

Support for NHS community pharmacy contractors in Surrey and Sussex

Surrey, East Sussex, West Sussex
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As one of the very few NHS services still seeing walk-in patients face-to-face there has been a huge spotlight on how important your services are to people and communities, and it's becoming very clear that many people don't understand the role of community pharmacy, its structure and what you do / do not do.

The staff team and LPC members across Surrey and Sussex have done an incredible job explaining your role in recent weeks and ensuring residents of Surrey and Sussex understand just how much of an impact they can have on you and to help you continue to function through the crisis. And, our work will continue because there is no room for complacency. There's still a lot to do to help us all adapt to, and define, the 'new normal'.

A real positive out of this crisis is the appetite for information about pharmacy and the number of opportunities opening to us to tell your story. Everyone in community pharmacy has a story to tell about how they have managed through the last eight weeks so please do share – tell us by dropping us an email to lpc@communitypharmacyss.co.uk. We're confident your stories will help with the next phase of *#FutureOfPharmacy*.

Thank you for everything you and your teams do. Keep in touch

James, Sandra, Hinal and Micky

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Practical local support and representation

Here's our current advice to help contractors across Surrey and Sussex, and since issue 30:

25 May – Spring Bank Holiday

NHS England and NHS Improvement (NHSE&I) have stated their intention to make local arrangements for opening, rather than a blanket 'direction' as we experienced for Easter and 8 May holidays. The regional team have closed their contractors survey to find out intentions for opening voluntarily. They will let the LPCs know very soon if there is to be sufficient coverage across Surrey and Sussex, or if they need to 'direct' a number of premises to prevent gaps in pharmaceutical provision. More to follow when the information is available.

Payment for Friday 8 May, the VE Day Bank Holiday

Your claims for payment for this service must be made between 25 May 2020 and 22 June 2020 via NHSBSA's [Manage Your Service \(MYS\) portal](#). All contractors should claim up to three hours for the day. The rate is £250/hr.

Police

In the last few weeks we have received reports of people behaving suspiciously near to doctor and dental surgeries, and at least two reports of violence against pharmacy staff. It is thought

that these may be attempts to obtain medication. The Police have reaffirmed their commitment to working with pharmacies to protect businesses and prevent crime, recognising this is an anxious time. [Here is a summary of security advice which provides the steps you can take to protect your staff and business.](#)

- Please be extra vigilant at this time and make note of local contact numbers for police liaison officers which were sent in an email to pharmacy NHS email addresses from ENGLAND.southeastcommunitypharmacy@nhs.net on 11/05/2020 at 13:11. The numbers are for internal use only, and not for public

PPE

Please don't forget that PPE obtained directly or indirectly (via wholesalers) from the national stockpile should only be used by pharmacy staff and under no circumstances should be resold to the public.

Requests for medicines deliveries

Pharmacies across Sussex and Surrey are still reporting a huge demand for deliveries of medicines. We're continuing to work with partners to urge people to protect prescription deliveries for those who need them most, by asking them to ask friends family and neighbour to collect their prescription for them. Here's how [East Sussex County Council](#) is helping to get our message across.

Locally Commissioned Services

We are working with local commissioners to make sure that income from locally commissioned services is protected between Apr – June 2020. This is being done to maintain income for when services may need to stood-down due to business continuity arrangements, or because of guidance from the NHS. Alongside protecting around £0.3m of local income in Surrey & Sussex, we have also agreed relaxation with local commissioners of measures such as monitoring and training.

We hope this will help you to prioritise services and provide the time and space to think about how you will adapt to 'new normal' ways of working. For a summary of the arrangements by area see [here](#)

Cascading messages from others

A number of organisations have asked us to pass the following messages to you.

Sussex CCGs

Publish a weekly briefing paper on the current covid crisis locally, as well as an up to date FAQs on many different areas within health and care that communities have been asking about, which may also be useful for you, your colleagues and the people you work with. This is updated regularly and can be found at the CCGs [Community Connectors website](#)

Frimley Health and Care

Here is [Frimley's Medicines Matters FAQs for during COVID-19](#), a publication from the Medicines Management

Teams for all Surrey Heartlands Integrated Care System organisations who are collaborating to promote medicines safety in these unprecedented times. It highlights Covid-19 specific safety issues, and provides links to resources, in order to support medicines safety

#QuitforCovid

[One You Surrey](#), the sole provider of Stop Smoking Services funded by Surrey County Council from 1 April, is reminding residents across Surrey that smokers are at greater risk of getting acute respiratory infections that may last longer and be more serious than it would be for someone who does not smoke. Pharmacists are reminded to still refer patients to make sure they get the help they need to quit. See www.oneyousurrey.org.uk

NHS workforce feedback hub

The NHS has opened an online feedback hub to hear and respond to the needs and experiences of the NHS workforce at this unprecedented time. The hub is private and anonymous, and asks participants to share how they are feeling, what more can be done to support them, and how the NHS can adjust its communications as part of the COVID-19 response. It is being run by Ipsos MORI, an independent research organisation, and is open to anyone working in the NHS. Find out more [here](#)

West Sussex County Council

The portal for submitting bids to the 'WSCC Public Health Services Tender Re-Opening' closes at 12 noon on 29 May. Bids should be submitted via the SE Shared Services Tendering Portal – link below. <https://in-tendhost.co.uk/sesharedservices/asp/Home>. Contact Christine.Bremner@westsussex.gov.uk if you have any problems accessing or completing the documents on the site. This is the final chance to bid for WSCC Public Health Services.

It's Mental Health Awareness Week 18-24 May, The theme is 'kindness'. [Read more](#)

Finally, do keep checking official sources of information (NHS, GOV.UK, PSNC and your professional institutions) for professional updates.

We will continue to focus our efforts and communications on how national guidance translates and impacts on us locally, whilst continuing to cascade your concerns to NHS England, PSNC and other stakeholder organisations. Don't forget to tell us about:

- Periods of treatment being extended beyond normal
- Changes to prescription ordering processes
- Problems with locally commissioned services
- Unreasonable demands on you from other healthcare professionals
- Requests to be a GP hot site
- Requests to dispense FP10s from remote sites via NHSmail apart from dentists)

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- **During these exceptional times we are working to respond to changes and alterations affecting pharmacy on a daily basis. [Our A-Z](#) is being updated regularly with any new service information and we ask you to look here for help with your query in the first instance**
- **View [news archive](#)**

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