



Guidance for Community Pharmacies COVID-19

Patients with symptoms needing to self-isolate

Given the unprecedented circumstances, GMMH Drug and Alcohol Treatment Services, NHS England and the Local Pharmaceutical Committee have agreed that patients currently receiving opiate substitution therapy (OST) will be taken off supervised consumption by the prescribing team and that pharmacies will be notified. **This does not require a new prescription to be generated.**

In line with national guidance, patients have been advised to contact their local prescribing service before 2pm if they are required to self-isolate. If patients are self-isolating, they have been advised **not** to present at their pharmacy but instead to contact their local prescribing team who will advise them on a course of action.

Unity Cumbria	Barrow-in-Furness Tel: 01229 207020
	Carlisle & Eden Tel: 01228 212060
	Kendal Tel: 01539 742780
	Whitehaven Tel: 01946 350 020
	Workington Tel: 01900 270 010
Achieve Bury	0161 271 0020
Achieve Bolton	01204 483 090
Achieve Salford	0161 358 1530
Achieve Trafford	0161 358 0991

If you are contacted by a patient either in person or by telephone reporting symptoms, please direct them to their local treatment service where their prescription will be reviewed.

Patients have been advised to inform their prescribing service of a nominated representative who can collect medication on their behalf. The service will complete the Nominated Pick-Up Request Form which identifies this person. The local prescribing team will ascertain the patients identify and take steps to ensure the patient has nominated a reliable person. The prescribing team will sign the form and e-mail it to the pharmacy. The nominated representative is required to sign the form on collection of the prescription.

In the instance that a person claiming to be the nominated representative attends the pharmacy and the required documentation has not been received, no medication should be dispensed. Patients should then be advised to contact the local prescribing team.



GMMH also has plans in place for patients with no suitable nominated representative; the local prescribing team can discuss these with individual pharmacies.

Continuation of OST during the Covid-19 Pandemic

All patients on OST are being reviewed for either daily or weekly pick-up, in order to minimise risk and support the government guidance to reduce social contact. Where required, the prescribing team service will provide a replacement prescription to the pharmacy.

Community Pharmacy has reduced capacity to deliver services

- Pharmacy informs service of reduced capacity by phone or email
- Pharmacy liaises with patients and local prescribing team, specifying times at which pick-ups will be available
- Pharmacy ensures that opening times are clearly displayed outside the pharmacy
- Pharmacy ensures there is a number displayed outside the pharmacy premises for patients to call for any queries

Pharmacy Closure

- Pharmacy informs local prescribing team that they are closing by phone and e-mail
- Patients informed directly where possible
- Pharmacy transfers the prescription to a nearby pharmacy with capacity to dispense
- **Please contact your local LPC for advice and notify your local prescribing team.**