



Daily Update

Monday 20th July 2020

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

In today's update: ending of Pandemic Delivery Service; pandemic improves attitudes to pharmacy and self care.

Pandemic Delivery Service ending: patient communications

PSNC has today published a leaflet to help community pharmacy teams explain when and why the national pandemic delivery service will end on 31st July 2020.

During the national lockdown for the COVID-19 pandemic, HM Government funded community pharmacies to provide a medicines delivery service for shielding patients who had no-one to collect their prescription for them. However, last month the Secretary of State for Health and Social Care announced the Government's plans to ease guidance for the 2.2 million people who have been shielding. This includes the termination of the Pandemic Delivery Service (both the Terms of Service requirement and the Advanced service) on 31st July 2020.

The end of this service will need to be carefully communicated as the public are likely to be unaware that without it, there is no NHS-funded prescription delivery service*. Whilst shielding patients have already received a letter from HM Government about the changes, it is likely that pharmacy teams will need to reinforce the message with those currently receiving prescription deliveries.

PSNC has developed a patient leaflet that can be used to explain that the service is ending and why, as well as advising shielding patients on what they should do going forwards. Some pharmacies may choose to continue to provide a delivery service, for example with a charge being paid by patients, so the leaflet is adaptable to describe your pharmacy's particular circumstances.

Patient leaflet – lockdown medicine deliveries to end 31st July 2020

A set of related media lines have also been uploaded to our [LPC Members Area](#). Any contractors wishing to see a copy of these lines or needing assistance with media enquiries should contact commsteam@psnc.org.uk

*Other than for a small number of specified appliances (e.g. catheters).

Survey suggests COVID-19 has improved attitudes to self care

Almost one in three people (31%) are now more likely to visit a pharmacy for advice before seeking help elsewhere, a survey on attitudes to the NHS following COVID-19 has found.

More than 2,000 adults took part in the survey by PAGB, the consumer healthcare association, which comes in the run-up to **International Self Care Day** on 24th July. All had experienced at least one health problem that is normally self-treatable – such as backache, hayfever or a sore throat – since lockdown began in the UK on 23rd March.

[Learn more about what PAGB found](#)

Have you seen our latest COVID-19 related 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 a regular basis. Recent additions include:

Q. What is the dataset that I need to keep to claim for the home delivery Advanced Service?

Contractors should retain a copy of their delivery logs (i.e. those they would normally keep for deliveries undertaken) which as a minimum, should contain the names and addresses of the eligible patients to whom a delivery was made under this service and the date of the delivery. Contractors should annotate their logs to indicate which deliveries relate to shielded patients.

Q. Is there a recommended retention period for delivery logs related to this service?

As an Advanced Service, the home delivery service could be the subject of post payment verification (PPV), so contractors who choose to provide the service should retain their delivery logs for a period after providing the service. Records can be kept electronically or in hard copy.

In the absence of guidance from NHSE&I, it is recommended that records be kept for at least two years after the date on which the delivery was provided.

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

Keep up-to-date on COVID-19 with our hub page: psnc.org.uk/coronavirus

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