



Our LPCs receive feedback in a variety of ways and acts on the feedback received to improve the patient and visitor experience of community pharmacy.

On 12 October 2020 West Sussex LPC received a case study with formal recommendations for action from Healthwatch West Sussex. The report highlighted older and vulnerable patients queuing outside premises in adverse weather. The message accompanying the report asked us to help Healthwatch West Sussex understand how pharmacies are reviewing access to avoid people being left out in the rain and cold.

Here is our response to the five formal recommendations in HealthWatch case study report called [Baby it's cold outside ... October 2020](#)

	Healthwatch: what you said	LPC: what we did	LPC: what we will do next
1.	<p>We'd like all readers to ask older and vulnerable patients to step ahead in any outside queues by starting with something along the lines of...</p> <p><i>Please help me to do a random act of kindness by accepting the offer to move in front of me.</i></p>	<p>West Sussex LPC, is not currently hearing about queues outside pharmacy, however given the small size of some pharmacies and restrictions on the number of people allowed on premises at any one time it is good to be prepared, especially as it is autumn and winter is a traditionally busy time.</p> <p>Through Community Pharmacy Surrey and Sussex, the LPC has shared your case study with NHS community pharmacy contractors to help them be aware of this recommendation, and urged them to look out for older and vulnerable people in any queues outside their premises.</p>	<p>We will continue to listen for feedback about queues outside of community pharmacy and actively support and participate in any locally organised campaigns to encourage awareness of the support available to vulnerable people who are unable to collect their medicines.</p>
2.	<p>We recommend West Sussex Clinical Commissioning Group's <b>Medicine Management Team</b> looks at how older and other vulnerable patients are supported to reduce the need for regular external queuing for prescriptions.</p>	<p>We have reassured Community Pharmacists that their LPC <b>will not</b> support any move towards extending prescription duration, and have asked them to alert us if this happens locally.</p>	<p>Continue to work with the medicine management team to encourage all primary care front-line staff to encourage their vulnerable patients to <i>think about having a plan in place to get their medicines should they be unable to for themselves.</i></p>

		<p>We have told community pharmacy teams that we will urge the CCG to continue to develop and encourage the use of EPS and eRD by prescribers which will help pharmacies prepare and have prescriptions ready in advance, reducing the chance of medicines being out-of-stock/owing medicines, and patients having to return to the pharmacy.</p>	
3.	<p>All local GP surgeries review their medicine management processes and resource ways to proactively support older and other vulnerable people to avoid the need to visit the surgery and local pharmacy where possible.</p>	<p>We have reassured Community Pharmacists that their LPC <b>will not</b> support any move towards extending prescription duration and have asked them to alert us if this happens locally.</p> <p>We have told community pharmacy teams that we will urge the CCG to continue to develop and encourage the use of EPS and eRD by prescribers, which will help pharmacies prepare and have prescriptions ready in advance, reducing the chance of medicines being out-of- stock/owing medicines, and patients having to return to the pharmacy.</p> <p>We are highlighting our briefing note from January 2020 called <a href="#">Home delivery services</a></p>	<p>Continue to remind our stakeholders that community pharmacies no longer receive any financial support from Government to help them continue delivering medicines to patients' homes - there is no NHS-funded medicines delivery service. However the LPC would be open to discussions with local commissioners about a locally commissioned delivery service for vulnerable older people.</p> <p>Continue to work with the CCGs communications and engagement teams to ensure consistent advice and messaging around the collection and delivery of medicines.</p> <p><b>Sample text</b> is below for practice newsletters and PPG groups to use if they want.</p>
4.	<p>All primary and community care services (GP surgeries, pharmacies, etc.) review their processes on how people access to face-to-face services, so that queuing/waiting outside is avoided.</p>	<p>We reminded pharmacy teams to continue to help patients to make other arrangements – for example, by giving medicines to a patient's relative or helping source a local volunteer to collect medicines.</p>	<p>Continue to highlight that medicines deliveries will be Government funded in local outbreak areas where clinically vulnerable people have been advised to shield.</p> <p>We will continue to promote our key messages about getting medicines if patients are unable to themselves:</p> <ul style="list-style-type: none"> <li>• Ask friends, family or volunteers to go to the pharmacy for you</li> </ul>

	<p>Where it is not possible to avoid waiting externally before entering a building, then we recommend looking at how to provide safe/social distancing shelter and seating (including the infection control measures needed).</p> <p>There are local examples where organisations have asked their local community for support. One example: a company has come forward and built an external shelter on the grounds of a care home, so that friend and family visiting can continue.</p>	<p>Earlier this month we alerted colleagues at ESCC and the CCGs and that NHS Volunteer Responders scheme is <a href="#">recruiting</a> in Brighton &amp; Hove, Eastbourne, Hastings, Rother and Wealden where demand is rising. The scheme supports people who are isolated or vulnerable because of COVID-19 as well as working directly with NHS organisations, complementing other local voluntary groups.</p> <p>We have found out that there are regulations and restrictions on seating and furniture etc on the public highway.</p>	<ul style="list-style-type: none"> <li>• Consider using the NHS responders programme, or another local volunteer organisation</li> </ul> <p>We will also suggest that older and vulnerable people consider shopping or going to the pharmacy at quieter times of the day, which is in-line with <a href="#">Government guidance on shielding and protecting people who are clinically extremely vulnerable from COVID-19</a> and which was updated on 15 October 2020.</p> <p>We will urge community pharmacies to seek advice from their local authority’s highways team before embarking on any initiative to provide social distancing shelters and seating outside their premises.</p>
5.	Please share examples of good practice	We have used our internal channels to ask community pharmacies in Surrey and Sussex to tell us if they have examples of good practice that are within current legislation and infection control advice.	<p>We will share any examples of good practice that we receive from within Surrey and Sussex.</p> <p>We will encourage community pharmacy contractors to look at the <a href="#">knowledge hub on the GPhC’s website</a> for examples of good practice from around the UK.</p>

### Getting medicines and picking-up prescriptions – sample text for community newsletters

Community pharmacies are still open, although hours may be different from normal. Repeat prescriptions are still available as usual. It is important people only request medicines when they are running low (e.g. one week’s supply left).

How to get your medicines if you are self-isolating, in a local lockdown, if you are shielding or if bad weather prevents you from leaving the house:

#### Ask family friends and neighbours first

In the first instance you are advised wherever possible to ask friends, family or neighbours to collect on your behalf. Here is some [advice for those collecting prescriptions](#). If this is not possible, there are some ways in which you can arrange for your medicines to be delivered to you.

#### Does your pharmacy have a delivery service?

You can check the NHS website [Find a Pharmacy Service](#). This location-based service lists all pharmacies nearby. Each entry has a tab called 'Departments and Services'. If the pharmacy provides a delivery service, it should be listed here. Patients will need to check with their pharmacy if this is a free service, or not, and be prepared to pay a small fee for this service.

#### **Other ways you can arrange to have your medicine dropped off?**

- The NHS Volunteer Scheme can arrange for volunteers to pick up your medicines and deliver them to you. Find out if you're eligible for support from the NHS Volunteer Responders programme by calling [0808 196 3646](tel:08081963646) (8am to 8pm, 7 days a week). Or [visit their website](#).
- Local DBS checked volunteers arranged via your local authority's Community Hub.

- ENDS -

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Community Pharmacy Surrey and Sussex is the unified local voice for community pharmacy for Surrey, East Sussex and West Sussex Local Pharmaceutical Committees (LPCs). All three LPCs represent, support, develop and promote NHS Community Pharmacy in Surrey and Sussex. Working closely with the local NHS, including NHS England Area Teams, CCGs and local government, we are responsible for advancing the enhanced role of community pharmacy to ensure it plays an active part in promoting health and wellbeing. If you have questions or need additional information, please contact us at

[LPC@communitypharmacys.co.uk](mailto:LPC@communitypharmacys.co.uk)

