

Wednesday 6th May 2020

Community Pharmacy Somerset COVID Bulletin

This briefing is critical reading as it contains local information to support you in your business during the COVID-19 pandemic.

This bulletin focuses on the local Somerset system-based factors, decisions and support available, that will impact on your COVID operational reality.

Please **read, review and reflect** on what you can usefully get from the info and **reconnect with us in the LPC** should you need anything clarified.

Please take a look at our helpful one page **wellbeing advice** for you and your team - attached.

We are here for you!

Dedicated COVID Support - The LPC has set up **direct helpline on phone and email** with extended support coverage Monday to Friday 8am-8pm, Sat & Sun 9am-4pm:

Email: covidhelpline.somersetlpc@gmail.com

Tel: **07496 601495** for urgent advice and support requests.

People

1. COVID-19 testing for pharmacy staff [Please use the Somerset based service first-line]

- Somerset LPC are concerned that our pharmacy teams are not taking full advantage of the Somerset Health system offer to test pharmacy healthcare personnel rapidly and locally.
- Please ensure that your teams, including those who are currently socially isolating due to suspected symptoms of COVID-19, are fully briefed about this great support negotiated by your LPC. This is a key part of your duty of care for your teams; please follow the advice on our website to get any affected individuals in your teams tested and to keep them available for work!

[Somerset COVID-19 testing procedures for staff.](#)

- At present the logistically easier choice is through the Somerset Health and Care system micro-testing sites set up across four locations in Somerset (Taunton, Shepton Mallet, Yeovil and Bridgwater). Pharmacy staff are included in their frontline worker support.
- There are two South West based national units at Plymouth and Bristol should the local test service not have availability. [Click here](#) for information about eligibility and how to access testing at a **National Test Centre**.
- For further details see the attached NHS leaflet ***How do NHS employees get a test for COVID-19?***
- Please notify the SW NHSE-I Primary Care Team if you have any issues with service delivery during this time - email: england.pharmacysouthwest@nhs.net

2. Personal protective equipment (PPE) [Action please NPA members]

NPA have asked their members to complete this [short survey](#) to update them on the current situation regarding PPE in your pharmacy. Supporting our leadership bodies with insights on key issues such as this allows them to better influence policy and generate the right support.

Operations

1. May bank holiday - Friday 8th May – opening arrangements [URGENT ACTION REQUIRED]

NHSE-I has confirmed the following arrangements for the upcoming May Bank Holiday on Friday 8th May:

- All community pharmacies to open for 2.00pm-5.00pm - **with any exceptions agreed in advance with NHSE-I Regional Teams.**
- Planned community pharmacy and urgent dental care bank holiday cover to proceed - **unless otherwise agreed with NHSE-I Regional Teams.**
- You will have emailed confirmation of your opening hours on Friday 8th May to england.pharmacysouthwest@nhs.net by lunchtime on Wed 29th April 2020.
- **PLEASE NOTE** all contractors should make sure the Pharmacy NHS 111 Directory of Services (DoS) profiles are correct. At Easter, NHSE&I regional teams updated the DoS profiles in their area midweek before the bank holiday – it is expected that they will do the same this time. Changes after this time must be telephoned through on the emergency change number 0300 0200 363. Contractors should also make sure entries on the NHS website are correct.
- No confirmation will be sent back when you update your DOS profile.
- Possible opening options - **you must update your DoS profile and website in ALL cases:**
 - You were closed and now you are open 2.00pm – 5.00pm.
 - You were open but you are now changing your hours to cover from 2.00pm - 5.00pm only.
 - You were previously planning to open for longer than 3hrs and wish to continue to do so.
 - You were closed and you want to remain closed.
 - We have already been in contact with a number of community pharmacies in certain geographical areas, requesting that they provide 3 hours of cover in the evening to ensure adequate pharmacy provision. In light of the national decision for all pharmacies to provide 2-5pm cover, for those pharmacies where we have previously agreed evening provision, these agreed hours will replace the mandated 2-5pm cover. If we have any other areas where we need additional cover we will approach pharmacies to discuss this.
- Please email yvonne.somersetlpc@gmail.com if you have any questions or problems.

2. Supervised consumption and green prescription forms [Information]

- During the ongoing COVID-19 Pandemic Turning Point have had to implement some changes to their operations, As you know they have switched patients to weekly/fortnightly collections of methadone/buprenorphine where possible
- Due to this change stocks of FP10MDA prescriptions (blue prescription forms) have run low so an agreement has been made with NHSE-I that they can use FP10 (green prescription forms) for now.
- There is no change to any legality surrounding these prescriptions, the 3 day non-collection rule applies, missed doses etc and payments remain unchanged.
- Guidance from Turning Point and advice from the LPC during the Covid-19 Pandemic can be found [here](#).

3. Association of Police Controlled Drugs Liaison Officers (APCDLO) security advice for pharmacies during COVID-19 [Information]

The Police Service is committed to working with pharmacies to protect their business and prevent crime. They recognise this will be an anxious time so have issued security and service advice which provides the steps you can take to protect your staff and business:

- [Security advice for pharmacies - brief](#)
- [Police service advice for pharmacies - detailed](#)

4. CD regulations amended for pandemic supply [Information]

Three temporary emergency measures have been introduced by the UK Government into legislation. [The Misuse of Drugs \(Coronavirus\) \(Amendments Relating to the Supply of Controlled Drugs During a Pandemic etc.\) Regulations 2020](#). Please be aware that these new measures WILL NOT come into use now. These temporary measures would only potentially be used in limited circumstances in a particular area following an announcement by the Secretary of State if there were severe disruptions to the supply of repeat prescriptions of controlled drugs for patients.

The three emergency measures are:

- Emergency supply of a CD without a prescription
- Emergency supply of a CD against a [Serious Shortage Protocol \(SSP\)](#);
- Emergency change to a CD instalment direction with the agreement of the prescriber

Further details are available on the [GPhC website](#).

5. Guide to medicines reuse for care homes and hospices [Information]

In response to additional demand for end of life medicines the Department of Health and Social Care (DHSC) and NHSE-I have published [Novel coronavirus \(COVID-19\) standard operating procedure: running a medicines re-use scheme in a care home or hospice setting](#) designed to ease some of the pressure that could be placed on the medicines supply chain during the peak of the COVID-19 pandemic. Pharmacies that regularly supply medicines to care homes and hospices are most likely to need this guidance which provides a framework to run a safe and effective medicines reuse scheme, including roles and actions for the community pharmacy team.

6. COVID-19: Guidance on dealing with patient-returned/unwanted medicines (England) [Information]

- The NPA and PSNC, Community Pharmacy Patient Safety Group (CPPSG) and the RPS have jointly produced [Guidance for community pharmacies in England on dealing with patient-returned/unwanted medicines](#).
- Please email yvonne.somersetlpc@gmail.com if you are asked to do anything different with returns any local stakeholders from within your PCN.

Customers

1. Media resource hub to help pharmacies tell their NHS frontline stories [Actions]

- NPA and PSNC have jointly created a [media resource hub](#), to make it simpler for pharmacy teams and LPCs to tell their NHS frontline stories, to newspapers and via social media.
- Resources include an online reporting form, social media and newspaper templates, a template email to your local MP and 'pharmacy heroes' placard (an example of one of the downloadable images is shown below).
- Please get behind the campaign and use as much of these materials as you can.

Thank you #pharmacyheroes for looking after our community during the COVID-19 pandemic



- The LPC are actively campaigning on your behalf via social media and other channels. Please retweet and share these messages to support your LPC and colleagues to drive the local messaging. We have provided resources you can use for your own social media posts [here](#) (an example of one of the downloadable images is shown below).



Please respect social distancing measures when visiting your local community pharmacy.



#StayWellSomerset

2. NHSE-I - new content for in-pharmacy screens [Action]

NHSE-I have produced new [rotating Gif content](#) for use on in-pharmacy screens containing key messages to provide a consistent message to the public during the pandemic. Includes: services during the pandemic - safe distancing, ordering medicines, pharmacy opening times and treating pharmacy staff with respect.

3. Social distancing and infection control risk review template [Action]

PSNC has published a risk assessment template will help pharmacy teams to identify further potential changes which could be made to their pharmacy environment or procedures during the pandemic to increase the safety of staff and patients.

[Social Distancing and Infection Control Risk Review Template for community pharmacies \(v1\)](#) (Microsoft Word)

4. Domestic abuse UK SAYS NO MORE campaign #YOUARENOTALONE [Please participate]

- Unfortunately the incidence of domestic abuse has increased during the coronavirus lockdown. Pharmacies are being asked to consider taking part in 'safe space' schemes as part of the [UK SAYS NO MORE](#) campaign run by Hestia, a national charity and the UK's pharmacy bodies. The initiative aims to create a community around those affected by domestic abuse and reassures victims that support remains available during the Covid-19 pandemic.
- Somerset County Council and Somerset Clinical Commissioning Group have asked [pharmacies to display posters and where appropriate make their consultation room available as a safe space](#) where victims of domestic abuse can be put in contact with local specialist support services as quickly as possible.
 - Please direct people who are experiencing domestic abuse to Somerset Integrated Domestic Abuse Service (SIDAS), rather than national helplines, wherever possible. This is because the local service is able to respond more quickly.
 - SIDAS accepts self referrals or third party referrals from professionals.
 - Somerset's local domestic abuse helpline is 0800 69 49 999.
 - Information about this service, other related services, how to make a referral and support for the public and professionals can all be found [here](#).
 - Digital copies of SIDAS posters and leaflets can be found [here](#).
- Please inform your staff about this initiative.
- Please promote the national Safe Space message by displaying the poster available [here](#) on your pharmacy premises (a copy of the poster is shown below).
- Other UK SAYS NO MORE Safe Spaces resources including posters, cards and window stickers can be found [here](#).
- The [NPA has issued guidance](#) on identifying domestic abuse and safeguarding, which you can share with your pharmacy teams.



5. Varenicline (Champix®) PgD online training (7:00-9:30pm) [Book now]

This training is for pharmacists who deliver the Varenicline PgD community pharmacy service in Somerset and are due an update or those who are planning to start delivering the service.

- Tue 16 June 2020
- Thu 24 September 2020
- Wed 18 November 2020

Email: anne.somersetlpc@gmail.com to book your place.

Finance

Turning Point payments for supervised consumption during the Covid-19 pandemic

- Turning Point will pay the average costs of the last 6 months of supervised consumption to their community pharmacy partners to support them during the pandemic.
- Please look out for email updates from yvonne.somersetlpc@gmail.com for details about the payments and how to make claims.

LPC contact details and useful resources

LPC contact details:

- CEO: Michael Lennox. Tel: 07798 861866. Email: michael.somersetlpc@gmail.com
- Engagement Officer: Yvonne Lamb: Tel: 07932 952497. Email: yvonne.somersetlpc@gmail.com
- Administration Officer: Mary Pennington. Tel: 077142 14811. Email: somersetlpc@gmail.com

If you wish to contact any other LPC Member, visit our website at: [LPC members and officers.](#)

Useful resources:

- NPA: www.npa.co.uk/coronavirus-updates/
- PSNC: [COVID-19](#)
- [NHS \(COVID-19\) Community Pharmacy Standard Operating Procedure](#) and [Contact details for Community Pharmacy SOP](#)
- [Somerset LPC website](#) - updated on a daily basis.



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