

NHS England and NHS Improvement
Skipton House
80 London Road
London
SE1 6LH

To:

- Community pharmacies
- Dispensing GP practices

19 February 2021

Dear colleagues,

Home delivery of medicines and appliances during the COVID-19 outbreak

Thank you for your continued work to support the response to the COVID-19 pandemic.

Whilst Government Shielding guidance is in place people who are [clinically extremely vulnerable \(CEV\)](#) to coronavirus should not attend work, school, college or university, and limit the time spent outside the home. They are strongly advised not to go to a pharmacy, or to collect medicines from a dispensing doctor. In the first instance, CEV people should ask if any friends, family or volunteers can collect medicines on their behalf. This shielding guidance has recently been extended to apply until 31 March 2021. On 16th February 2020, it was [announced](#) that up to 1.7m more individuals have been identified as CEV and would be added to the Shielded Patient List.

If friends and family are not able to collect medicines for CEV people, and it is not possible to arrange a volunteer, then CEV patients will be eligible for free medicines delivery.

To continue the support of CEV patients announced on 5 January 2021, the Community Pharmacy Home Delivery Service and the Dispensing Doctor Home Delivery Service will be commissioned from 19 February 2021 to 31 March 2021 (inclusive) for all CEV patients living in England. See information for CEV patients [here](#), which sets out who is confirmed to be a CEV patient.

This announcement supersedes the announcement made on 05 January 2021 for the Medicines Delivery Service.

Consequently, both pharmacies and dispensing doctors across England will be required to ensure those on the Shielded Patient List across the country can receive

their prescription medicines and appliances by home delivery until the date specified above, if they are unable to arrange for medicines to be picked up.

It remains the case that where possible a friend, relative, carer or volunteer should be asked to collect medicines. The NHS Volunteer Responders Programme remains active and all shielding and/or otherwise vulnerable patients can access this support by calling 0808 196 3646. Please pass this number on to your patients who could benefit from this support. Further details on the NHS Volunteer Responders Programme can be found [here](#).

Guidance on the community pharmacy essential service element, the pharmacy advanced service specification, and the service specification for the Dispensing Doctor Home Delivery Service can be found [here](#).

All community pharmacies and dispensing doctors in England will receive the essential service payments.

Any pharmacy or dispensing doctor making a delivery to a patient in line with the service specification for the advanced service for community pharmacy or the service specification for the Dispensing Doctor Home Delivery Service respectively – can claim a fee for delivery during the period for which the service is commissioned.

Only patients on the government's shielded patient list are eligible for this service. Appropriate checks should be made on the Summary Care Record to ensure that the patient is eligible for this service. Pharmacies and dispensing doctors should familiarise themselves with the details of the service before making a claim. Evidence of delivery to shielding patients should be retained for post-payment verification purposes.

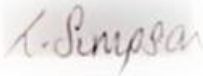
Claims

Community pharmacy contractors can claim payment for delivery of medicines to CEV patients under the Community Pharmacy Home Delivery Service on the [Manage Your Service \(MYS\) portal](#).

Contractors must submit their claims for payment via the MYS platform by the fifth of the month after the service was provided. Claims for this service will not be accepted after the fifth of the following month. Payment for the essential service will be made automatically.

Dispensing doctors can claim payment for delivery of medicines under the Pandemic Delivery Service using [this form](#). Contractors must submit their claims for payment by the fifth of the following month. Claims for this service will not be accepted after the fifth of the month after the service was provided. Payment for the mandatory element of the Pandemic Delivery Service will be made automatically.

Kind regards,

A handwritten signature in cursive script, appearing to read 'L. Simpson', is shown within a light grey rectangular box.

Lisa Simpson

Deputy Director of Community Pharmacy Strategy
and Contracts
Primary Care Strategy and NHS Contracts Group