



COVID-19 Update

Wednesday 20th May 2020

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

In today's update: drug and alcohol services guidance; 8th May bank holiday payment claims; advice on using Smartcards.

Guidance for commissioners and providers of services for people who use drugs or alcohol

COVID-19 [guidance for commissioners and service providers for those dependent on drugs or alcohol](#) has been published.

The updated guidance highlights that people who misuse or are dependent on drugs and alcohol may also be at increased risk of becoming infected, and infecting others, with coronavirus (COVID-19). People in these groups may also be more vulnerable to poor health outcomes due to underlying conditions.

The guide covers a range of topics and provides additional sources of support that community pharmacies can use to further assist people through signposting.

Pharmacists who provide services to support people dependent on drugs or alcohol are encouraged to ensure they are familiar with the guidance.

[Learn more and read the guidance here](#)

Claiming for Early May Bank Holiday payments

The window for claiming payment for opening on the Early May Bank Holiday (Friday 8th May) under the national requirement will begin shortly. Contractors must submit their claim for the £250 per hour payment using the [**Manage Your Service \(MYS\) portal**](#) between the **25th May 2020 and 22nd June 2020**.

Whilst it will not appear on the FP34 Schedule of Payment, the NHS Business Services Authority (NHSBSA) will provide confirmation of payment via individual contractor letters.

Contractors who remained open on the Early May Bank Holiday (Friday 8th May) 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.

Smartcard guidance

PSNC has received queries from contractors about the usage of Smartcards during the pandemic. It is recommended that each member of the pharmacy team should have a working Smartcard to support continuity.

Contractors are reminded that NHS Digital extended access to the NHS Summary Care Record (SCR) to support community pharmacy teams to work flexibly. SCR access was granted to all those with the pharmacist 5F multi-site code on their Smartcard, by the [addition of a new role – National Locum Pharmacist + SCR – COVID-19](#).

PSNC has recently updated its Smartcard resources and factsheets all of which remain available within the [Smartcard section of the website](#). In particular, we would like to draw your attention to the updated briefings: [Updating Smartcards for multi-site and Summary Care Record \(SCR\) usage](#) and [Smartcard Role and Activity codes and how to update them](#).

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. Do we have to check the NHS Summary Care Record (SCR) for every shielded patient we are asked to deliver to?

If a patient asks a pharmacy to deliver a prescription to them and they tell the pharmacy staff that they are a shielded patient, it would be appropriate for a pharmacist or pharmacy technician to check the patient's SCR to confirm that their record has been annotated with a "shielded patient" flag. Explicit consent can be requested to make this check, but NHSE&I have advised that this is not necessary, where the pharmacy professional is just checking the SCR for a flag.

If the patient's SCR does not contain a shielded patient flag, but the patient confirms that they have been asked to self-isolate for 12 weeks by their GP or via a letter from the NHS, their general practice or hospital consultant, the pharmacy can assume at that time that the patient is eligible for the delivery service. The patient should however be advised to contact their general practice to ask whether their records have been flagged to indicate they are a shielded patient.

The list of shielded patients is subject to change over time, as GPs have the ability to add or remove people to the list as their clinical condition changes. Consequently, a further check of the patient's SCR would be appropriate if they ask the pharmacy to deliver another prescription in due course.

Q. I have been checking patients' SCRs to confirm whether a Shielded Patient Flag is present, but I have noticed that this access is not captured in the [NHS Digital SCR dashboard](#) and it is not registered in the SCR audit reports. Why is that?

The Shielded Patient Flag can be seen when accessing a patient's SCR, but as the information is stored on the Spine Personal Demographic Service, it is visible to the pharmacist or pharmacy technician before they actually enter the patient's full SCR. Unless the full SCR is accessed, access to the record will not be registered in the dashboard or audit reports.

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

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

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