



**Community Pharmacy
South Central**

All EHC Service Pharmacy Contractors

Dear All

During this challenging time, the provision of the EHC service has become difficult to continue in a confidential manner in-pharmacy.

Service commissioners for Hampshire County Council, Isle of Wight Council, Southampton City Council and Portsmouth City Council have adapted the offering to allow telephone consultations for the EHC PGD service for the foreseeable future. Please continue to use PharmOutcomes to record the consultation, you will notice a couple of extra questions relating to telephone consultations and whether the patient is collecting themselves or has sent a representative into pharmacy to collect.

If the patient is unable to attend the pharmacy due to self- isolation and sends a representative to collect please ensure you confirm the patient ID with the representative. Confirming the ID should be carried out by checking photo ID of the patient confirming their Date of Birth e.g. driving licence, passport (this could be a photo on the representative's phone it does not need to be the actual copy). Please use your clinical judgement in situations where the patient may not have a driving licence or passport – this should not exempt them from using the service.

All other PGD and service requirements need to be fulfilled.

Kind regards

Alison

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