



COVID-19 Update

Tuesday 21st 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: posters being sent to pharmacies; delivery service flowchart; NHSE&I webinar

Pandemic Posters Sent to Pharmacies

A pack of pandemic resources are being sent to community pharmacies via Royal Mail, with deliveries expected by the end of this week.

All pharmacies will receive the following posters:

- 'Do not enter if you have symptoms of coronavirus';
- 'Keep a safe distance' – reminding people to keep 2 metres apart; and
- 'We may be closed to the public during certain times' – with white space to add opening hours when the pharmacy is working part of the day behind closed doors.

These posters, updated on 10th April, are already available to download from the Public Health England (PHE) [campaign resources hub](#).

Digital resources for pharmacies, including a digital screen and social media assets, will also be available from the PHE hub by the end of this week.

Pandemic Delivery Service Overview

PSNC has produced a flowchart showing the Essential and Advanced Service aspects of the Pandemic Delivery Service, as well as indicating what would be considered a non-NHS service. We hope this resource will help contractors to better understand their responsibilities in supporting shielded patients to obtain their medicines.

[Pandemic Delivery Service Overview \(PDF\)](#)

NHSE&I Community Pharmacy Webinar

NHS England and NHS Improvement (NHSE&I) are holding their next COVID-19 preparedness webinar for community pharmacy teams, hosted by Keith Ridge and Ed Waller, **tomorrow (Wednesday 22nd April), 7pm to 8pm**.

The webinar will include updates on COVID-19 testing by Dr Aidan Fowler, the Deputy Chief Medical Officer at the Department of Health and Social Care (DHSC), and a regulatory update from Duncan Rudkin, Chief Executive of the General Pharmaceutical Council (GPhC).

[Click to join the NHSE&I webinar](#)

Have you seen our latest FAQs?

PSNC's COVID-19 hub has an [FAQs page](#) with a large number of answers to queries posed by pharmacy contractors, their teams and LPCs; these are being updated on an almost daily basis. Recent additions include:

Q. How can I claim for opening between 2-5pm on Good Friday and Easter Monday?

Contractors must submit their claim for the £250 per hour payment using the [Manage Your Service \(MYS\) portal](#) between the **17th April** and **5th May 2020**, with payment due on the 1st June. This payment will **not** appear on the FP34 Schedule of Payment but NHS Business Services Authority (NHSBSA) will provide confirmation of payment via individual contractor letters.

Contractors who remained open on Good Friday 2020 and Easter Monday 2020 as per a local agreement with NHSE&I should only claim for payment as outlined above for up to 3 hours per day based on the number of hours they were open. If they were open for more than 3 hours, the balance must be claimed from the regional team as per local agreement. Pharmacy contractors must not duplicate claims for the same opening hours by claiming on MYS and through local arrangements.

Q. Will community pharmacies be required to open on the May bank holidays? If so, when will we get details on the flexibility of opening hours and the associated funding?

PSNC has asked NHSE&I if pharmacies will be required to open over the May bank holidays. PSNC has asked that (i) a decision to be made as soon as possible, given that time is already running out for contractors to make arrangements for such additional provision; (ii) a similar fee as the Easter bank holidays is expected if opening is required; and that in many cases NHSE&I regional teams have already made additional arrangements for May bank holiday opening.

[Find answers to more of your questions here](#)

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