

DERBYSHIRE LPC UPDATE

March 2020

Thank you!

We appreciate the exceptionally hard work of all community pharmacy teams to support patients and the public. You are all working incredibly hard and non-stop to cope with the unprecedented volumes of prescriptions, questions and service requests whilst simultaneously coping with reduced teams. Thank you for your incredible commitment and patience in this rapidly evolving situation.

This newsletter is not intended to repeat or duplicate all the information out there. It highlights key points and updates you on the local situation across Derbyshire.

Opening Hours

Closed door working

- Until further notice, pharmacies may close their doors to the public for up to 2.5 hours a day, including lunch.
- You are expected to be open to the public between 10:00 – 12:00 and 14:00 – 16:00 (100 hours pharmacies from 10:00 – 12:00 and 14:00 – 18:00).
- This is really important. We have let GPs, the CCG and the MOL know these hours so they can help us to give a consistent message to the public about accessing pharmacies.
- Please put a sign on the door during closed door working giving information about how to contact the pharmacy if urgent help is needed.
- You **DO NOT** need to let the Pharmacy Team at NHSE&I know about closed door working

One off closures

- If you are not able to open for any other reason (such as no pharmacist, insufficient staff to open safely, etc) **YOU MUST INFORM** the NHSE&I team as usual.

Longer closures

The NHSE&I team emailed all pharmacies on 25.3.20 and asked everyone to:

- Review your Business Continuity Plan if you haven't already
- If you have no buddying up arrangements please consider who you could buddy up with and put this in place
- Your PCN community pharmacy lead can help coordinate this

PharmOutcomes and DoS reporting

A lot of work is underway to provide sight of which pharmacies are open and to make it easier for pharmacies to report closures to NHSE&I and update the DoS – will let you know asap!

Deliveries

There is still no national NHS commissioned pharmacy delivery service. We know that some pharmacies are continuing to deliver, some never have, some used to but have a driver who is self-isolating.

Community Hubs have been set up in Derbyshire to support self-isolating patients who have no family member who could collect medication or food for them. Pharmacies can access these hubs or can give the details to patients to access themselves. Please only contact the Hub that covers the geography your pharmacy is in.

- Derby City Council – 01332 640000
- Bolsover Council – 01246 242424
- North East Derbyshire – 01246 231111
- Derbyshire County (apart from Bolsover and N.E.Derbyshire) – help.needed@derbyshire.gov.uk

You will have heard about the fantastic public response volunteering to help the NHS as part of GoodSAM. You will be able to use these volunteers for deliveries too and I will send information how to do this as soon as it is available. There have been lots of questions about liability - Duncan Rudkin (GPhC) has confirmed that providing GoodSAM volunteers are used as per the guidance then pharmacists will not be accountable for any delivery errors by volunteers. The GoodSAM volunteers will not be delivering CD items.

MOL

We have agreed with the MOLs that:

- They will advise patients to leave 7 days (5 working days) from ordering their prescriptions to coming to the pharmacy to collect them
- They will not tell patients 'pharmacy will deliver'

The MOLs now have more contingency in place and are being supported by the CCG Medicines Management Team both for capacity and to start to increase ERD.

Substance Misuse Clients

A letter is due out to Derbyshire pharmacies on Thursday 26.3.20. This gives information to support pharmacists in collaboration with Derbyshire Recovery Partnership or Derby City Drug and Alcohol Recovery Service to reduce the numbers of pick-ups and supervision and supply to a representative where appropriate.

Stock and Supply Chain

The LMC are very supportive that periods of treatment should not be extended to protect the supply chain. Please let me know if you do see regular examples of 28 day prescribing being changed to 56 or 84 day and we can address them.

This update is produced by the LPC for pharmacy contractors in Derbyshire County and Derby City. Any matters related to it should be addressed to the LPC Chief Officer.

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