

Local news, views and support for community pharmacy teams

Surrey, East Sussex, West Sussex
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As we prepare to adapt for the post pandemic world everything feels a little bit unpredictable – what might the new normal look like; how else will we have to adapt; will there/won't there be a second wave? All good questions which no one really knows the answers to yet. But one thing we do know is that the coming months will be tough:

- The Test and Trace scheme brings a new complexity to business-as-usual
- Wellbeing will be prominent in a lot of people's minds
- A recession looks inevitable

As ever we'll be here pressing the case for all local aspects of community pharmacy as the post-pandemic world emerges as well as providing you with service developments and support you have come to rely on.

We're doing all we can in Sussex and Surrey to help make your transition to our 'new normal' as smooth and as straightforward as possible, starting here with a new-look newsletter in three sections - *news, views and support*. Be sure to scan all the way to the end in case you miss something important.

Thanks for all you and your teams are doing. Stay well and healthy.

Local news

➤ **LPC leaders say thanks to the thousands who help out**

Last week, the three LPC Chairs in Surrey and Sussex wrote to the hundreds of organisations who manage volunteers locally, asking them to pass on our thanks to those who have helped pharmacy during the current crisis. [Read more](#). See also *Helping patients get their prescriptions*, below.

➤ **Postponing PNAs creates 'breathing space' for pharmacy and HWBs**

Most Pharmaceutical Needs Assessments (PNA) are due to be renewed and published by local authority health and wellbeing boards (HWB) in April 2021. This document is a statutory responsibility which records the need for pharmaceutical services within a specific area. Due to current pressures in response to the COVID-19 pandemic, the Department of Health and Social Care has announced that the requirement to publish renewed PNAs will be suspended until April 2022. Your health and wellbeing boards will retain the ability to issue supplementary statements to respond to local changes and pharmaceutical needs during this time. The NHS Pharmaceutical and Local Pharmaceutical Services Regulations 2013 will be updated in due course. In the meantime:

- A third supplementary statement has been published by West Sussex County Council at www.westsussex.gov.uk/pna, based on notifications received from NHSE between January 2019 and January 2020
- East Sussex Health & Wellbeing Board has suspended the production of its PNA until the autumn. It was due to be published in July 2020, ahead of most other PNAs

➤ **Registering pharmacists provisionally**

On 21 May, the GPhC agreed a [policy for registering pharmacists on a provisional basis](#) as part of the regulator's response to the pandemic. We understand that pre-registration pharmacists and tutors will continue to have many queries, and welcome your support in reaching out to them with this [message from Professor Wendy Reid](#), Acting Chief Executive for Health Education England.

We are told that pre-registration training programme Directors/Leads will continue to support pre-registration pharmacists and tutors, and encourage them to use our [Pre-registration Pharmacy Questions Portal](#) to anonymously submit questions and concerns.

[FAQs for pre-registration trainees, tutors and employers](#) are to be updated shortly, working alongside the [GPhC's Q&As](#).

➤ **NHS Test and Trace service**

Health and Social Care Secretary Matt Hancock has launched a new government public information campaign for the new NHS Test and Trace service. The campaign includes a new animated TV advert as well as radio, print, online, and other content to reiterate the need for self-isolation and testing as soon as symptoms develop.

Within a few days of the service launching, all staff at five different pharmacy teams in Sussex and Surrey had been asked to self-isolate in accordance with the service. "The closures last week underline the importance for all contractors to consider the implications of the Test and Trace Service carefully" said James Wood, CEO, who also reassured that PSNC is talking to NHSE and Government about this. [Read more](#) about the NHS test and trace service, including what happens if a test is positive for coronavirus.

➤ **Pharmacy Magazine Podcast: Talking COVID 4/6/20**

Hear CEO James Wood giving our local view of the COVID crisis, highlighting the tremendous work of contractors and the LPCs, but also considering the future – go to 19.00 if you don't have time to listen to the whole programme where presenters also discuss PSNC, drug wholesalers, testing, Matt Hancock and more. [Listen here](#)

Views

➤ **Pharmacy's coronavirus SOP**

A standard operating procedure was put in place at the start of the pandemic, giving pharmacies an opportunity to close for up to 2.5 hours a day to help manage extra workload, including cleaning and keeping premises COVID safe for staff and patients. Surrey and Sussex LPCs urge pharmacy teams to continue to use this concession for as long as it is available, helping to manage workload as you adapt to the 'new normal'.

➤ **Using technology to communicate with GPs and practice staff**

The NHS Sussex Clinical Commissioning Groups are interested in hearing feedback from Sussex patients regarding their experiences of using technology to communicate with their GP and local practice. This feedback will be used when considering Sussex-wide technology suppliers in primary care. To let them know your views please complete a quick survey by visiting: [Survey](#) (BSL translated survey [here](#)). The survey closes at 9am on 12 June

Support

➤ **Helping patients get their prescriptions**

Local councils set up dedicated coronavirus helplines to support their most vulnerable residents. Call handlers provide practical advice on how to access local support, with the emphasis on vulnerable people without a network of family and friends during the current coronavirus outbreak.

Pharmacy staff using council helplines with patients who are not shielding and who face difficulties getting their prescriptions should advise of all local sources of help. This includes the [NHS Responders scheme](#) as well as your [local council's helpline](#).

- **NHS Responders: You can refer anyone who may be vulnerable as the result of the impact of COVID19 and may benefit from this support in your professional judgement. This is not limited to clinical vulnerability.**

You can also advise people to self-refer. Please make sure your team is aware and feel empowered to offer to refer people they think could benefit

➤ **New, or updated, on our website**

C for Covid-19 discharge aftercare guidance

C for Covid-19 testing additional information added for Surrey On 26 May

D for diabetes helpline

P for Palliative Care Scheme (across Surrey and Sussex)

P for Personal Protective Equipment (PPE)

➤ **Footfall IT portal in primary care**

Increasing numbers of pharmacies in Surrey and Sussex are being asked by their GPs to start using Footfall to order repeat prescriptions. The LPCs are exploring this new portal and investigating the opportunity and implications for community teams across Surrey and Sussex. Please refrain from using this system, continuing with your usual procedures for ordering repeat prescriptions until the LPC can form a view. Please also let us know if you are asked to use Footfall by your local surgeries by Emailing lpc@communitypharmacyss.co.uk

➤ **Community Pharmacist Consultation Service DoS profile**

Contractors have contacted us for instructions on how to complete the DoS profile for CPCS service and are asking what it means in terms of time frame for the service. Here is advice from Hinal Patel, service development and support pharmacist.

CPCS is known by four service names on the NHS 111 Directory of Services (DoS)- to reflect the two stands of the service: urgent medicine supply and minor illness. Here they are with their meaning:

Pharm+ Standard pharmacy service provision plus urgent medicine supply

CPCS Minor illness provision with 24-hour or longer referral timeframe

CPCS+ Minor illness provision with 12-hour referral timeframe

CPCS++ Minor illness provision with 6-hour referral timeframe

The clinical information contained on these different DoS service entries is based on the minor conditions identified for referral to a community pharmacist (referred to in Annex D of the Service Specification). [Read more at CPCS.](#)

Support | Develop | Promote | Deliver

➤ **Issue 33 is due in two weeks in the week beginning 22 June.** What would you like to see in your next newsletter? Tell us at lpc@communitypharmacyss.co.uk

➤ **View [news archive](#)**

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