



Expression of Interest Pharmacy Participation in Covid-19 Prescription Support Service

HIVE Portsmouth is co-ordinating the community response to support **extremely vulnerable** people during Covid-19.

In conjunction with Portsmouth City Council and NHS Portsmouth CCG a Standard Operating Procedure has been established to provide prescription support for those who are shielding and have no other family support, friend or neighbour able to assist with the collection of urgent prescription requirements.

This service will be in response to individual triaged requests for support and/or referrals from health and care professionals.

Additionally, it is proposed to offer emergency short-term assistance to community pharmacies on a limited basis in Portsmouth (PO1 – PO6 postcode areas)

This may include the delivery of urgent prescriptions to vulnerable people during periods of significant service pressure. It is expected to operate simultaneously with every effort being made by local pharmacies to sustain or increase their own capacity, in as much as they are able. This is a free support service, and as such pharmacies should not ask for assistance where a customer has been charged a delivery fee.

Further details regarding the offer can be found below. This will be a Monday – Friday offer of support, excluding Monday morning initially.

Expression of Interest

Pharmacies are encouraged to participate and to confirm their expression of interest by email to:-

PrescriptionSupport@secure.portsmouthcc.gov.uk

The support is offered as a package of voluntary and community support within the City to help extremely vulnerable patients and is made with best intentions, but no liability is accepted by HIVE Portsmouth or partner organisations assisting with the Covid-19 PSS, and pharmacies must satisfy themselves with the procedures detailed both below and within the attached Standard Operating Procedure.

2 April 2020



To benefit from the support, pharmacies are asked to assist in the following way:-

- Pharmacies are asked to read the attached Standard Operating Procedure to understand the additional support available, noting that those working or volunteering within the Covid-19 PSS will have a NHS Portsmouth CCG headed letter of support available upon request, along with an ID badge issued by either Portsmouth City Council, HIVE Portsmouth or YOU Trust and will be DBS checked or reference checked.
- An email address will be made available by the pharmacy to the Covid-19 PSS. This will be used to check whether prescriptions are ready for named individuals who are unable to collect their prescriptions. Wherever possible, the Covid-19 PSS will summarise collection queries into as few emails as possible, with the expectation that pharmacies will filter emails from the Covid-19 PSS and reply as a priority. This will free up phone line queries into the pharmacy and avoid wasted trips from the support service to see if prescriptions are ready for collection or not, thus maximising shared resources.
- Where prescriptions require payment by the customer, the pharmacy is asked to contact the customer for card payment over the phone before releasing any medicines, and to make every effort to ensure that payment is made prior to the Covid-19 PSS arriving to collect the prescription. The support service will not carry cash or have any means of payment. Assistance with this is requested to avoid wasted trips for collection, ensuring that the resource can be used efficiently and to help as many people as possible to benefit from this service.
- Isolating people may need OTC medicines delivered by the Covid-19 PSS. If these are highlighted in advance by email and the person meets the inclusion criteria of the Minor Ailments Service and the pharmacist is professionally satisfied with a telephone consultation, the CCG has confirmed that a supply can be claimed as usual through Pharmoutcomes. If this is not an option, the pharmacy is asked to telephone the client and make arrangements for card payment for OTC medicines over the phone before collection by the Covid-19 PSS.
- Covid-19 PSS will have a full schedule of collection and deliveries. To maximise the resource and to provide help to as many people as possible, the pharmacies will allow priority queue access to team members of the Covid-19 PSS.
- The Covid-19 PSS will need to return any undelivered medicines to the pharmacy before the end of the day. They will endeavour to do so before 4:30pm.
- If the Covid-19 PSS arrive at the pharmacy to make collections during an extended closure period, the pharmacy will make themselves available to serve the Covid-19 PSS, ensuring that the Covid-19 PSS can help as many people as possible, thus relieving phone calls and repeated queries being made by the customer to the pharmacy.

2 April 2020



- The pharmacy will alert the Covid-19 PSS team if any prescription requires cold storage so that this can be delivered first. Multiple cold chain deliveries need to be discussed and agreed with the pharmacy in advance (further details can be found within the attached Standard Operating Procedure)
- Pharmacies experiencing pressure who wish to make a booking for assistance with a batch collection and delivery should email PrescriptionSupport@secure.portsmouthcc.gov.uk by midday to request a service for the following day. If Covid-19 PSS confirm that support is available a full drop list (including customer telephone numbers) will be required by 4:30pm the day before deliveries are due to be made. Covid-19 PSS will have a limited number of vehicles and staff available, so may not be able to accept all requests. In such cases, those pharmacies will be offered the next available booking, and will be advised when this will be. No charge should be made to customers for deliveries included in this request.
- In order to share customer information with Covid -19 PSS for delivery, pharmacies who wish to book support are required to make available an updated privacy notice for their customers advising that during Covid-19 prescription support and deliveries may be made by a third- party organisation working collaboratively with the pharmacies in the City. It should be noted that the PrescriptionSupport@secure.portsmouthcc.gov.uk email address is secure. A statement from the ICO on the handling of patient data during Covid-19 has been made and can be found at <https://ico.org.uk/about-the-ico/news-and-events/blog-community-groups-and-covid-19/>

The CCG are supportive of this offer from HIVE Portsmouth and Portsmouth City Council, working in close partnership with YOU Trust and supported by many volunteers selected and organised with the support of HIVE Portsmouth and Victorious Events.

Pharmacies are encouraged to express interest, and to confirm their support by email to PrescriptionSupport@secure.portsmouthcc.gov.uk

Pharmacies are asked to confirm the email address for use by Covid-19 PSS and to indicate their willingness to assist with the smooth operation as outlined in this paper.

Only pharmacies who have expressed their interest by email to the address above will be able to directly request assistance with their own drop list.

Within all pharmacies, The Covid-19 PSS will still seek maximum cooperation to support the service for those who are extremely vulnerable, and unable to collect their own prescriptions at this time.

2 April 2020

