



COVID-19 Update

Thursday 9th 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: video from pharmacy CEOs; keeping NHS website up-to-date; personal safety; market entry

A Message from the National Pharmacy Bodies

The dedication of pharmacy teams has been applauded by the Chief Executives of the national pharmacy bodies.

Coming together to film a video thanking the sector for its work to support patients, the CEOs of PSNC, AIM, CCA, NPA and RPS said their teams would continue to fight pharmacy's corner and work flat out to provide support and guidance.

The pharmacy leaders were keen to show their appreciation for the valiant efforts being made during a "massively busy and stressful time".

[Watch the video message](#)

Temporary Closures: Updating the NHS Website

With more patients using online services due to COVID-19, it is important to keep the opening times on your NHS website profile up-to-date and to reflect any temporary closures. NHS Digital's [step-by-step guide](#) explains how to make adjustments.

Note that making changes to the Directory of Services (DoS) will **not** automatically adjust your NHS website opening hours.

Further guidance can be found at: psnc.org.uk/nhswebsite

Personal Safety

During the current outbreak, there have been reports of security incidents at community pharmacies, including a very few where those attending a pharmacy have been abusive to staff.

Therefore, while you may be tempted to try – for very short periods – to operate community pharmacies with a pharmacist alone due to staff having to leave unexpectedly, PSNC would urge you not to do so and to always ensure there is a minimum of two pharmacy staff the premises at all times.

Market Entry

NHSE&I and PCSE previously announced they would temporarily suspend market entry applications to allow staff who work on these tasks to be redeployed to functions which have higher priority during the current outbreak. The suspension also aimed to avoid contractors having to respond to notifications, or potentially to miss them, at this busy time.

At the same time, contractors still have to meet lease and other commitments and deadlines; not all applications involve responses from other contractors; and some applications are close to completion. Some market entry will need to continue and PSNC is working with NHSE&I to clarify the details. More information will follow as soon as it's available.

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

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