

Community Pharmacy Factsheet: COVID-19 and supporting clients on substitute medication

Change History

Version number	Change details	Date
V1.00	New Covid-19 – Community Pharmacy Factsheet: COVID-19 and supporting clients on substitute medication	13/03/2020
V1.10	Remove Covid-19 brief at start of document Add details with regard to social distancing recommendations made by PHE on 16/03/2020	17/03/2020
V1.20	Add additional details with regards to electing a client representative for prescription collection and statement regarding review of all prescriptions for clients within a Turning Point service	18/03/2020

This factsheet has been developed by the Turning Point Pharmacy Support Service to support our pharmacy colleagues in delivering service to our clients during the current Covid-19 pandemic.

Pharmacy Closure

- If your pharmacy needs to close we would advise you to contact our local service in addition to your local NHS England office **as soon as possible**
- Turning Point will work with your pharmacy and in line with your pharmacy Business Continuity Plan (BCP) and the Local Pharmaceutical Committee or LPC to find pharmacies in close proximity to ensure clients continue to receive their prescriptions
- Changes to prescriptions will be made and/or new prescriptions generated to support continuity of prescriptions
- Clients will be invited to continue their prescription in your community pharmacy following the period of closure. However, this may not be on the day that the pharmacy re-opens as prescriptions may have to be produced that exceeds the closure period
- Pharmacies delivering Needle and Syringe Programmes (NSPs) should ensure they have a list of local NSPs to signpost clients to if they are closed

Turning Point Hub Closure

- Our expectation is that the risk of one of our hubs closing is minimal. However, we have provided the following information to support the process of communication to our pharmacy colleagues should this occur.
- If one of our Turning Point hubs close we will inform the Local Pharmaceutical Committee (LPC) as soon as possible
- We will work with the LPC to ensure all pharmacies in the area are informed of the situation and how to contact the relevant staff within the hub

- In general, prescription production is done in advance and a short closure should not impact prescription services significantly
- However, prescription production will be moved temporarily to another hub/location in this situation
- Pharmacies can continue to provide a needle and syringe programme (NSP) through their community network
- We will work with pharmacies to support their NSP service provision including providing a contact number for pharmacies and/or clients to contact

Clients who require self-isolation, social distancing (older people and vulnerable groups) and general prescription management to support social distancing for all clients

- If a client requires self-isolation or social distancing we will work closely with your pharmacy to ensure the continuity of the prescription
- We will ask the client initially to identify a representative to collect their prescription on their behalf.
- We will make changes to the prescription to support the client during their self-isolation or social distancing. For example, we would change the prescription from supervised consumption to unsupervised and may change the collection regime to a less frequent collection regime following a client risk assessment
- This process will also be undertaken for **all clients** on a prescription to support social distancing and management of prescriptions during the covid-19 pandemic
- **Pharmacies should be aware that it is legally acceptable to confirm verbally with the prescriber or the prescribers' representative acting on their instruction that supervision of the dose is not required: this is not a legal requirement under the 2001 Misuse of Drugs Regulations.**
- If a pharmacist cannot contact the prescriber for a client on a supervised consumption regime who cannot collect their prescription, for example at the weekend, they should use their professional judgement on making the supply to the representative taking a person-centered approach based on the individual scenario¹. Pharmacists should document the rationale for any supply outside the normal supervised consumption arrangements and contact the prescriber as soon as possible following this to confirm what they have done and confirm any ongoing arrangements
- Pharmacies should document this change on the endorsement section of the prescription and on the Electronic Client Record (ECR)
- If a client is self-isolating due to a potential covid-19 infection it would be impractical to ask them to produce a written letter for their representative as this will increase the risk of the transmission of Covid-19. We have asked our services to contact pharmacies in this situation and we would ask pharmacies to:
 - Document this discussion with the Turning Point member of staff on the client electronic record
 - Be pragmatic with regards to the supply of the substitute medication in this situation

¹ Email: Royal Pharmaceutical Society: Collection of methadone or buprenorphine under a supervised consumption regime by a representative 27/06/2019

- If a client is required to apply social distancing as they are an older person and/or is in a vulnerable group then it would be practical for them to provide a written letter for their representative. However, we would ask pharmacists to use their professional judgement and use a patient-centred approach if a letter is not produced. Pharmacies can phone the local Turning Point services also to confirm details but should always document any discussions they have on the Pharmacy ECR
- If clients do not have a representative we have asked our services to work closely with you to support delivery to our clients if it is an available option in your pharmacy. We understand this may be a paid service and we will work with the clients to ensure they are aware of this situation.

Your local Turning Point service is

Rochdale 13 St Chads Court Rochdale OL16 1QU and

Oldham 5 Greaves St, Oldham, OL1 1QN

The contact number of your local Turning Point service is

Rochdale – 01706 672176

Oldham 0161 217 7131/2

Your local Covid-19 contact in this service is chiz.chiama@turning-point.co.uk or Gary Oulds Senior Operations Manager mob 07938105219

References:

- PHE, COVID-19: interim guidance for primary care, Updated 7 February 2020
- PHE, COVID-19: guidance for staff in the transport sector, Published 14 February 2020

- NHSE&I, Novel coronavirus (COVID-19) standard operating procedure – Community pharmacy, Published 27 February 2020
- NHSE. Community Pharmacy update regarding the emerging COVID-19 situation. Publications approval reference 001559. 9 March 2020
- PHE, Guidance on social distancing for everyone in the UK and protecting older people and vulnerable adults, Published 16 March 2020

Produced by Turning Point Pharmacy Support Service