



Dear LPC Colleague,

As members are preparing for additional opening on Good Friday and Easter Monday, many have already accessed the support pack we have provided. If you need help with advising staff, advertising your opening times, the responsible pharmacist role and a number of FAQs arising from the new advice, please view our [support pack](#) which will help you plan. Guidelines for each country are included.

The NPA Advice and Support Team will be available on Good Friday and Easter Monday between 1pm and 5pm to support you with any urgent queries; please call 01727891800 between these times, or less urgent queries can be sent to [pharmacyservices@npa.co.uk](mailto:pharmacyservices@npa.co.uk).

For all our COVID-19 resources, issued guidance and information, we recommend that you visit <https://www.npa.co.uk/coronavirus-updates/>

We continue to tell stories from the pharmacy frontline, in local and national media – this week NPA spokespeople have appeared on several BBC channels, taking the total number of coronavirus related broadcasts/articles by the NPA to 80. If YOU want to tell your own pharmacy story's story, please contact the NPA's press office for support [press@npa.co.uk](mailto:press@npa.co.uk)

We also continue to raise key matters with government, pharmacy regulators and professional bodies, currently those most highlighted by members include the provision of PPE, using volunteers in your pharmacies, additional costs incurred and funding available. Please continue to raise these and, in particular advise – via our short survey – costs you are experiencing in relation to COVID-19, which helps the NPA to evidence your difficulties. We are also launching a [letter](#) asking that we're asking you to send to your local MP in England. As pharmacies are frontline NHS providers of care, it is vital that they are supported and protected during this pandemic, to maintain vital services including the safe supply of medicines. Emailing this [letter](#) to your MP can help to support local pharmacies by highlighting to the Government the urgent need to provide pharmacies with financial assistance, adequate supplies of personal protective equipment and Covid-19 testing for staff. Find out who your local MP is and how to contact them by visiting this government [website](#).

## Easter opening hours support pack

This Easter opening resource aims to support members to comply with the directives within each of the four countries. The information provided should enable members to plan in advance and ensure they are ready for Easter weekend and includes a poster which you can use to show your opening hours. Additionally, a template letter is provided to help members communicate requirements with staff.

[Read support pack](#)

[Download poster](#)

[Staff letter](#)

### Business Support

#### Claim your small business grant

Following the announcement by the Chancellor for businesses, there are a number of financial measures available to community pharmacy during COVID-19. Here we outline all the support available, eligibility and how to access it so you don't miss out on valuable business support.

[Read here](#)

#### Launch of Pandemic training to support your local community pharmacy

The COVID-19 pandemic has resulted in unexpected immense pressure for community pharmacies who are evidently under significant strain already. To help you during this time, the NPA has developed a concise course designed to enable volunteers to support the pharmacy workforce and services in this challenging situation.

The content of these course consists of an overview of COVID-19 and its associated symptoms, as well as duties and tasks to perform in relation to the Responsible Pharmacist requirements. The course also highlights that the learner must recognise the limitations of their role within the pharmacy workforce, and proactively seek advice and guidance from regular pharmacy team members when necessary.

This course does not include volunteers delivering medicines as this has both insurance liabilities in addition to safety issues relating to the patient and communities. The NPA are addressing this element and guidance will be made available as soon as it is possible.

[View course here](#)

#### Important Survey: Costs incurred as a result of responding to COVID-19

To help PSNC calculate the extra costs you are facing, the NPA is surveying our members right now. We thank our members who have already completed this survey and urge those who haven't yet to please help us to help you, by using some of the precious few minutes of time you have to complete

[Take the survey now](#)

**Next webinar:**  
**Handling deliveries and continuity of services in response to COVID-19:**  
**Wednesday 8th April at 8pm - 9pm**

A number of pharmacies are experiencing a heavy workload and staff shortages, leading to a strain on the delivery of medicines service provided by them. We share the latest guidance and support from the NPA to help you manage your workforce and service provision, and answer key questions on continuity and volunteers, and many other hot topics.

**We will help you to:**

- Confidently be able to recruit and use volunteers within your business
- Understand the resources the NPA have available and how to use them
- Understand how to train volunteers and staff to deliver medicines
- Remain within legal boundaries during the pandemic
- Understand how to adapt the pharmacy environment

[Register now](#)

**Guidance and Support**

**DRUG ALERT: Emerade solution for injection pre-filled syringe 300mcg**

A [Class 2 medicines recall](#) for Emerade solution for injection pre-filled syringe 300mcg – Action within 48 hours (Ref: EL(20)A/20) (7 April 2020) has been issued by the MHRA today. The recall is for all batches of unexpired stock of Emerade solution for injection pre-filled syringe 300mcg. The alert contains [important information in relation to Coronavirus \(COVID-19\)](#) to support you in managing the supply of alternative adrenaline auto-injectors (AAIs) to patients while adhering to the current Government advice on social distancing, isolation and shielding. Please read the [drug alert](#) carefully so that you can manage this recall safely.

[Read more](#)

**Delivering Medicines poster**

The NPA is drafting its policy on volunteers delivering medication to patients. It has a number of concerns following the NHSE/I guidance and appropriate checks and balances appropriated to these volunteers and will publish guidance as soon as available.

The NPA is aware of the increased number of patients requesting deliveries and the resultant pressure that this is putting on pharmacy teams. The NPA has created a poster which highlights the importance of only requesting deliveries from Pharmacies where no other options are available.

[Download now](#)

## Updated PPE advice for pharmacy staff

Revised guidance on the use of personal protective equipment (PPE) by health and social care workers has been issued jointly by the Department of Health and Social Care, NHS England, Public Health England, Public Health Wales, Public Health Agency Northern Ireland and Health Protection Scotland.

[Read more](#)

## Your Questions answered

### What are the government doing with regards to testing? (UK wide)

Please see the Department of Health and Social Care's document; "[Coronavirus \(COVID-19\) - Scaling up our testing programmes](#)".

The strategy is to implement a five pillar phased approach.

Matt Hancock has defined that the government are "starting with patients who need the test, expanding to NHS workers and their families as we are now doing, then other critical key workers as we ramp up further, and then expanding to the wider community over time."

The NPA are seeking further information to clarify if and when community pharmacists and their teams will be able to access testing for COVID-19.

In Northern Ireland, community pharmacists are eligible to be tested which they can arrange through their GP. However, given the constraints on numbers many are still finding it difficult to be tested. See the letter from the CPO [here](#).

[Read more useful Covid-19 FAQs here](#)

## Recent important updates you may have missed :

[Supporting released prisoners: NHS England and NHS improvement guidance](#)

[Latest NPA interim policy position on volunteers](#)

[GPhC regulatory guidance](#)

[Chloroquine and Hydroxychloroquine](#)

[Emergency supply for dentists](#)

[Funding announcements](#)

[Workforce measures](#)

[“Abuse of pharmacy staff is never acceptable”](#)

[COVID-19: Supplying methadone to housebound patients due to self-isolation or shielding](#)

[Social distancing, Isolation and Shielding guide](#)

[Social distancing Poster](#)

[Visit our dedicated covid-19 webpage for the latest resources](#)

## **We're representing Independent Community Pharmacy**

NPA staff and board members have been on national TV and radio once again today, telling the story of pharmacy on the health service frontline. If you would like to tell your own story, please get in touch with [press@npa.co.uk](mailto:press@npa.co.uk), who can help you play your part in media campaigns.

### **NPA in the News:**

#### **6 April**

[BBC News report featuring Reena Barai and Andrew Lane](#)

#### **3 April**

[Andrew Lane's Sky News interview on pharmacy teams being tested for COVID019](#)

[Gareth Jones interview BBC Radio West Midlands on medicines supply \(3hr 23mins\)](#)

[NPA board member Amish Patel on LBC radio last night talking about community pharmacy teams on the frontline: \(50mins into the show\)](#)

#### **2 April**

[Sky News at 7.30am with Andrew Lane:](#)

[The Times. Intimidated pharmacists call in police](#)

[The Sun. CURES AT HAND Pineapple for a sore throat and duct tape for warts... everyday remedies you didn't know were in your kitchen cupboard](#)

#### **1 April**

[Pharmacy Business. Advance payment for pharmacy welcome but not enough, say national bodies](#)

[C&D. Sector bodies call for new government funding amid COVID-19 crisis](#)

## YouTube links to other news reports this week

[Andrew Lane on BBC News Channel - 30/03/2020](#)

[Andrew Lane on Sky News - 30/03/2020](#)

If you want to get your own story out there (for example via local newspapers or local radio/TV), we can help: email [press@npa.co.uk](mailto:press@npa.co.uk).

### We're here to help

#### Advice and Support

Call: 01727891800 or email: [pharmacyservices@npa.co.uk](mailto:pharmacyservices@npa.co.uk)

#### NPAI General Claims Team

Call: 0800 4960426

#### Employment and HR advisory service

Call: 0330 123 0558 or email: [employmentadvice@npa.co.uk](mailto:employmentadvice@npa.co.uk)

#### Press Office

email: [press@npa.co.uk](mailto:press@npa.co.uk)

## The NPA is here for you

These are exceptional times. We are moving our resources and priorities to be able to best support members in every way possible as you face these daily challenges, from resources and guidance, advice through our Pharmacy Services, Claims and Employment and HR Teams, we're here for you. We have plans in place to continue our service to you, if we suffer further restrictions to staff movement, or further reduced staff, as our support to our members is paramount. There may be some delays to non-emergency support and routine tasks, as we move staff to more critical tasks, so please bear with us.

Further details of potential changes in our usual, non-COVID activities can be found [here](#).