Dear colleague at XXXX Pharmacy,

We are emailing you with some updates regarding staff PPE.

We have received some reports that some community pharmacies are not fully compliant with the recommended guidance regarding the wearing of PPE. We would like to take this opportunity to remind you of the official guidance highlighting the PPE that is recommended, and to stress that this must be followed, for the safety of your staff and customers.

The guidance recommends:

* For staff who visit areas of the pharmacy where they will be near customers, they should have a FRSM or a clinical mask plus visor/Perspex screen.
* If their role keeps them within the dispensary and away from customer contact, a clinical mask should be sufficient.
* Gloves, aprons and FRSMs are required only when having physical contact with a patient e.g. giving a flu vaccination, or cleaning down after a suspected COVID-19 positive customer.
* Frequent hand washing/alcohol gel application is necessary for all, and the prime defence.
* Naturally, a good understanding and implementation of the donning and doffing procedures are essential, or everything comes to naught.

Please see the attached COVID 19 visual guide to PPE for when in physical contact of a patient.

**Please note, it is the pharmacy’s responsibility to source PPE and ensure their staff are fully protected so that these guidelines are satisfied.**

If your pharmacy finds itself in an emergency situation, where staff are unable to be fully protected and all other PPE supply routes have been exhausted, the Frimley ICS NHS Mutual Aid team may be able to help. This is a small service set up to supply emergency PPE to local community/primary healthcare providers.

Mutual Aid stocks are a scarce resource as they have to be negotiated and agreed to be donated by other providers or agencies, so there is no ordering or replenishment route set up for them. Therefore, this team can only provide your pharmacy with PPE if you have and continue to attempt to source PPE through your usual channels, and you may be asked for evidence to show you have done this.

It must be stressed that Mutual Aid is only available as an **emergency** and is **not** an alternative supply route.

This team has been able to phone almost all of the local pharmacies within the last few weeks to ask if you have an emergency need for PPE. From now on, they are asking pharmacies to contact them on [nehfccg.ics-frimley.icc-covid19mutualaidppe@nhs.net](mailto:nehfccg.ics-frimley.icc-covid19mutualaidppe@nhs.net) if they have an urgent PPE shortage.

If you are in emergency need, please fill in the following form (page 2) and send it to the above email address. A member of the team will then call you to discuss the situation and organise a delivery. If you have any queries on their service, please email them on the email address above.

Kind regards

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| --- | --- |
| Name of Pharmacy |  |
| Pharmacy Address |  |
| Pharmacy Telephone |  |
| Please describe your emergency situation |  |
| Have you exhausted all other possible supply routes? |  |
| Please state which of: **gloves, aprons and/or masks**, are you very low/out of stock of? |  |
| How many more days will this current stock be able to adequately protect your staff for? |  |
| How many staff members work in your pharmacy on an average day? |  |
| How many days do you estimate it will be until your next delivery of this PPE? |  |
| Any further comments? |  |

Mutual Aid Emergency PPE Request Form – Community Pharmacies

Please complete this form and email it to [nehfccg.ics-frimley.icc-covid19mutualaidppe@nhs.net](mailto:nehfccg.ics-frimley.icc-covid19mutualaidppe@nhs.net)

Please note, this service is only for community pharmacies in an urgent situation where their staff currently cannot/will not in the near future be adequately protected by remaining PPE and all other supply routes have been exhausted. Note: this is NOT a supply chain replacement.