



Daily Update

Thursday 11th February 2021

This daily update contains important information for community pharmacy teams about the ongoing response to the COVID-19 pandemic.

In today's update: PM backs community pharmacy; new plans for health and care systems; PQS and PCN domain queries; advice on the complaints process; final reminder for PPE claims.

Prime Minister backs community pharmacy

Prime Minister Boris Johnson has signalled his support for community pharmacies and for reimbursing their COVID-19 costs, recognising the importance of their role in the pandemic response.

During yesterday's Downing Street press briefing, Nigel Praities, Executive Editor of the Pharmaceutical Journal, highlighted pharmacies' financial pressures and warned of potential closures. The Prime Minister replied that he doesn't want to see any pharmacies close as they provide an outstanding resource for the country and its healthcare needs.

The Prime Minister also stated that: "I want to make sure they are reimbursed as soon as possible. They play a vital role in helping us to fight the pandemic as well as providing many other public health needs."

[Learn more, including the response from PSNC's CEO](#)

Government publishes health and social care white paper

The Department of Health and Social Care (DHSC) has announced new plans for health and care systems that are designed to bring services closer together, to support the delivery of high-quality care and to help tackle health inequalities.

Integrated Care Systems (ICS) will bring together the NHS local government and partners, and specific measures are expected to address obesity, oral health and patient choice. The proposals will also use lessons learned from the COVID-19 pandemic, such as the value of reducing unnecessary bureaucracy, introducing 'joined up' services and empowering local leaders.

[Read more, including commentary from PSNC's CEO](#)

PQS Declaration and the PCN Business Continuity Domain

PSNC is continuing to receive some queries regarding interpretation of the requirements to meet **Domain 5, the Primary Care Network (PCN) Business continuity** element of the Pharmacy Quality Scheme (PQS) 2020/21 Part 2.

Guidance, including PSNC Briefings issued in October 2020, clearly highlighted in relation to Domain 5 that **participation in a facilitated discussion between pharmacy contractors** chaired by the Pharmacy PCN Lead was a key requirement.

An email chain or WhatsApp exchange does not constitute a discussion for the purposes of this domain, nor does it allow for the intention, which is to share, learn and therefore develop a collated document that further supports business continuity plans more fully, to be achieved.

[Learn more about PQS and the PCN Domain](#)

Advice on the complaints process for pharmacies

Under the Terms of Service, community pharmacy contractors must respond to complaints in accordance with the Local Authority Social Services and NHS Complaints Regulations 2009. **These were paused during the initial stages of the outbreak last year.**

In response to the ongoing pandemic, DHSC has recently indicated that in some settings it may take longer to respond to a complaint and consider it permissible for this to go beyond the usually required six months. However, if contractors can respond to complaints normally, they should do so.

[See the DHSC advice](#)

Final reminder: PPE payment claims deadline

Community pharmacy contractors have ONE day left to claim reimbursement for their expenditure on personal protective equipment (PPE) during the COVID-19 pandemic in 2020. Claims must be submitted using the **Manage Your Service (MYS) portal** by **23:59pm tomorrow (12th February 2021)**.

[Read more here](#) or take a look at our [FAQs on the PPE Claim process](#)

Have you seen our latest FAQs?

PSNC's website has a large number of answers to queries posed by pharmacy contractors, their teams and LPCs; these are updated on a regular basis. Recent additions include:

Q. On the day of the Pharmacy Quality Scheme (PQS) declaration, are all pharmacy staff required to have completed the appropriate e-learning for a domain, or is this deadline now extended to 30th June 2021?

Contractors wanting to declare against a domain that has any training requirements will still need to make their PQS Part 2 2020/21 declaration as planned in February 2021. However, contractors will have until 30th June 2021 to ensure their teams have completed the activity and collated the evidence to demonstrate that they are compliant with the required levels of training associated with the domains they declare for.

Q. Do I need to obtain consent to provide the Discharge Medicines Service (DMS)?

NHS trusts are required to develop a system of consent to ensure that patients are fully involved in decisions about their care following discharge and have agreed to the whole DMS pathway. Where the referral is for a patient who regularly uses the pharmacy, the receipt of a referral can be accepted as implied consent by the patient agreeing to have the referral made to the pharmacy.

Where a referral is received for a patient who is new or unknown to the pharmacy, the pharmacist or pharmacy technician may need to contact the NHS trust and/or the patient for more information; and to check that the patient does wish to use this pharmacy for the DMS. In this scenario consent can be confirmed verbally and could then be recorded in the pharmacy clinical service record.

Patients, like in any other service, are free to withdraw their consent to receive the service at any point in the service.

Keep up-to-date on COVID-19 with our hub page: psnc.org.uk/coronavirus

Pharmaceutical Services Negotiating Committee



14 Hosier Lane, London, EC1A 9LQ
Tel: 0203 1220 810 | Email: info@psnc.org.uk