefore all revised data will be visible over the weekend or Monday.

Although not ideal, contractors can continue to submit changes in the usual way, which although wont show until after the fix is implemented will still be processed accordingly.

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### **Security...**

The National Crime Agency has informed us that since COVID-19 and the reduction in manufacture of illicit drugs in countries such as China; and the closure of borders and reduced movement of people and goods around the world, the supply of illicit drugs into the UK have reduced significantly and will continue to reduce further.

The result of this is that street prices of illicit drugs are rising, and their quality is diminishing. In addition, the illicit trade in prescription medication such as diazepam and pregabalin is increasing with reports that prices have already doubled.

The prognosis is that criminals will increasingly target healthcare premises to target a variety of controlled drugs and other medication to divert onto the black market, and that drug users may suffer increased harm due to their drugs being cut with other substances with an impact on urgent care and other illicit drug related services.

**One of the key messages here is that if your organisation is in possession of controlled drugs or prescription forms, that these are more likely to be targeted by criminals. Please ensure you remain vigilant with your security arrangements at this difficult time.**

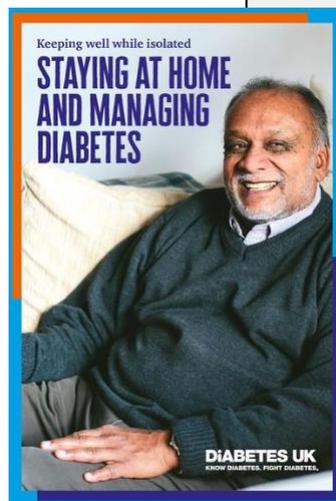
In relation to the above and generally regarding the safety of CD's both **Avon & Somerset and Devon and Cornwall Police have issued letters, attached**, with contact details if you have any questions.

### **NHS Health @ Home...**

The COVID-19 outbreak means the public need to stay at home as much as possible. If they need an NHS service, they should try to do it online from home first - **unless** there's a serious or life-threatening emergency or they have been advised to attend an existing appointment for ongoing treatment.

The [NHS Health at Home](#) campaign signposts the public to the information they need to contact their GP, order repeat prescriptions, manage their wellbeing and existing conditions – without leaving their home.

Resources including newsletter and website copy, social media posts and GIFs are on the Public Health England Campaign Resource Centre and can be downloaded [here](#).



### **CORNWALL Contractors:**

#### **Carer & Family Leaflet for People Separated by Hospital Admission due to COVID-19...**

This leaflet, attached (PDF: 'Carer and Family Leaflet') is intended to provide information on what people can expect, how they can look after themselves, end of life care, death notification and bereavement info signposting.

NHS Kernow CCG can supply you with copies of the leaflet on request to distribute to patients within Cornwall. If you would like a supply to be sent please email Michelle Smith, [HERE](#).

#### **Foot Care for Diabetic Patients...**

All pharmacies in Cornwall and Isles of Scilly will have already received a letter from Kernow CCG, attached, requesting your help to continue to support patients with diabetes. Links below to other resources:

- Type 1 Diabetes – what to do when you are ill, [HERE](#).
- Caring for your feet with diabetes poster, [HERE](#).

### **Generally – For Patients with Diabetes....**

Diabetes UK hope to help release some of the current pressure on NHS systems by providing signposting information to their resources for patients, which can be copied and printed or provided verbally, as follows:

Diabetes UK downloadable free guide – visit:

[www.shop.diabetes.org.uk/products/staying-at-home-and-managing-diabetes](http://www.shop.diabetes.org.uk/products/staying-at-home-and-managing-diabetes)

Diabetes UK helpline:

0345 123 2399, Monday to Friday, from 9am to 6pm.

Links to up-to-date government information and advice at

: [www.diabetes.org.uk/coronavirus](http://www.diabetes.org.uk/coronavirus)

Education for newly diagnosed <https://learningzone.diabetes.org.uk>

Online forum - [forum.diabetes.org.uk](http://forum.diabetes.org.uk)

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**Please see our [website](#) “NHS England South West (South) Community pharmacy” for more information and any blank templates, forms and documents.**

For reference available documents are, Contact Details; Forms for requesting changes to Core or Supplementary hours; Blank unplanned closure form; links to the Pharmaceutical Needs Assessments (PNAs); links to LPCs; MUR guidance, MUR/NMS blank templates; Significant Incident reporting form and Serious Difficulty application forms...

**...Also available via the website – Translation & Interpretation Service Guidance...**

**E:** [england.pharmacysouthwest@nhs.net](mailto:england.pharmacysouthwest@nhs.net) | **W:** <https://www.england.nhs.uk/south/info-professional/pharm-info/sw-pharm/> | **A:** Peninsula House, Kingsmill Rd, Saltash, PL12 6LE.