



COVID-19 Update

Wednesday 8th April 2020

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

In today's update: delivery service agreed; funding for Easter opening; PSNC webinars; legitimacy letter for police

Pandemic Medicines Delivery Service to begin

PSNC and NHS England & NHS Improvement (NHSE&I) have been in negotiations about a community pharmacy delivery service through the COVID-19 pandemic for a number of weeks.

We are pleased to announce tonight that we have reached agreement on the details of the service and that full guidance for contractors will be available tomorrow (April 9).

The service will ensure that the most clinically vulnerable 'shielded' patients can continue to receive their medicines. Changes to the pharmacy Terms of Service will require pharmacies to support these patients to get access to their medicines, including using the NHS Volunteer Responders where appropriate. Where volunteers are not available contractors will be able to deliver via an Advanced Service.

PSNC Chief Executive Simon Dukes said:

"These new arrangements, supported by the Prime Minister several weeks ago, will help to ensure that the most vulnerable patients in England can continue to receive the medicines they need, safely. We are pleased that the logistics involved for pharmacies in this have been recognised and that this service is supported by extra funding for the sector.

PSNC still has some concerns around the use of non-DBS checked volunteers which we will cover in our guidance to contractors tomorrow.

Pharmacies are of course allowed to continue with any existing delivery services they may have in place (including charging for patients outside of these most vulnerable groups) but our advice is that these should be prioritised to those who need them most during this pandemic."

Funding for Easter Opening Hours

Further to NHS England and NHS Improvement's (NHSE&I) decision that community pharmacies in England must open between 2pm and 5pm on the Easter Bank Holidays, PSNC and NHSE&I have agreed that contractors will be funded for these openings at a rate of **£250 per hour**.

NHSE&I had initially said that it would pay contractors for these openings but that payments would not reflect Bank Holiday premiums. PSNC has been arguing that pharmacy contractors will have to pay these premiums and that these should be covered by NHSE&I.

Contractors will have to claim these payments through the Manage Your Payments (MYS) portal, but further information will follow.

PSNC Chief Executive Simon Dukes said:

"The negotiations over Easter opening hours have concluded much later than we had hoped and we know that this has caused considerable logistical challenges for contractors. We are pleased to have reached agreement on a funding rate though and we look forward to resolving similar questions around the May Bank Holidays much earlier."

Further Guidance on Easter Opening

Frequently Asked Questions (FAQs)

Over the past week or so we have put out a lot of information about Easter opening requirements for community pharmacies as we sought to provide as much detail as we could as quickly as we could. However, we understand that some may have struggled to take it all in.

To try and assist contractors, we have now added a series of FAQs on the topic to our [COVID-19 FAQs webpage](#). We have also sought to simplify the guidance about Easter opening hours on our [Network resilience webpage](#).

Updating the Directory of Services (DoS)

It is expected that most contractors should not need to make adjustments.

If you have agreed opening hours with your NHSE&I team previously or recently, your contract manager (local DoS lead) should update DoS at the end of 8th April 2020. Additionally, if you plan to be open 2pm-5pm on Good Friday and 2pm-5pm on Easter Monday, you should **not** need to update Easter holiday DoS opening hours.

If you think you might need to update your Easter opening hours, please review [PSNC's guidance](#).

PSNC webinars for contractors and LPCs

PSNC Chief Executive Simon Dukes will be hosting two COVID-19 webinars on Wednesday 15th April: one for community pharmacy contractors and one for LPC Chief Officers.

In the contractor webinar, we will outline how we are arguing for additional funding and PPE provision as well as pushing to reduce the burden of many contractual and regulatory requirements. We will provide an update on negotiations as well as looking to the weeks ahead. For LPC Chief Officers, we also cover this, but we will focus as well on the operational side, looking at how we are working together and can strengthen that going forwards.

Contractor webinar

Wednesday 15th April
7.30pm

[Book your place](#)

LPC Chief Officers webinar

Wednesday 15th April
2.30pm

[Book your place](#)

Legitimate Movement Letter

The Royal Pharmaceutical Society (RPS) has produced a letter that pharmacy staff can use to help verify their right to legitimate movement as a key healthcare worker with law enforcement teams.

[Download the Legitimate Movement Letter here](#)

Keep up-to-date 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