



Community Pharmacy  
South Central

Hampshire and Isle of Wight Partnership of Clinical Commissioning Groups  
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Dear Colleagues,

Thank you for your hard work and consistent focus in these unprecedented times. We are grateful to you for supporting our Island community under extremely difficult circumstances.

We are working as part of the Isle of Wight Community Cell of Silver Group and have been tasked with working with you to support processes and procedures to alleviate some of the pressures that you are reporting such as queues, volunteer collections and social distancing. We are also needing to make some changes to ensure we keep volunteers engaged to enable vulnerable people at home to receive deliveries of their prescribed medication. We have spoken to many of you and believe we now understand some of the issues and have seen some really effective work happening in some towns. We have developed some solutions to propose to you that would enable a consistent approach across the Island, which will help everyone understand and keep the delivery volunteers engaged. We will soon be able to publish a standard operating procedure and flowchart. Please be assured that we have discussed this approach with NHSE&I.

We know there is national guidance expected imminently for medication supply to the NHS shielded patients and may need to amend our plans accordingly once that is published. Until then, council employed staff will be collecting their medication and will have council ID badges and key worker letters. To help us finalise a new process we need you to answer the following questions.

Would you agree to:

- A regular team of town and parish council approved/vetted volunteer delivery drivers, supported by their 'town hub', to work with your pharmacy. They will inform you which prescriptions they are to collect that day so you can have them ready.

Would it help manage the queues if you had either or both:

- Markings on the pavement to indicate safe social distances. (We have already got approval from Island Roads to do this if wanted)
- Volunteers to manage and marshal the queue outside

In order for us to assist you we need to know:

- Your opening hours – we have access to PharmOutcomes, so are hoping to use this if you need to temporarily change these hours

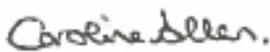
- A named person for the coordinators of the volunteers so you can have access to council managed volunteers
- Your preferred collection time for the Council volunteers to come to the pharmacy
- Your preferred method by which you wish to receive council delivery requests - e-mail, paper list posted through the door, texts or some other method
- Your preferred collection point i.e. Left-hand queue/back door/come during a 'closed' period and knock/text to say they have arrived
- If you have your own arrangements to manage all deliveries for your patients and decide not to engage in this offer, can you please provide assurance that you have robust arrangements in place and describe them for us and CPSC.

Council volunteers will have a printed or PDF letter on their phone to identify themselves as approved by the Isle of Wight Council to support deliveries. It is not possible to provide them all with a high visibility vest/lanyard or ID badge which we know has been suggested. If any of the arrangements are not working or you have concerns, please let us know.

Please send your responses to [iwccg.mot@nhs.net](mailto:iwccg.mot@nhs.net) by the end of the day 7<sup>th</sup> April to enable us to put in place amendments to the approach to enable the process to run more smoothly as soon as possible.

Thank you for your continued support and hard work.

Yours faithfully



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Isle of Wight Clinical Commissioning Group



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Isle of Wight Council



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