



Daily Update

Wednesday 2nd September 2020

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

In today's update: verbal consent and remote consultations permitted for Advanced services; August COVID-19 impact survey; new job opportunity at PSNC.

Advanced services: changes to consent and other rules

From this month, it is no longer a contractual requirement that written consent is obtained from patients prior to the provision of the Flu Vaccination Service, Medicines Use Reviews (MUR), the New Medicine Service (NMS) and Appliance Use Reviews (AUR).

Instead, for these services, verbal consent can be obtained and a record of that made in the pharmacy's clinical record for the service. These changes were agreed by the Department of Health and Social Care and NHS England and NHS Improvement (NHSE&I), following a proposal to move to a verbal consent model made by PSNC.

Additionally, all MUR, NMS and AUR consultations may now be provided by phone or video consultation, without the contractor having to seek prior approval from NHSE&I. This should only happen where it is clinically appropriate to do so, and in circumstances where the conversation cannot be overheard by others (except by someone whom the patient wants to hear the conversation, for example a carer).

[Read more about the Advanced service changes](#)

COVID-19 operational pressures on independent pharmacies – August 2020 survey

PSNC is collecting data on an ongoing basis to understand the impact that the COVID-19 pandemic is having on pharmacies in England. As part of this, we are asking contractors running independent pharmacies to fill out a monthly 'Temperature Check' survey looking at the various pressures on their pharmacy, and **the August 2020 survey is now open.**

If you run an independent pharmacy, we would be very grateful if you could [fill out the survey by clicking here](#). The questions can be [downloaded in advance](#) to help you collate your response before filling out the Survey Monkey questionnaire. **The survey is open until 23:59 on Wednesday 16th September.**

Data will be aggregated to help understand the pressures independent pharmacies are facing. Head Offices of larger groups have been contacted separately to collect data via AIM and CCA.

Contractor and LPC leadership job opportunity at PSNC

PSNC is searching for a new Director to join our Leadership Team. This enhanced role, which has been vacant since the start of the year, will help to ensure that community pharmacy contractors and LPCs continue to be at the heart of everything that PSNC does.

The new Director of Contractor and LPC Support will have a track record of establishing solid relationships with a wide variety of stakeholders – sometimes with competing interests – and will be recognised for their diplomacy and integrity. They will bring an entrepreneurial approach to the role and a commitment to go the extra mile for our 11,400 community pharmacies and 70 LPCs in England.

[View the job description](#)

Have you seen our latest FAQs?

PSNC's website has a large number of answers to queries posed by pharmacy contractors, their teams and LPCs; these are updated on a regular basis. Recent additions include:

Q. What does the Flu Vaccination Service specification mean when it says a contractor should seek to ensure that the service is available throughout the pharmacy's contracted opening hours?

That wording reflects NHSE&I's desire that the service is very accessible for patients and that there is therefore continuity of service provision across the full opening hours of the pharmacy. In previously commissioned local vaccination services, good availability of the service across the week was an aspect of the service that was highly valued by patients. Once a contractor starts to provide the service they must ensure, in so far as is practicable, that the service is available throughout the pharmacy's core and supplementary opening hours.

Q. Should a copy of the signed Flu Vaccination Service Declaration of Competence (DoC) statement and the signed PGD be kept at the pharmacy for each pharmacist providing the service at the pharmacy?

Yes. The service specification states that the contractor must keep a copy of the completed DoC on the pharmacy premises for each pharmacist providing the service. The DoC statement says a copy of the signed PGD should be attached to the DoC statement.

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

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