



# COVID-19 Update

Friday 10<sup>th</sup> 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 launches; social media resources; media round-up; useful information on Easter opening; PSNC Easter working**

### **Launch of the Pandemic Delivery Service**

Further details on how community pharmacies are now expected to ensure that very vulnerable patients can continue to receive their medicines safely during the COVID-19 pandemic, including changes to the pharmacy Terms of Service and a new Advanced service, have been published by NHS England and NHS Improvement (NHSE&I) today.

The Terms of Service for all pharmacy contractors, bar distance selling pharmacies (DSPs), have been amended to require contractors to help shielded patients (a specific group of extremely vulnerable patients who are self-isolating at home, currently for 12 weeks) to receive their prescriptions.

In addition to these changes to the Terms of Service, an Advanced service, which contractors can provide if they wish to, is being commissioned by NHSE&I; this funds any deliveries that contractors have to make to shielded patients.

### **[Read more on the new Terms of Service requirements and Advanced service](#)**

#### **Simon Dukes, PSNC CEO, commented:**

"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 cover in our guidance to contractors.

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

## Social media resources promoting pharmacy

Community pharmacy teams have been working tirelessly as the COVID-19 outbreak has developed, including remaining open during the Easter bank holiday weekend. For contractors and LPCs looking to promote the positive work their local pharmacies are doing, PSNC has collated some graphics and resources for you to use on your online channels.

### PSNC resources

For your social media accounts, we have drafted some [template tweets](#) to promote pharmacy opening hours during the bank holiday weekend. We have also developed a series of graphics which cover some key COVID-19 messaging and are available for you to download via this [shared Dropbox account](#). These have been created so that LPCs or pharmacies can add their own branding to the graphics or tweak the messaging if they wish.

### Resources shared by others

NHS England & NHS Improvement (NHSE&I) has created a [useful graphic to encourage patients to order repeat prescriptions from home](#), without visiting a GP surgery or pharmacy and another [graphic to thank pharmacy teams](#) for working throughout the Bank Holiday weekend, which contractors and LPCs may also like to share this weekend.

Community Pharmacy Lancashire has launched a local media campaign, 'Care For Your Pharmacy', urging patients to respect pharmacy staff after it reported a rise in cases of aggressive behaviour towards pharmacy teams. They created some useful graphics to support their campaign which others may find helpful to draw from:

[Image 1](#)

[Image 2](#)

If you would like any additional information about this campaign, [please contact the LPC](#).

## Media Coverage

The hard work and concerns of pharmacy teams continue to be highlighted in the national media and, last night, [ITV News](#) reported on a survey – conducted by the PDA – of around 1,000 pharmacy workers that found 89% of pharmacy workers have experienced abuse or aggression in the past month.

Other national media coverage in the past week has included:

PSNC Chief Executive Simon Dukes appeared on [BBC Radio 4's Today programme](#) to discuss the national medicines delivery service for shielded patients, raising concerns that current plans could leave vulnerable people at risk from fraudsters and potentially without their medicines.

Concerns that high street pharmacists are needlessly being put at risk of catching and spreading coronavirus due to a lack of personal protective equipment, were reported by [BBC News](#).

[ITV News](#) reported that a community running group in Bristol is helping local pharmacies deliver medicines to vulnerable patients who cannot leave their homes.

Toby Anderson, chief executive of the Lloyds Pharmacy chain, revealed that 2,500 members of staff are now self-isolating, equivalent to 20% of its entire workforce. As featured in [The Mirror](#).

[The Sun](#) and [The Express](#) reported that Boots planned to temporarily close 60 stores that have seen a loss in footfall due to COVID-19 – particularly those in airports, train stations and city centres. Pharmacists will be redeployed to busier nearby stores.

## Easter Opening: Useful Information and Guidance

We are aware that during this week many pharmacy contractors have had to work hard to make arrangements for opening as required by the NHSE&I announcement on 3 April. As a reminder, for contractors still wishing to clarify Easter opening requirements, there is information on the PSNC website as follows:

### [Key points of the requirements](#)

### [FAQs on Easter openings](#)

### [Information on changing your DoS entry](#)

Contractors who have to amend their DoS entry at this stage, need to use the DoS emergency telephone number 0300 0200 363.

## PSNC Easter Working

A reminder that PSNC is treating Good Friday and Easter Monday as normal working days and will be open to support community pharmacy teams.

The best way to contact the team is via email: [info@psnc.org.uk](mailto:info@psnc.org.uk). If you would prefer to speak to someone in person, please call 0203 1220 810 and your call will be directed to the appropriate person.

**Keep up-to-date with our hub page: [psnc.org.uk/coronavirus](https://psnc.org.uk/coronavirus)**

*Pharmaceutical Services Negotiating Committee*



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