

Publications approval reference: 001559

30 June 2020

Dear colleagues,

Home delivery of medicines and appliances during the COVID-19 outbreak

Thank you for your continued hard work responding to the pandemic and the challenges it brings.

On 22 June 2020 the Government published plans for a phased easing of the [shielding guidance for people who are clinically extremely vulnerable](#), effective from 6 July 2020. In order to assist in the management of the serious risk or potentially serious risk to human health, eligible patients are advised to continue to stay away from pharmacy premises in the circumstances set out in this letter, Service Specifications and guidance until 31 July 2020. The NHS will continue to maintain the shielded patient list, and the government shielding support package will remain in place until the end of July.

This letter confirms that the Community Pharmacy Home Delivery Service and the Dispensing Doctor Home Delivery Service will be commissioned from 2 July until 31 July 2020. The services, introduced on 9 April 2020, were due to run until 1 July 2020. This letter announces that both pharmacies and dispensing doctors across England will be required to ensure shielded patients can receive a home delivery of their medicines until 31 July 2020.

The provision of this service throughout July will enable patients who are shielding time to make alternative arrangements for access to their prescription medications, after which both the essential and advanced pharmaceutical service, and both elements of the dispensing doctor COVID-19 home delivery service cease to be commissioned.

The NHS volunteer responders programme will remain active after 31 July 2020, and previously shielded and/or otherwise vulnerable patients can access this support by calling **0808 196 3646**. Please pass this number on to your patients who could benefit from this support. Further details on the volunteer responders programme can be found [here](#).

Guidance on the community pharmacy essential service element, the pharmacy advanced service specification, and the service specification for the dispensing doctor home delivery service can be found [here](#).

It should be noted that only patients on the Government's shielded list (or who fulfil the shielding criteria) are eligible for this service. Pharmacies and dispensing doctors should familiarise themselves with the details of the service before making a claim. Evidence of delivery to shielded patients should be retained for post-payment verification purposes.

Claims

Community pharmacy contractors can claim payment for delivery of medicines under the Community Pharmacy Home Delivery Service on the [Manage Your Service \(MYS\) portal](#). Contractors must submit their claims for payment via the MYS platform by 5 August 2020. Claims for this service will not be accepted after 5 August 2020. Payment for the essential service will be made automatically for July.

Dispensing doctors can claim payment for delivery of medicines under the Pandemic Delivery Service using [this form](#). Contractors must submit their claims for payment monthly by 5 August 2020. Claims for this service will not be accepted after 5 August 2020. Payment for the mandatory element of the Pandemic Delivery Service will be made automatically for July

To keep up to date with all developments in primary care during the COVID-19 outbreak, please sign up for the daily Primary Care Bulletin [here](#).

Yours sincerely,



Dr Keith Ridge CBE
Chief Pharmaceutical Officer for
England
NHS England and NHS Improvement



Ed Waller
Director, Primary Care Strategy and
NHS Contracts
NHS England and NHS Improvement