



## Strategic Programme for Primary Care

**NEW RELEASE:**

# Community Pharmacy Escalation Tool

## Go live: 1 June 2020

At the start of financial year 2020-21, a one-off payment of £1,500 was paid to all community pharmacies in Wales to engage in business continuity planning with their local primary care cluster and health board.

Supporting this type of engagement and to ensure that clusters, health boards (and other stakeholders) are cognisant of pressures within the system; an online Escalation Tool and a supportive planning resource has been developed.

The Community Pharmacy Escalation Tool is available for all community pharmacies to adopt and embed as 'business as usual' from 1 June 2020.

### 1. Purpose of the tool

The tool is designed to be supportive and ease the current demand being placed on pharmacies in terms of responding to data requests (i.e. less email and phone traffic). It will also support operational planning at times of pressure and wider engagement in terms of business continuity planning.

Information should be used as part of a local, effective escalation process and should outline the different types of support available at cluster and health board levels. Specifically for COVID-19, the tool also includes questions about workforce and PPE.

### 2. Collaborative design process

The [Strategic Programme](#) has worked with (and would like to thank): Health Board Community Pharmacy Leads, Heads and Directors of Primary and Community Care, Community Pharmacy Wales, NHS Shared Services Partnership and Welsh Government for their expert input in developing the tool.

### 3. Implementation and use

As of 1 June 2020, all community pharmacies are asked to complete (and maintain) their pressure level, workforce and (as an optional feature) PPE information. Following an initial submission, reporting is only required to reflect a change (e.g. pressure level information will roll-over until changed).

Pharmacies can access the tool via the NECAF system and detailed user guidance will be issued.

As an iterative completion process, each pressure level will require a set of actions to be agreed between the pharmacy, cluster and health board. A template to support this is available [here](#).

All community pharmacy information will be pulled into an automated, daily report that will provide a snapshot of the pressures at a local and national level. This information will be available to clusters, health boards, Welsh Government and reported within the [NWIS COVID-19 Hub](#) for all NHS stakeholders.