

Helping Sussex and Surrey pharmacies deal with COVID-19

Surrey, East Sussex, West Sussex
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There has never been a more important time than now to ensure that you have a good business continuity plan in place. Even if you are a seasoned pro, you still need to check that your contingency plan covers pandemic and the points in [PSNCs template and checklist](#), making sure that your business will stand-up against every possible situation that you could find yourself in over the coming weeks and months.

If you don't like bullet points and huge lengthy documents why not get a folder and file everything clearly ... there are no rules as long as your plan covers the basics and will help you in a meaningful way should you face some sort of emergency.

Accurate and effective communication is vital to avoid misinformation and conjecture about Covid-19. That's why we have dedicated this issue of our newsletter to **reliable resources**. Some of the resources below will support you with your business continuity planning; others will help you keep fully up-to-date with Covid-19 situations as they develop.

The team here is focused on supporting and representing community pharmacy across Surrey and Sussex. We understand the additional pressures you are under, so please let us know by replying to this email if we can help in any way.

On our website

- Our **[A-Z of advice, hints, tips and links](#)** will help all local community pharmacy owners manage their NHS contracts throughout any emergency, and save valuable time should anything affect a pharmacy's business-as-usual. **In addition**
- This [document for Sussex and Surrey contains the key stakeholder details](#) you need to have to hand (the contact details are referred to [on page 12 of the Covid-19 Standard Operating Procedure for Community Pharmacy](#)). Please keep with your business continuity plan.
- This [informal briefing for Surrey and Sussex gives links to online resources](#) such as contact numbers for safeguarding, local authorities and CCGs alongside links pharmacists should use to notify NHS England in the event of unplanned closures or amended opening hours.
- All [CCGs](#) (Clinical Commissioning Groups) in Surrey and Sussex

On PSNC website

A [page dedicated to information on the COVID-19 coronavirus](#)

- Government and NHS guidance
- Personal Protective Equipment (PPE)
- Posters for community pharmacies and GPs to display (updated 11th March 2020)
- Public health advice posters
- Other useful guidance
- Supply of medicines
- Find out what PSNC is doing

Personal Protective Equipment (PPE)

Free of charge packs of PPE are being distributed direct to all NHS contracted pharmacies from the Public Health England stockpile by DPD.

You should have now received one, or it will arrive in the next day or so. The packs will contain 50 masks, 200 aprons and 100 pairs of gloves.

The advice from Public Health England experts is that PPE is only for use in the pharmacy as advised in the [NHSE&I Novel coronavirus \(COVID-19\) standard operating procedure](#)

If your pharmacy hasn't received packs by 18 March, call the National Supply Disruption line on 0800 915 9964 or email supplydisruption@nhs.uk.

Facts not fiction

Resist **misinformation** (the inadvertent sharing of false information) and help stamp out **disinformation** (the deliberate creation and/or sharing of false information with the intention to mislead or deceive) as both can travel faster than the truth:

- Keep up-to-date with [Gov.uk](#) and [NHSE&I](#) guidance and implement all recommended actions regarding preparing for COVID-19
- Clearly display the COVID-19 posters at entrances to your pharmacy and near your counter. These posters change regularly so you **must** access them directly from [PHE website](#) to ensure you use the most up-to-date. (*Posters are for use by Community Pharmacies and GP Practices to provide information about the coronavirus and to direct patients that think they could be infected not to enter the building*).
- Keep up to date with developments in Surrey and Sussex by regularly checking your NHSmail shared mailbox regularly for updates from NHSE&I's regional team at ENGLAND.southeastcommunitypharmacy@nhs.net (please add this email to your safe list, if not already)
- Sign-up to [receive nationally significant news from PSNC](#), if you haven't already
- Sign up to [receive LPC news relevant to Surrey & Sussex](#), if you haven't already

We know this is an uncertain time for us all. We're continuing to monitor the situation closely and will update you if any advice further affects Surrey and Sussex. Thank you for everything you do and remember we're here to support you.

Please also try to take time for yourself too....

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- **Issue 27 of *News and Headlines* is due Tuesday 24 March.** What would you like to see in your newsletter? Tell us at lpc@communitypharmacys.co.uk
- **View [news archive](#)**

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