This factsheet has been developed by the Turning Point Pharmacy Support Service to support our pharmacy colleagues in delivering service to our clients.

**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 with the support of the Local Pharmaceutical Committee (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 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
* Prescription production would be moved temporarily to another hub/location in this situation
* Pharmacies can continue to provide a 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 receiving a prescription from a Turning Point Drug and Alcohol Service**

Following the Government announcement on 23rd March 2020 and to protect our clients, our staff and our pharmacy professional colleagues we will be doing the following:

* We will ask clients to identify a representative to collect their prescription on their behalf if they need to self-isolate or are in a vulnerable group that require shielding. A template to support a representative collecting a prescription is available at <https://psnc.org.uk/wp-content/uploads/2020/03/COVID-19-BC-guidance-shared-care-clients.pdf>. Turning Point have also produced a template based on the PSNC document (see below)



* We will make changes to the prescription to support the client during this phase. For example, changing the prescription from supervised consumption to unsupervised and changing the collection regime to a less frequent collection regime.
* Currently we are recommending a once a fortnight regime which is aligned to other providers and following discussion with Public Health England. However, some clients will still remain on a less frequent collection regime but this will be an exception for certain groups.
* 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-centred approach based on the individual scenario. 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 any changes on the endorsement section of the prescription and on the PMR

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 PMR
* Be pragmatic with regards to the supply of the substitute medication in this situation

We have produced a template letter to support prescriber authorisation for a representative to collect for clients with Covid-19 symptoms (see opposite). We would support pharmacy colleagues taking a patient-centred approach in this situation.



If a vulnerable client is required to apply a shielding approach then it would be practical for them to provide a written letter for their representative. We would ask pharmacists to use their professional judgement and use a patient-centred approach. Pharmacies can telephone the local Turning Point services also to confirm details but should always document any discussions they have on the Pharmacy PMR

* 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.

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| Please see the latest government guidance documents on  [**PHE Covid-19 interim guidance for primary care**](https://www.gov.uk/government/publications/wn-cov-guidance-for-primary-care/wn-cov-interim-guidance-for-primary-care)  [**PHE Covid-19 guidance for staff in the transport sector**](https://www.gov.uk/government/publications/covid-19-guidance-for-staff-in-the-transport-sector)  [**Novel coronavirus SOP-community pharmacy**](https://www.england.nhs.uk/wp-content/uploads/2020/02/20200305-COVID-19-PRIMARY-CARE-SOP-COMM-PHARM-PUBLICATION-V1.1.pdf)  [**Community pharmacy update regarding the emerging Covid-19 situation**](https://www.google.com/search?rlz=1C1GGRV_enGB794GB794&q=%E2%80%A2%09%E2%80%A2%09NHS.+Community+Pharmacy+update+regarding+the+emerging+COVID-19+situation&spell=1&sa=X&ved=2ahUKEwjXm_zsmqboAhVjaRUIHVxuD3IQkeECKAB6BAgLECY)  [**Guidance on social distancing, protecting older and vulnerable people**](https://www.google.com/search?rlz=1C1GGRV_enGB794GB794&q=%E2%80%A2%09PHE,+Guidance+on+social+distancing+from+everyone+in+the+UK+and+protecting+older+people+and+vulnerable+adults&spell=1&sa=X&ved=2ahUKEwiHzcvpoKboAhUBu3EKHU81B_MQkeECKAB6BAgLECY)  We are including links, and not repeating official guidance within this document, so that you can click on the link to always be sure you are seeing the latest guidance |