



## **Strategic Programme for Primary Care - 24/7 Model Work Stream**

### **Community Pharmacy Contractors COVID-19 Toolkit**

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## Contents

<b>Executive summary .....</b>	<b>4</b>
<b>Introduction .....</b>	<b>5</b>
<b>Practical checklist for community pharmacies.....</b>	<b>7</b>
<b>1. To protect the health and wellbeing of all pharmacy staff .....</b>	<b>11</b>
1.1 If a staff member displays COVID-like symptoms .....	11
1.2 Personal protective equipment (PPE) .....	12
1.3 Waste handling and cleaning .....	14
1.4 Security issues and community safety .....	14
1.5 Helping you and your family .....	14
1.6 Further information .....	15
<b>2. To ensure community pharmacies continue to be available to dispense and supply repeat and acute prescriptions, with if necessary a reduction in hours pharmacies are open to the public .....</b>	<b>16</b>
2.1 Opening times / working behind closed doors .....	16
2.2 Temporary closure guidance.....	18
2.3 Course of action if closure is required .....	19
2.4 Situation reporting (SITREP).....	20
2.5 Business continuity plans .....	20
<b>3. To support a move away from demand-led to more planned ways of working particularly in respect of repeat prescriptions.....</b>	<b>21</b>
3.1 Repeat prescriptions .....	21
3.2 Changes to service provision.....	21
3.3 Substance misuse services .....	23
<b>4. To reduce footfall in community pharmacies both to support social-distancing and reduce pressure on pharmacy teams .....</b>	<b>25</b>
4.1 Working with the patient and volunteers.....	25
4.2 Medication collection and delivery.....	26
4.3 Medication supply from community pharmacy within the wider primary care continuity plans.....	27
<b>5. To support the public to self-care, through improved access to online information or through telephone advice and medicines from their community pharmacist.....</b>	<b>29</b>
5.1 Communication channels in community pharmacy .....	29
5.2 Promote Self-Care and change your service provision .....	30

<b>Links to further information:</b> .....	<b>31</b>
<b>Conclusion</b> .....	<b>32</b>
<b>Appendices</b> .....	<b>33</b>
Appendix 1: Pharmacy staff with COVID-like symptoms guidance.....	33
Appendix 2: Template - Notification of closure forms.....	35
Appendix 3: Template - Closure notices English and Welsh .....	37
Appendix 4: Public information posters.....	40
Appendix 5: Key worker letter for community pharmacy .....	44
Appendix 6: List of Health Board Contacts .....	45
Appendix 7: GP Messaging - Repeat Prescriptions COVID-19 .....	46
Appendix 8: Poster – Information for volunteers collecting medication .....	47
Appendix 9: Delivering Medicines Safely COVID-19: Guidance .....	48
Appendix 10: Guidance on: Use of NHS Wales email between GMPs and Community Pharmacies .....	50

## Executive summary

To support the retention of safe, efficient, and accessible pharmaceutical services, the Welsh Government (WG) have outlined a set of five key objectives:

1. To protect the health and wellbeing of all pharmacy staff;
2. To ensure community pharmacies continue to be available to dispense and supply repeat and acute prescriptions, with if necessary a reduction in hours pharmacies are open to the public;
3. To support a move away from demand-led to more planned ways of working particularly in respect of repeat prescriptions;
4. To reduce footfall in community pharmacies both to support social-distancing and reduce pressure on pharmacy teams; and
5. To support the public to self-care, through improved access to online information or through telephone advice and medicines from their community pharmacist

*Note: the order of the objectives has been changed to reflect the flow of this document*

Work has been underway with partners across Government, Health Boards (HB), Community Pharmacy Wales, the Royal Pharmaceutical Society, along with other key stakeholders to develop a range of measures to support meeting these objectives.

There is an expectation on community pharmacies, practices and clusters to work collaboratively in establishing the best patient and prescription journey, especially for symptomatic and COVID-19 positive patients and those requiring urgent palliative care medicines.

This toolkit compiles information that has so far been released in relation to each of these objectives. It also offers guidance and supporting information to enable the continuity of services by community pharmacies at this unprecedented time of pressure. Practical tips and templates have been included to help contractors navigate their way through the process.

It should be noted that the situation is very fast-moving, and plans are evolving at pace, so this document provides only a snapshot of the current situation (as of 9<sup>th</sup> April 2020).

Whilst we hope that this toolkit will be useful in providing guidance, it is important to acknowledge that this should not be taken as a blueprint for the continuity of services for every pharmacy. This information should be used in conjunction with each pharmacy's business continuity plan and should be seen as offering complementary or supplementary guidance only.

## Introduction

During the COVID-19 outbreak the community pharmacy sector in Wales has risen to the challenges it has faced. Community Pharmacy has seen an unprecedented increase in prescription volume and footfall and the dedication and efforts of all community pharmacy teams across Wales has been astounding and very much appreciated by the NHS in Wales.

The Health Boards (HB) in Wales continue to offer their support and guidance to community pharmacy to enable them to adjust their daily practice in line with the Welsh Government (WG) and Public Health Wales guidance and advice. It is hoped that the measures implemented so far will have reduced the pressures faced by the community pharmacy network.

WG and HBs will continue to work together to ensure the safety and wellbeing of this key NHS frontline pharmacy workforce.

To support the retention of safe, efficient, and accessible pharmaceutical services, WG have outlined a set of five key objectives, with all measures aligned to one or more of those objectives.

The objectives were:

1. To protect the health and wellbeing of all pharmacy staff;
2. To ensure community pharmacies continue to be available to dispense and supply repeat and acute prescriptions, with if necessary a reduction in hours pharmacies are open to the public;
3. To support a move away from demand-led to more planned ways of working particularly in respect of repeat prescriptions;
4. To reduce footfall in community pharmacies both to support social-distancing and reduce pressure on pharmacy teams; and
5. To support the public to self-care, through improved access to online information or through telephone advice and medicines from their community pharmacist

*Note: the order of the objectives has been changed to reflect the flow of this document*

Work has been underway with partners across Government, HBs, Community Pharmacy Wales, the Royal Pharmaceutical Society and with other stakeholders to develop a range of measures to support meeting these objectives.

Our ability to provide care as the number of patients infected with COVID-19 rises depends on a whole system approach to management.

There is an expectation on community pharmacies, practices and clusters to work collaboratively in establishing the best patient and prescription journey, especially for symptomatic and COVID-19 positive patients and those requiring urgent palliative care medicines.

This toolkit has been developed as part of the work to support all community pharmacy contractors to as they rise to the challenge of providing quality services during unprecedented pressures in a consistent and co-ordinated approach to COVID-19. Practical

tips and templates have been included to help contractors navigate their way through the process.

The protection and wellbeing of all pharmacy staff is paramount and this toolkit sets out some basic principles. These should be considered in addition to contractors Business Continuity Plans and seek to compliment guidance published by professional bodies.

It should be noted that the information contained in this document is correct at time of publication (9<sup>th</sup> April). Further updates are available on the Community Pharmacy Wales website: <http://www.cpwales.org.uk/The-Health-Landscape/Coronavirus-Information-Updates.aspx>

As an aid for community pharmacies in preparing for COVID-19, a checklist of practical advice has been produced by the Welsh Government and is available in Welsh and English. Links are provided below and copies are provided in the next section.

- COVID-19 - Practical Checklist for Community Pharmacies:  
<http://www.cpwales.org.uk/getattachment/The-Health-Landscape/Coronavirus-Information-Updates/Guidance-on-managing-the-pharmacy/COVID-19-Practical-Checklist-for-Community-Pharmacies-final.pdf.aspx?lang=en-GB>
- COVID-19 - Rhestr Wirio Ymarferol i Fferyllfeydd Cymunedol:  
<http://www.cpwales.org.uk/getattachment/The-Health-Landscape/Coronavirus-Information-Updates/Guidance-on-managing-the-pharmacy/COVID-19-Practical-Checklist-for-Community-Pharmacies-Welsh-PDF.pdf.aspx?lang=en-GB>

## Practical checklist for community pharmacies



Llywodraeth Cymru  
Welsh Government

### COVID-19 - Practical Checklist for Community Pharmacies

Check regularly what the official advice is:

- ⇒ <https://gov.wales/coronavirus>
- ⇒ <https://www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response>

#### Avoiding Exposure

- ☐ Advise all members of the public to not come into the pharmacy if they have COVID-19 symptoms; all contact should be encouraged to be made by telephone.
- ☐ Ensure the relevant contact details for the pharmacy are made widely available, on your website and on posters on the pharmacy door. Also update any websites or social media with the latest information about accessing services.
- ☐ All customers should be screened either on arrival or by telephone.
- ☐ Risk assess customers to decide if a delivery is essential or limited to those who are self-isolating or are most vulnerable. Consider limiting the number of people allowed into the pharmacy at any one time.

#### Hygiene Measures

**Taking measures on hygiene is crucial.**

- ☐ Everyone needs to wash their hands on entering the building and frequently during the day with soap and water, including after any direct contact with members of the public, after using the toilet and before eating. <https://www.rpharms.com/coronavirus#wash>
- ☐ Counters need to be kept clear where possible and cleaned regularly.
- ☐ Remove all non-essential materials from pharmacy windows and doors to ensure prominence for COVID-19 messaging.

#### Being Prepared

- ☐ Place sufficient protection for frontline staff; consider providing a 2 metre area between staff and arriving customers, for example by siting a table at the pharmacy door or in front of the counter or segregating sections of the pharmacy for customers and staff.
- ☐ Do staff know when to appropriately use PPE? Do they know how to correctly put on and remove PPE and dispose of it after use? <https://www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control>
- ☐ Consider how the consultation room should be used, or not, depending on your risk assessment.
- ☐ If the consultation room is in use, ensure it is decluttered and decontaminated after every use.
- ☐ Provide a dedicated "prescription pick up" area to minimise direct contact between staff and customers.



## Telephone Triage & Video Consultations

- ☐ Consultations should be handled by telephone, email or video calls such as Skype or WhatsApp where possible  
<https://nwis.nhs.wales/coronavirus/coronavirus-content/coronavirus-documents/covid-19-information-governance-statement/>

## Working with others

- ☐ Agree with other pharmacies and local GP practices in your area how you might support each other if a significant number of staff become unwell or are required to self-isolate.

## Supporting customers

- ☐ Identify regular customers who have long term medical conditions or fall within the high risk category and consider support requirements.

## Staff Wellbeing

- ☐ Identify staff members who have long term medical problems and, wherever possible, move these staff to non-patient facing roles.
- ☐ Consider how delivery drivers can be protected when delivering to self-isolating customers by arranging drop-offs by telephone/text.
- ☐ If staff have to self-isolate they should follow the guidance provided:  
<https://phw.nhs.wales/topics/latest-information-on-novel-coronavirus-covid-19/>

## Useful Information

- ⇒ Royal Pharmaceutical Society Coronavirus advice: <https://www.rpharms.com/coronavirus>
- ⇒ UK Government advice to employers: <https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19/guidance-for-employers-and-businesses-on-coronavirus-covid-19>
- ⇒ Royal College of Obstetricians and Gynaecologists—  
Coronavirus infection and pregnancy <https://www.rcog.org.uk/en/guidelines-research-services/guidelines/coronavirus-pregnancy/covid-19-virus-infection-and-pregnancy/>



Welsh Government



Public Health Wales



UK Government





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Welsh Government

## COVID-19 - Rhestr Wirio Ymarferol i Fferyllfeydd Cymunedol

Cofiwch wirio'r cyngor swyddogol cyfredol yn rheolaidd:

⇒ <https://gov.wales/coronavirus>

⇒ <https://www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response>

## Osgoi dod i gysylltiad â'r feirws

- ☐ Dywedwch wrth holl aelodau'r cyhoedd i beidio â dod i'r fferyllfa os oes ganddynt symptomau COVID-19; dyld eu hannog i gysylltu bob amser dros y ffôn.
- ☐ Sicrhewch fod manylion cyswllt perthnasol y fferyllfa ar gael yn eang, ar eich gwefan ac ar bosteri ar ddrws y fferyllfa. Hefyd, cofiwch ddiweddarau unrhyw wefannau a chyfryngau cymdeithasol i sicrhau eu bod yn rhoi'r wybodaeth ddiweddaraf ynglŷn â chael mynediad at wasanaethau.
- ☐ Dylai pob cwsmer gael ei sgrinio wrth iddo gyrraedd, neu dros y ffôn.
- ☐ Dylid cynnal asesiad risg mewn perthynas â chwsmeriaid er mwyn penderfynu a yw cyflenwi cyffuriau etc yn hanfodol, neu'n gyfyngedig i'r rheini sy'n hunanynysu neu sydd fwyaf agored i niwed. Ystyriwch gyfyngu nifer y bobl sy'n cael dod i mewn i'r fferyllfa ar yr un pryd.

## Mesurau hylendid

**Mae'n hanfodol cymryd camau i sicrhau hylendid.**

- ☐ Rhaid i bawb olchi eu dwylo gyda sebon a dŵr wrth ddod i mewn i'r adeilad ac yn aml yn ystod y dydd, gan gynnwys ar ôl dod i unrhyw gyswllt uniongyrchol ag aelodau'r cyhoedd, ac ar ôl defnyddio'r toiled a chyn bwyta. <https://www.rpharms.com/coronavirus#wash>
- ☐ Mae angen cadw cownteri'n glir lle bo hynny'n bosibl, a'u glanhau'n rheolaidd.
- ☐ Tynnwch unrhyw ddeunydd nad oes ei angen oddi ar ffenestri a drysau'r fferyllfa i sicrhau bod negeseuon am COVID-19 yn hawdd eu gweld.

## Byddwch yn barod

- ☐ Sicrhewch fod digon o ddiogelwch i staff rheng flaen yn ei le; ystyriwch ddarparu lle 2 fetr rhwng staff a chwsmeriaid sy'n cyrraedd, er enghraifft drwy roi bwrdd wrth ddrws y fferyllfa neu o flaen y cownter, neu wahanu rhannau o'r fferyllfa ar gyfer cwsmeriaid a staff.
- ☐ A yw'r staff yn gwybod pryd i ddefnyddio'r cyfarpar diogelu personol priodol? A ydynt yn gwybod sut i roi'r cyfarpar ymlaen yn gywir a hefyd sut i'w dynnu a chael gwared arno ar ôl iddo gael ei ddefnyddio? <https://www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control>
- ☐ Ystyriwch sut y gellid defnyddio'r ystafell ymgynghori, neu a ddylai gael ei defnyddio, gan ddbynnu ar eich asesiad o risg.
- ☐ Os yw'r ystafell ymgynghori'n cael ei defnyddio, sicrhewch ei bod mor wag â phosibl a'i bod yn cael ei dad-heintio bob tro y'i defnyddir.
- ☐ Darparwch le penodol ar gyfer codi presgripsiynau er mwyn sicrhau bod cyn lleied â phosibl o gysylltiad uniongyrchol rhwng staff a chwsmeriaid.

## Brysbennu dros y ffôn ac ymgynghoriadau fideo

- ☐ Dylid ymdrin ag ymgynghoriadau dros y ffôn, e-bost neu alwadau fideo megis Skype neu WhatsApp, lle bo hynny'n bosibl.  
<https://nwis.nhs.wales/coronavirus/coronavirus-content/coronavirus-documents/covid-19-information-governance-statement/>

## Gweithio gydag eraill

- ☐ Dewch i gytundeb â fferyllfeydd eraill a meddygfeydd yn eich ardal ar sut y gallwch gefnogi eich gilydd os bydd nifer sylweddol o staff i ffwrdd oherwydd salwch neu am fod angen iddynt hunanynysu.

## Cefnogi cwsmeriaid

- ☐ Nodwch y cwsmeriaid rheolaidd sydd â chyflyrau meddygol tymor hir neu sydd yn y categori risg uchel, gan ystyried eu gofynion cymorth.

## Llesiant staff

- ☐ Nodwch yr aelodau staff sydd â chyflyrau meddygol tymor hir, gan eu symud i rolau lle nad ydynt yn dod i gysylltiad uniongyrchol â chleifion, lle bo hynny'n bosibl.
- ☐ Ystyriwch sut y gellid diogelu gyrwyr cyflenwi wrth iddynt gyflenwi i gwsmeriaid sy'n hunanynysu, drwy drefnu iddynt ollwng cyffuriau etc dros y ffôn/neges destun.
- ☐ Os bydd angen i staff hunanynysu, dylent ddilyn y canllawiau a ddarperir:  
<https://phw.nhs.wales/topics/latest-information-on-novel-coronavirus-covid-19/>

## Gwybodaeth ddefnyddiol

- ⇒ Cyngor ar goronafeirws gan y Gymdeithas Fferyllol Frenhinol: <https://www.rpharms.com/coronavirus>
- ⇒ Cyngor i gyflogwyr gan Lywodraeth y DU: <https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19/guidance-for-employers-and-businesses-on-coronavirus-covid-19>
- ⇒ Coleg Brenhinol yr Obstetryddion a'r Gynaecolegwyr — haint coronafeirws a beichiogrwydd <https://www.rcog.org.uk/en/guidelines-research-services/guidelines/coronavirus-pregnancy/covid-19-virus-infection-and-pregnancy/>



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## 1. To protect the health and wellbeing of all pharmacy staff

### Support yourself and your teams to protect their health and wellbeing

- It is understandable pharmacy staff are concerned about the risk of contracting COVID-19, HBs and WG continue to review the guidance and offer the appropriate advice in line with Public Health Wales.
- WG guidance encourages all staff to take a break every day; stop all non-essential activities; create a rota to make sure your team are not customer facing all day.
- Keep an eye on the health of your team and send anyone home immediately if they feel unwell for any reason.
- No member of staff should be coerced or pressurised to come to work if they should be self-isolating.
- Statutory sick pay can now be claimed from the first day of sickness. A self-isolation note can be accessed by <https://111.nhs.uk/>

### 1.1 If a staff member displays COVID-like symptoms

Guidance of what to do if a staff member displays COVID-like symptoms is available in Appendix 1 and can be displayed in the dispensary area. This advice should also be followed if a pharmacist or staff member is required to self-isolate due to symptomatic household contact.

#### **If the pharmacist in charge displays symptoms**

- ✓ Unless another pharmacist is on the premises and able to act as the responsible pharmacist, the pharmacy must close.
- ✓ The pharmacist with symptoms must go home and self-isolate in line with government guidance (<https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection>).
- ✓ The pharmacy should immediately implement the relevant sections of its business continuity plan.
- ✓ The pharmacy team should notify the HB of the closure using the temporary closure notice (Appendix 2) and notify the local GP practice, other local pharmacies, local drug and alcohol Teams and patients due to collect urgent dispensed medication.
- ✓ Relevant information should be displayed for the public (e.g. nearest pharmacy, how to access medication, useful contact numbers. Appendix 3 is a template).
- ✓ The pharmacy should try to find suitable pharmacy cover for the remainder of the day where possible, and for the period during which the usual pharmacist may be in self-isolation.
- ✓ Where same day locum cover cannot be secured, the pharmacy should make arrangements for the collection of urgent dispensed prescriptions.
- ✓ This may include:
  - a) transferring prescriptions or dispensed medication to a nearby pharmacy for the patient to collect; or

b) where no other option is available, allowing staff to supply dispensed medication in the absence of a pharmacist for a short period of time, as per GPhC advice (<https://www.pharmacyregulation.org/standards/guidance/questions-and-answers-coronavirus>).

- ✓ The pharmacy should undertake a thorough clean of the areas and equipment used by the symptomatic member of staff. Even where a pharmacist is available to allow normal operation of the pharmacy, it would be appropriate to close temporarily in order to clean thoroughly.
- ✓ The pharmacist should arrange to be tested in line with the guidance issued by your HB if the result is negative, the pharmacist can return to work if well enough. If the result is positive, the pharmacist must continue to self-isolate in line with guidelines.
- ✓ The pharmacy must keep the HB regularly updated as to their opening status until the situation stabilises. Where the pharmacy is unable to open the following day (e.g. in the absence of locum cover), this must be raised with the HB as a matter of urgency.

### **If a non-member of pharmacist staff displays symptoms**

- ✓ In line with government advice, it is not necessary to close the pharmacy if a member of staff become symptomatic (<https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19/guidance-for-employers-and-businesses-on-coronavirus-covid-19#what-to-do-if-someone-develops-symptoms-of-coronavirus-covid-19-on-site>).
- ✓ The first step would be to send the affected member of staff home to self-isolate in line with government guidelines.
- ✓ The pharmacy should undertake a thorough clean of the areas and equipment used by the symptomatic member of staff (this may require a brief closure of the premises).
- ✓ You should then arrange for the symptomatic member of staff to be tested in line with the HB guidance.
- ✓ Other staff can continue to work, following appropriate infection prevention measures.
- ✓ Other staff do not need to self-isolate unless they too begin to display symptoms, when self-isolation and testing would be appropriate.

## **1.2 Personal protective equipment (PPE)**

- Adhering to the following advice and ensuring good hand hygiene are the most effective measures to reduce transmission of COVID-19.
- WG guidance recommends using PPE (a Type IIR mask) **only** where a member of staff is unable to maintain a 2m distance from people who are **suspected or confirmed to have COVID-19**. <https://www.gov.uk/government/publications/wuhan-novel-coronavirus-initial-investigation-of-possible-cases/investigation-and-initial-clinical-management-of-possible-cases-of-wuhan-novel-coronavirus-wn-cov-infection>
- Any individual who is suspected or confirmed to have COVID-19 should not be in work and should be self-isolating under current government guidance.



- It is not recommended that pharmacy staff routinely wear facemasks to protect against COVID-19, facemasks are only required when it is impracticable to maintain 2m social distance and working in an area with **possible or confirmed cases**, or when providing direct patient care.
- Community pharmacies should implement measures to ensure that no-one with suspected or confirmed COVID-19 should enter their pharmacy. Appendix 4 includes a template for public information.
- Staff and patients should not mix/share the same space within the pharmacy except where strictly necessary, staff should follow good hand hygiene principals, and ensure a 2m social distance is maintained between staff and patients in all usual circumstances.
- The small quantity of PPE that has been provided is to enable a pharmacist/other member of staff to go within the 2m distance of a patient in the unlikely circumstances that they need to do so to provide urgent and necessary care.
- If a possible or confirmed case presents at the pharmacy and is deemed too unwell to return home, they should be asked to move to an area in the pharmacy where they can be isolated (e.g. a consultation room), away from other patients and pharmacy staff. Emergency services should be called. In an emergency, where entry to the area in which someone is isolated is unavoidable, PPE (comprising disposable gloves, apron, fluid resistant surgical mask and eye/face protection) should be worn by the person entering the area in order to provide direct care. In all cases exposure should be kept to a minimum.
- Used PPE and cleaning materials should be disposed of as clinical waste.
- Remember: PPE must ONLY be used in line with UK guidance. It should NOT be worn routinely.
- For government guidance on PPE, see:  
<https://www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control/covid-19-personal-protective-equipment-ppe>

### Recommended PPE

The UK guidance provides details of the recommended PPE for use in pharmacies and in primary care:

- Recommended PPE for ambulance staff, paramedics, other patient transport services and pharmacy staff:  
[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/878571/T3\\_poster\\_recommended\\_PPE\\_for\\_ambulance\\_staff\\_paramedics\\_transport\\_pharmacy.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/878571/T3_poster_recommended_PPE_for_ambulance_staff_paramedics_transport_pharmacy.pdf)
- Recommended PPE for primary, outpatient and community care by setting, NHS and independent sector:  
[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/877599/T2\\_Recommended\\_PPE\\_for\\_primary\\_outpatient\\_and\\_community\\_care\\_by\\_setting\\_poster.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/877599/T2_Recommended_PPE_for_primary_outpatient_and_community_care_by_setting_poster.pdf)

### 1.3 Waste handling and cleaning

- Waste such as PPE, tissues, disposable cleaning cloths should be disposed of in disposable rubbish bags and then placed in another bag and kept separate from other waste. This should be kept aside for at least 72 hours before putting into usual external waste bin.
- For decontaminating/disinfecting surfaces, national infection prevention guidance recommends that disposable cloths/paper towels and a fresh solution of general-purpose detergent and water be used.

#### **Cleaning guidance from the government**

- COVID-19- cleaning in non-healthcare settings:  
<https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings>
- Reducing the risk of transmission of COVID-19 in the hospital setting – Environmental Decontamination:  
<https://www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control/reducing-the-risk-of-transmission-of-covid-19-in-the-hospital-setting#environmental-decontamination>

### 1.4 Security issues and community safety

- Reports of abuse, and violence, against community pharmacy staff, are not acceptable. Police Officers and Community Support Officers will be increasing visible patrol activity in all areas of Wales to reduce potential community tensions and encouraging people to conform with Government advice on social distancing.
- As part of the overall strategy there will be a natural focus on retail areas, town centres and high streets where many of our pharmacies are located.
- Please be aware if there is an urgent concern for safety or there is a need to report an incident community pharmacy staff should be encouraged to use the 101 or 999 (in an emergency) reporting routes. This will not only afford appropriate protection but also inform any emerging intelligence picture in support of policing operations to manage any emerging community tensions.

### 1.5 Helping you and your family

- All HBs have issued an NHS approved key worker letter template for community Pharmacy teams. This represents the value HBs place on community pharmacy teams as key member of the NHS frontline defence against COVID (See Appendix 5).
- All HBs are testing community pharmacy team members to some extent, and staff are advised to contact their HB's community pharmacy leads for further information as set out in Appendix 6.

- In some HBs testing can be provided for family members of community pharmacy teams where a non-symptomatic community pharmacy team member is having to self-isolate due to a symptomatic family member, this ensures community pharmacy teams are operating with a maximum workforce wherever possible.

## **1.6 Further information**

- Guidance for food businesses on coronavirus (COVID-19) – Information for retailers that reads across to pharmacies:

<https://www.gov.uk/government/publications/covid-19-guidance-for-food-businesses/guidance-for-food-businesses-on-coronavirus-covid-19>



## 2. To ensure community pharmacies continue to be available to dispense and supply repeat and acute prescriptions, with if necessary a reduction in hours pharmacies are open to the public

**Use a flexible and sustainable approach to ensure your community pharmacy continues to operate**

This will allow you to continue to dispense and supply repeat and acute prescriptions and your services to your patients.

### **Managing demand, reducing footfall, and maintaining social distancing**

- You may want to consider how you may need vary the workflow in your pharmacy that will enable social distancing amongst staff.
- As advised by CPW contractors should carry out a risk assessment and look at what reasonable measures could be taken to support social distancing within their premises.
- Consider the following (but not limited to):
  - Workflow within the pharmacy
  - Shift patterns of staff members
  - Work space / work stations
- If you have not already done so, you may want to consider implementing a notification system to inform patients when their prescriptions are ready, supported with clear information that they should not call the pharmacy and should wait until they hear from you. For example, this might involve them giving a mobile phone number and being sent a text when the item is ready for collection.
- It may also be valuable to ask patients to write the number of days treatment that they have remaining on their prescription, so that you can gauge the urgency of the items and better prioritise workflow through the pharmacy.

### 2.1 Opening times / working behind closed doors

The following steps will help ensure that the public and other health organisations retain the confidence of community pharmacies during this difficult time and that we are able to effectively plan our response, including how community pharmacy contributes.

#### **Contracted hours**

- Please ensure that your pharmacy is open for the full contracted hours as listed on the NHS Direct website. If there is not a responsible pharmacist for the full period of your contracted hours, you must complete the temporary closure notification (Appendix 2) and email this as soon as possible to your HB.

- Please ensure that the “Pharmacy Closure During Contracted Opening Hours” form (Appendix 2) is submitted to NWSSP when the pharmacy is closed if HB requests.
- The mechanism to formally change your contracted hours is to submit an HN1 form (available from shared services), giving at least 90 days’ notice of the intended change. In the case of Core Hour changes, the HB may refuse the change.

### **Operating behind closed doors**

- As you will be aware, you are permitted to open behind closed doors for the first and last hours of each day, and for up to 2 hours during the working day without notifying the HB. In order to maintain public confidence in community pharmacy, it is important that the following are adhered to in order for these closures to be permitted.
- During periods of closed door working, staff should be catching up on the pharmacy’s workload or taking rest breaks, but sufficient staff should remain on the premises to enable the pharmacy to be reopened in response to an urgent need e.g. urgent prescriptions.
- The pharmacy must notify all local healthcare providers of their closed door working periods (and OOHs if the affected times are after 18:30hrs on a week day or any time on a weekend).
- A notice must be displayed in the pharmacy window (at all times) that outlines the working pattern for the pharmacy and include, as a minimum:
  - Times when the pharmacy will be accessible to the public (i.e. the times in between the closed door working periods)
  - Times when the pharmacy will be open, but working behind closed doors (making clear that the staff will be working hard during this period to serve their patients)
  - Mechanism(s) for patients and other healthcare professionals to access the pharmacy team during closed door working periods for urgent access to medicines
  - A system to enable patients to drop prescriptions off for later dispensing, without them having to queue to do so (including information that you want them to write on the prescription, such as a contact number)
- Healthcare professionals should be able to access the pharmacy team during the whole working day (including periods of closed door working) to discuss urgent queries.
- Pharmacy teams should take all reasonable steps to open communication channels with local healthcare providers (and OOH if appropriate) in addition to the advertised pharmacy phone number (which is frequently engaged). This may include messaging services such as a mobile phone number, Hospify or other mechanisms that are agreed locally.

### **Urgent Queries**

- The HBs would consider the following situations as ‘urgent’ and requiring access to the pharmacy during closed door working periods (this list is not exhaustive):
  - ✓ A new prescription for End of Life Care (Palliative) medicines (to minimise suffering and allow a dignified and comfortable death).

- ✓ A healthcare professional collecting medicines for their patient (to minimise wasting precious healthcare professional time).
- ✓ An acute prescription issued by the GP Out of Hours service (the OOH service only issue a prescription where the treatment is needed urgently).
- ✓ An acute prescription issued where a delivery service cannot be offered (patients with suspected or confirmed COVID-19 should be able to go home as soon as possible to minimise the risk of virus transmission).
- ✓ A patient needing to collect repeat medicines where they need to take a dose before the pharmacy will next be accessible.
- ✓ Allowing a collection of waste medicines by SRCL.

## 2.2 Temporary closure guidance

### **General Pharmaceutical Council (GPhC) guidance on closures**

- The GPhC has recently produced regulatory guidance around COVID-19: <https://www.pharmacyregulation.org/news/regulatory-approach-challenging-circumstances-gphc-and-psni-joint-statement>
- Patients and treatment agency should be informed of this transfer where possible.
- Pharmacies routinely dispensing WP10MDAs are encouraged to reflect this information in their business continuity plans.
- Pharmacies should consider the GPhC guidance above and wherever possible work with local pharmacy colleagues to maintain provision where pharmacies will be closed for more than the current day and supervisions are due. Suggested actions include:
  - a. Contacting local pharmacy colleagues to agree a plan for transfer of prescriptions in the event of a pharmacy closure in advance. These should be included in your business continuity plans.
  - b. Prescribing agencies have agreed that where replacement prescriptions are needed to cover the original pharmacy, these will be provided in due course.
  - c. Ensure prescription forms are clearly endorsed with the pharmacy details to ensure pharmacies receive the correct levels of reimbursement and remuneration.
  - d. Consider making a copy of the prescription before transfer.

### **Things to consider if closure is necessary**

- Where a pharmacy is unable to open or needs to close due to unforeseen circumstances, pharmacy staff must ensure the following:
  - a. The pharmacy must notify the local HB at the point of closure using the Temporary Closure Notification form (Appendix 2). Ideally, use the mitigating actions box to inform the HB what has been done with WP10 (MDA) prescriptions.
  - b. If possible, the names of any urgent care patients who have not collected medication on that day should be sent to HB (see HB contact list Appendix 6)

- c. All patients must be advised of contingency plans for collecting subsequent doses if the pharmacy will be unable to open when the next dose is due (see below).
- Where a pharmacist is on the premises, pharmacists should consider the following:  
If possible, pharmacists should contact prescribers to confirm that they are happy for patients on daily/twice weekly prescriptions to have subsequent doses provided in advance as take home. These patients should be contacted and asked to return to the pharmacy (if they have already collected today's dose).

## 2.3 Course of action if closure is required

In the event that pharmacies are unable to provide pharmaceutical services for their contracted hours, either because:

- a. they are unable to open or
- b. because they need to close early,

The priority must be for the pharmacy to make appropriate provision for their patients to receive their medication or services and to communicate their closure as outlined below.

- **The responsible pharmacist should refer to the pharmacy's Business Continuity Plan when making decisions as to whether to temporarily close the pharmacy.**
- **The pharmacy must use all reasonable endeavours to resume provision of pharmaceutical services as soon as practicable.**
- **This procedure applies to temporary closures due to COVID-19, adverse weather or other unexpected circumstances beyond the control of the pharmacist.**
- **Changes to contracted opening hours for other reasons (e.g. where pharmacists are aware of the need to temporarily close the pharmacy prior to the day of closure) must be discussed and agreed with the LHB prior to the day of the closure.**

### Informing NHS Wales

- Please ensure that the "Pharmacy Closure During Contracted Opening Hours" form (Appendix 2) is submitted *following HB process for reporting closure*.
- This information will be shared and cascaded to NHS Direct, Out of Hours Services and HBs to ensure patients can access up to date information in relation to accessing services.

### Contractor Actions

1. Multiples to contact regional/head office for information and advice
2. Complete the notification of closure form (Appendix 2) and follow the HB process for reporting closure:
  - a. Via Email in the first instance
  - b. In the event you cannot access email, please telephone your HB community pharmacy lead or team.

***Please DO NOT contact LHB Switchboards or pharmacy departments.***

3. Phone local GP Practices to advise them of the closure and inform them of expected time and date of re-opening.
4. Phone other local pharmacies to inform them of closure and check if they are remaining open.
5. Identify which enhanced services cannot be provided and, if appropriate, notify the prescriber and clients and support making alternative arrangements. This is especially relevant to supervised administration clients who attend pharmacies on a daily basis. See contingency guidance.
6. Attempt to deal with urgently required medication that is awaiting collection by patients in line with pharmacy Responsible Pharmacist Standard Operating Procedures.
7. Place notice in window advising patients of the closure and reason and detail locations of other pharmacies in the locality. Include NHS Direct number (0845 4647).
8. If the pharmacy is contracted to provide any additional hours (rota) service, or provides services on Saturdays and Sundays, contact the local OOH service to inform them of closure.

## 2.4 Situation reporting (SITREP)

- Community pharmacy may be asked to report to Health boards on their pressure status.
- Daily Situation Reporting is used across HBs and in general practice to gauge the pressure that the system as a whole is under and enable HBs to identify key hotspots.
- It is the opportunity for you to flag your situation to the HB and inform them of your staffing levels.
- This helps HBs to understand the pressure that you are under, allows them to respond and direct and signpost your patients.

## 2.5 Business continuity plans

- All pharmacies will have their own business continuity and all contractors have been asked to undertake a review of their business continuity plans with a specific focus on COVID-19 preparedness before the end of April, as agreed with WG:
- An outline collaborative approach to continuity of pharmacy service has been developed by CCA and NPA and this document considers how the sectors will work together.
- [https://thecca.org.uk/wp-content/uploads/2020/03/Continuity-of-Pharmacy-Services-Planning-Guidance-31\\_Mar\\_20.docx.pdf](https://thecca.org.uk/wp-content/uploads/2020/03/Continuity-of-Pharmacy-Services-Planning-Guidance-31_Mar_20.docx.pdf)

### 3. To support a move away from demand-led to more planned ways of working particularly in respect of repeat prescriptions

Changing the way your community pharmacy works to support the move away from demand-led to more planned ways of working particularly in respect of repeat prescriptions

#### 3.1 Repeat prescriptions

- WG has advised practices to switch all appropriate patients to repeat dispensing (batch prescribing). If repeat dispensing is not possible, they have requested post-dated prescriptions are issued where appropriate. This will support continuity of supply of medication during COVID-19 epidemic and minimise social contacts.
- Health prescribing teams continue to support and advise practices to follow the WG guidance. <http://www.cpwales.org.uk/The-Health-Landscape/Coronavirus-Information-Updates/Welsh-Government-Comms.aspx>
- The information sent to GPs can be found in Appendix 7.

#### 3.2 Changes to service provision

##### Telephone consultations

- Commissioned services where applicable can be provided over the phone, where it is safe and appropriate to do so.
- Offering enhanced services (e.g. EC, CAS, EMS) via telephone where feasible and appropriate to support patients to self-isolate will help to reduce the footfall in your community pharmacy.

##### Advanced and Enhanced service

- HBs and WG have reviewed the Advanced and Enhanced services that can still be provided in community pharmacy this is summarised below \*as at 1<sup>st</sup> April 2020 and may be subject to change.

##### ADVANCED SERVICES:

- **MUR** – *Suspended* as of 1 April 2020 (including telephone MURs)
- **DMR** – **ACTIVE** - (HIGH PRIORITY) – telephone consultations\*

##### ENHANCED SERVICES:

##### National Services:

*N.B. Usual commissioning procedures apply*

- **Care Homes Support** – *Suspended* (N.B. SBUHB are looking at telephone consultations)
- **Common Ailments Service** – **ACTIVE** – (HIGH PRIORITY) – telephone consultations\*

- **Emergency Contraception – ACTIVE – (HIGH PRIORITY)** - telephone consultations\*
- **Emergency Medicines Supply – ACTIVE – (HIGH PRIORITY)** - telephone consultations\*
- **Needle & Syringe Service – ACTIVE**
- **Rota – ACTIVE (HIGH PRIORITY)** – but can be behind closed doors/ only for urgent prescriptions
- **Sore Throat Test & treat – Suspended**
- **Smoking Cessation Level 2 – ACTIVE** – Supply up to 4 weeks NRT on each occasion (professional discretion)
- **Smoking Cessation Level 3 – ACTIVE** (Existing clients) – telephone consultations\* can increase the supply of NRT up to 4 weeks (professional discretion). No CO monitoring required  
(New Clients) – *Suspended* (unless pharmacy has the capacity to provide), refer to HMQ
- **Supervised Administration – ACTIVE** – extended to pharmacy technicians, no requirement to use consultation room (appropriate location in pharmacy to be used instead)

#### **Locally Commissioned (in relevant HBs)**

*N.B. Usual commissioning procedures apply*

- **BBV Testing - Suspended**
- **Inhaler Review Service – Suspended**
- **Independent Prescribing – Discuss with Relevant LHB Community pharmacy lead (dependent on service commissioned/ experience of IP/ PPE etc.)**
- **MAR Chart – ACTIVE**
- **Palliative Care Services – (Stock and/or Just In Case Packs) – ACTIVE** – High priority
- **Patient Sharps Service – ACTIVE**
- **Respiratory Rescue packs - ACTIVE**
- **Triage and Treat Service – Contractors have been given the option to either suspend or continue (where they believe it is safe to do so)**
- **Waste Reduction Service - ACTIVE**

\*Face to face consultations should be avoided except where social distancing can be maintained.

Patients attending the pharmacy for any consultations/ collect medication following a telephone consultation should be screened appropriately and asked to send a representative if they should be in self-isolation.



### 3.3 Substance misuse services

#### Guidance for community pharmacies

- The following guidance has been prepared in discussion with substance misuse services and outlines the principles which would support continuation of service during the COVID-19 pandemic.
- WG has published guidance for substance misuse services, all agencies should refer to this document for further information:  
<https://gov.wales/coronavirus-covid-19-guidance-for-substance-misuse-and-homelessness-services-html>
- Please note that due to rapidly changing circumstances, this guidance is subject to change. For the most up to date situation on COVID-19 go to: Coronavirus (COVID-19) on GOV.WALES and Public Health Wales
- Prescribers and pharmacists should make best interest decisions jointly and whilst some principles will be applied routinely others must be considered on a case-by-case basis with joint discussions.
- Patients receiving opioid substitution therapy may be at risk of complications of COVID-19 and so any variation to supervision agreement needs to be considered by prescribers.

#### General advice for pharmacies

1. Obtain up to date telephone contact details for all substance misuse patients.
2. Encourage patients to nominate a representative who they would authorise to collect prescriptions on their behalf in emergency situations, ideally with agreement from prescribers.
3. Prescribing agencies are actively reviewing patients to see if it is clinically appropriate to move patients to take home doses or reduce frequency of supervisions.

#### Non-collection of prescriptions

- Under normal circumstances pharmacists should contact the prescriber if 3 consecutive doses are missed or, if a weekly prescription, the patient is more than 3 days late in collecting. This allows time for the prescriber to contact the patient and discuss continuing treatment but confirm with the local DAT teams the process they wish to follow.

#### Principles to consider when supervising the administration of Methadone and Buprenorphine doses

- Weekly prescriptions should ideally be supervised on the day of pick-up.
- If the prescription contains the words *Supervised Consumption* the pharmacist may, at their discretion, supply without supervision if they feel the benefits outweigh the

risks. The pharmacist may wish to document the details on the Patient Medication Record.

- **As always, medication should not be supplied to patients who appear to be inebriated.**
- If supervision of weekly or other interval prescriptions is necessary, the following may apply:
  1. Supervised consumption may take place in any appropriate area of the pharmacy, not just the consultation room (please confirm with patients that they are happy to proceed).
  2. Registered technicians can now supervise.
  3. Some Prescribers have agreed that buprenorphine may be crushed before giving to the patient to reduce supervision time. This is at the professional discretion of the pharmacist (off-licence use). If pharmacists do not wish to crush tablets then supervision must be for the appropriate time. Please refer to the local HB guidance for further information.
  4. Prescribers are looking at alternative preparations to sublingual buprenorphine for some patients. Suitable patients may be switched to injectable buprenorphine preparations in the coming weeks. Prescribers will advise pharmacies of any changes to medication.

#### **For patients self-isolating/those with symptoms of COVID-19 infection**

- **Patients should be told that they must inform prescribers if they need to self-isolate.**
- If a patient with a daily/twice weekly prescription contacts the pharmacy to advise that they are unable to attend the pharmacy for supervision, pharmacists should attempt to contact the prescribing agency to discuss appropriateness of the dose being supplied as a take home.
- In cases where the patient has a weekly prescription the pharmacist should contact the prescriber to discuss the quantity that may be dispensed.
- If unable to contact the prescriber for patients with weekly prescriptions, then arrangements should be made to supply to a representative or delivery could be considered.
- The above scenarios should include a discussion of plans for further doses if the patient is self-isolating for longer than 14 days, in addition to allowing nominated representatives to collect on the patient's behalf.
- Prescribers have been requested to inform pharmacies if there are individuals who should not be allowed to represent patients.
- If the patient contacting the pharmacy does not have a representative to help them consider delivery to the patient if possible.

## 4. To reduce footfall in community pharmacies both to support social-distancing and reduce pressure on pharmacy teams

Support your team to reduce footfall in community pharmacies, reducing pressure on pharmacy teams

### 4.1 Working with the patient and volunteers

#### Working with patients

- **Social distancing is crucial for preventing the spread of contagious illnesses such as COVID-19 which can spread through coughing, sneezing and close contact. By minimising the amount of close contact with others, chances of catching and spreading the virus to others is reduced.**
- Put clear signage on the door advising people NOT to enter the pharmacy if they have symptoms of COVID-19 (Appendix 4).
- Screen patients BEFORE they enter the pharmacy and limit the number of people allowed in at any one time to ensure social distancing.
- Provide a 2m area between staff and customers, by siting a table at the pharmacy door, chairs in front of the counter or by segregating sections of the pharmacy for customers and staff. Use tape to mark floors or physical barriers to encourage this. If you have a dispensing hatch or screen use it. Provide a dedicated “prescription pick up” area so medicines are not handed directly to customers.
- If possible, telephone patients when their prescription is ready for collection to avoid waiting within the pharmacy.
- If a patient is suspected of having COVID-19 and has already entered the pharmacy they should be isolated in line with guidance and Personal Protective Equipment should be worn by pharmacy staff providing care.
- Follow good infection control procedures. Surfaces must be cleaned regularly; for decontaminating/disinfecting surfaces national infection prevention guidance recommends that disposable cloths/paper towels and a fresh solution of general purpose detergent and water be used. Staff should wash their hands frequently with soap and hot water. Provide hand sanitiser for staff and customers.

#### Working with volunteers

- Pharmacies have experienced a significant increase in the number of people seeking to support through volunteering.
- Pharmacies approached with offers of support, including medication delivery, should refer all volunteers to the Volunteering Wales website: <https://volunteering-wales.net/>
- Pharmacies requiring volunteer support can also contact their local county voluntary council (CVC) a list can be found at: <https://www.gvs.wales/about-us/wcva-county-voluntary-councils-cvcs-and-volunteer-centres-vcs>

## 4.2 Medication collection and delivery

### Medication collection

- Social distancing guidelines should be followed for all medication collections.
- Unless previously known to staff, pharmacies should request to see identification from any volunteer presenting to collect medication on behalf of a patient.
- Most volunteers who work regularly with organisations associated with the local CVC will have ID available.
- A poster has been provided that can be placed in the pharmacy to provide information for volunteers collecting medication (Appendix 8).
- For all other organisations or individuals, pharmacies are encouraged to confirm with the patient before supplying the volunteer with medication. Particular caution is required where controlled drugs are involved.
- Patient confirmation for an organisation or individual to collect their medication may be recorded on the PMR system.
- Pharmacies should consider the potential consequences of providing medication to unknown persons without patient consent.
- Any messages or counselling for the patient should be undertaken by phone before medication is supplied.
- Cold chain storage requirements should be highlighted to the volunteer.
- Pharmacies should consider recording the identity of volunteers collecting medication on behalf of patients. The back of the patient's prescription form may be used for this purpose.

### Delivery solution for Wales

- WG have identified up to 90,000 Extremely Vulnerable People (EVP) across Wales.
- A mapping exercise has subsequently been undertaken to identify which community pharmacy or dispensing doctor each of these EVP has accessed in the last 2-3 months.
- It is currently unknown how many of these EVP will need a medicines delivery, but WG encourage you to promote the following message to patients and carers:  
*"If you have an existing social network of friends, family or neighbours please ask them to collect your prescription on your behalf. They will need to know your name and address may additionally need to show their own proof of ID."*
- Where additional support is needed to bolster capacity and increase resilience of existing medicines delivery schemes operated by community pharmacy WG are identifying a pool of volunteers across Wales to accommodate an additional 5-10 deliveries per pharmacy per day (on average).
- WG will contact community pharmacies over the next week with information regarding how to register Pro Delivery Manager accounts to support the WG scheme.

### 4.3 Medication supply from community pharmacy within the wider primary care continuity plans

- WG established a national Planning and Response Group to oversee the response to COVID-19 and ensure that a whole system response is in place to respond to the challenges of COVID-19.
- Each Cluster has considered and agreed with their HB the model that best suits their local context and arrangements depending on demographics and local resources available. It might be necessary to change and/or flex the chosen model depending on changes in demand and workforce capacity/availability.
- Clusters need HBs to support the coordination of the primary care response across practices including community pharmacy contractors linking to system-wide planning and resilience testing.
- Our ability to provide care as the number of patients infected with COVID-19 rises depends on a whole system approach to management.
- There is an expectation on community pharmacies, practices and clusters to work collaboratively in establishing the best patient and prescription journey, especially for symptomatic and COVID-19 positive patients and those requiring urgent palliative care medicines.
- Alternative ways of communicating prescription requirements will need to be utilised such as the email solution suggested by NWIS (Appendix 10) and this will need collaboration from all parties to ensure it is successful.
- More information and guidance on delivering medicines safely including preparation, transit and delivery is available in Appendix 9.

#### **Key reminders: Patient confidentiality**

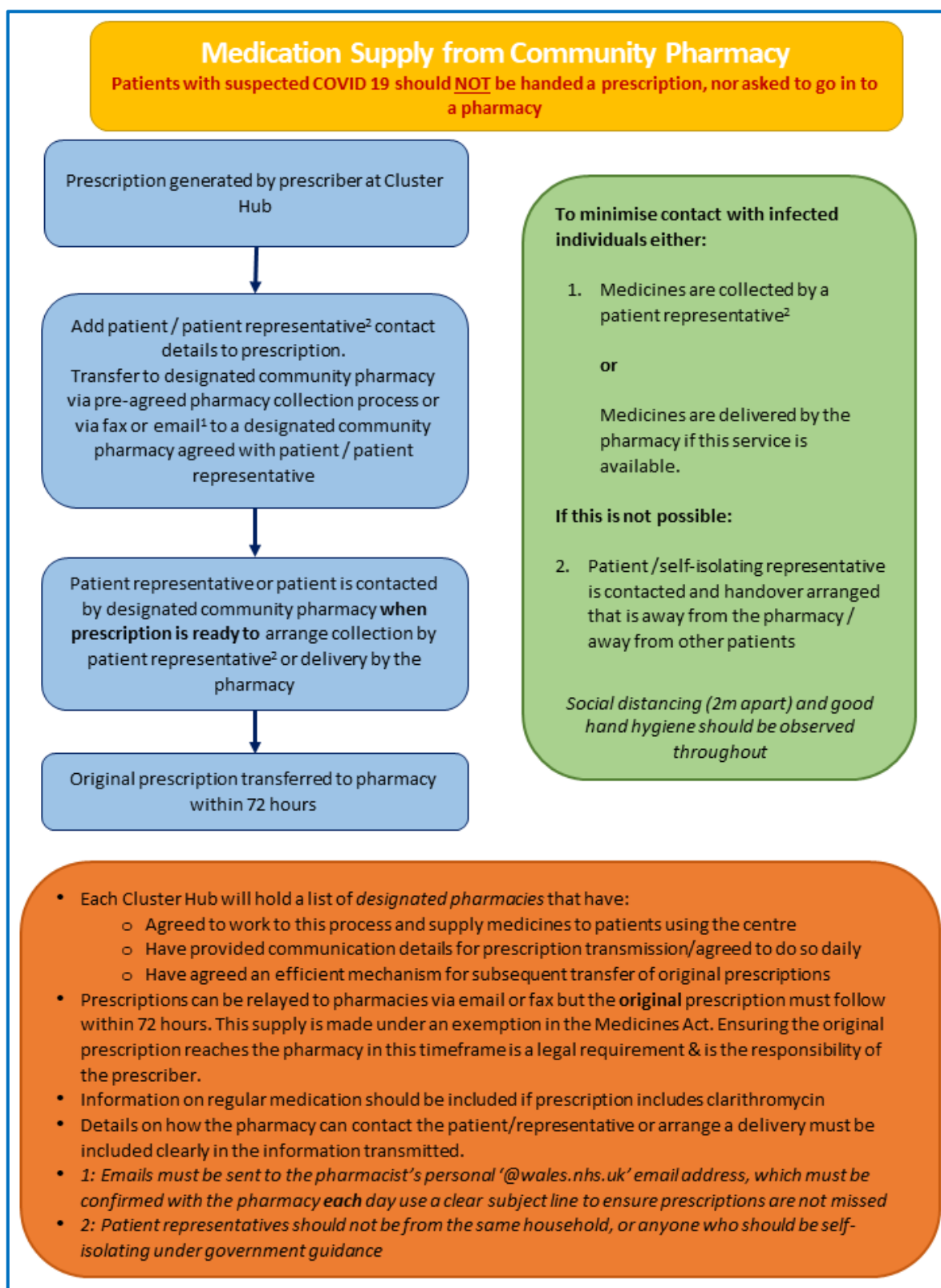
It is a legal requirement of anyone working within the healthcare profession to respect and protect people's dignity and privacy. It is your responsibility to ensure:

- ✓ All written patient information is kept out of sight of the public.
- ✓ No confidential information is overheard.
- ✓ Requests for patient information are always referred to the pharmacist.

#### **Key reminders: Infection control**

- ✓ Wash your hands with soap and water, when entering a pharmacy/surgery, frequently throughout the day, including after direct contact with members of the public, after using the toilet and before eating.
- ✓ Counselling and messages must be provided by pharmacy team over the phone and not face to face with driver.
- ✓ Only deliver to the patient's home not their neighbour.
- ✓ Do not pick up returned medicines.
- ✓ Avoid using doorbells/knockers as much as possible – use your phone.
- ✓ If touching doorbells/knockers be mindful to wash/clean hands using soap or hand sanitiser afterwards.
- ✓ Clean equipment used during deliveries e.g. wiping electronic devices, pens etc.
- ✓ Maintain good vehicle hygiene e.g. wiping steering wheel, hand brake, door handles.
- ✓ Always avoid touching your face.

The diagram below summarises how medication may be supplied from community pharmacies (please refer to local HB guidance in your area as these may differ):



## 5. To support the public to self-care, through improved access to online information or through telephone advice and medicines from their community pharmacist

**Communication is key to support community pharmacy other healthcare professionals and the public in understanding the new ways of working**

- By communicating effectively you will help the public to continue to self-care, by receiving telephone advice and improving access to medicines from community pharmacy.
- During this period of the COVID-19 outbreak, Community Pharmacies and GP practices are facing significant pressures it is accepted that it could be more harmful to not share health information than to share it.
- Where clinical need demands it, we may need to work in different ways from usual with our focus being on **what** information we need to share and **who** we share it with, rather than **how** we share it.

### 5.1 Communication channels in community pharmacy

- Collaborative and open channels of communication are key to helping community pharmacy teams and the wider primary care network deliver the patient care they want to.
- Community pharmacies should consider having in place a system that will allow communication:
  - During ALL contracted hours (included when working behind closed doors).
  - For urgent use by healthcare professionals that will not be shared with patients.
  - To avoid unnecessary congestion of the pharmacy patient phone line.
  - To provide timely and appropriate access to Palliative Care teams, Carers and District Nurses.
- These are to be seen as supportive measure and not as additional tasks for pharmacies.
- Pharmacy teams may wish to use any of the following to build local communication channels with practices and other pharmacies.
- These could be useful options to communicate changes to opening times if agreed at a local level and could be used to discuss and liaise with practices around queries and stock shortages.
- These could also be used to alert Palliative Care team, Carers and District Nurses when to access the pharmacy or if stock is available if requested by HBs.
- We do appreciate that not all pharmacies and surgeries will have the ability to have a dedicated phone line but hope some of the options below will offer some useful alternatives.



### Use of NHS Email

- Pharmacists can now use their Choose Pharmacy NHS emails to discuss queries and liaise with practices.
- Email can also be used for urgent prescriptions under Emergency request by prescriber regulation. (Appendix 10)

### Dedicated Phone lines

- Where possible using an additional phone line in a pharmacy for only Healthcare professionals to use.
- Where possible using a dedicated phone line in a surgery/GP practice for only Pharmacies to ring in on.
- This phone line could be used for Emergency request by prescriber for urgent prescription (this should be by the prescriber and not as an administrative task.)
- Some HBs may provide dedicated HB Pharmacy mobile phone's where appropriate.

### Hospify

- Hospify is a secure app for use in messaging/communication between healthcare professionals.
- The app is compliant with GDPR, NHS IG toolkit, ISO 27001 and the NICE evidence standard framework, and would be an option for pharmacy teams to build local communication channels with practices and other pharmacies.
- This could be a useful option to communicate queries and changes to opening times if agreed at a local level.
- It could also be used to transmit patient identifiable data where no other options are workable.
- **But this is not recommended as a routine solution for the sending of prescriptions for dispensing**, use of the email process as above where possible.
- For more information:
  - <https://nwis.nhs.wales/coronavirus/digital-support-updates-for-healthcare-professionals/hospify/>
  - <https://www.hospify.com/>

## 5.2 Promote Self-Care and change your service provision

- Promoting self-care should continue to be a focus for community pharmacy.
- Pharmacy teams can support patients in doing this by offering their advice and services in a variety of different ways.
- Provide services and consultations over the phone, where it is safe and appropriate to do so.
- Use your Pharmacy social media pages to promote key messages from WG.

## Links to further information:

- Welsh Government – COVID-19 - Practical Checklist for Community Pharmacies:  
<http://www.cpwales.org.uk/getattachment/The-Health-Landscape/Coronavirus-Information-Updates/Guidance-on-managing-the-pharmacy/COVID-19-Practical-Checklist-for-Community-Pharmacies-final.pdf.aspx?lang=en-GB>
- Llywodraeth Cymru – COVID-19 - Rhestr Wirio Ymarferol i Fferyllfeydd Cymunedol:  
<http://www.cpwales.org.uk/getattachment/The-Health-Landscape/Coronavirus-Information-Updates/Guidance-on-managing-the-pharmacy/COVID-19-Practical-Checklist-for-Community-Pharmacies-Welsh-PDF.pdf.aspx?lang=en-GB>
- General Pharmaceutical Council – Coronavirus latest updates:  
<https://www.pharmacyregulation.org/contact-us/coronavirus-latest-updates>
- Royal Pharmaceutical Society – Coronavirus updates and information:  
<https://www.rpharms.com/coronavirus/>
- Royal Pharmaceutical Society – Coronavirus Q&A  
<https://www.pharmacyregulation.org/standards/guidance/questions-and-answers-coronavirus>
- Community Pharmacy Wales – Coronavirus information and updates:  
<http://www.cpwales.org.uk/The-Health-Landscape/Coronavirus-Information-Updates>
- Community Pharmacy Wales – Guidance on managing the pharmacy:  
<http://www.cpwales.org.uk/The-Health-Landscape/Coronavirus-Information-Updates/Guidance-on-managing-the-pharmacy.aspx>
- Community Pharmacy Wales – COVID-19 Frequently Asked Questions:  
<http://www.cpwales.org.uk/getattachment/The-Health-Landscape/Coronavirus-Information-Updates/COVID19-FAQ-latest.pdf.aspx?lang=en-GB>
- GOV.UK – Stay at home: guidance for households with possible coronavirus (COVID-19) infection:  
<https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection>
- GOV.UK – Guidance for employers and businesses on coronavirus (COVID-19):  
<https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19/guidance-for-employers-and-businesses-on-coronavirus-covid-19>

## Conclusion

Community pharmacy contractors are faced with an unprecedented challenge to provide services in a fast-changing environment.

To support the retention of safe, efficient, and accessible pharmaceutical services, the Welsh Government have outlined a set of five key objectives.

Work has been underway with partners across Government, HBs, Community Pharmacy Wales, the Royal Pharmaceutical Society, along with other key stakeholders to develop a range of measures to support meeting these objectives.

There is an expectation on community pharmacies, practices and clusters to work collaboratively in establishing the best patient and prescription journey, especially for symptomatic and COVID-19 positive patients and those requiring urgent palliative care medicines.

This toolkit compiles information that has so far been released in relation to each of these objectives. It also offers guidance and supporting information to enable the continuity of services by community pharmacies at this unprecedented time of pressure. Practical tips and templates have been included to help contractors navigate their way through the process.

It should be noted that the situation is very fast-moving, and plans are evolving at pace, so this document provides only a snapshot of the current situation (as of 9th April 2020).

## Appendices

### Appendix 1: Pharmacy staff with COVID-like symptoms guidance

## ATTENTION: Coronavirus

# PHARMACY STAFF WITH COVID-LIKE SYMPTOMS

### PHARMACIST WITH SYMPTOMS *(no other pharmacist immediately available)*

- Close the pharmacy.
- The pharmacist should return home and self-isolate in line with government guidance. Arrange for the pharmacist to access COVID-19 testing as per LHB guidance.
- Action the relevant sections of the pharmacy's business continuity plan.
- Secure a replacement pharmacist for the remainder of the day if possible, and for the duration of the potential self-isolation period.
- Notify the LHB of the pharmacy closure. Inform nearby GP practices and pharmacies, local drug & alcohol teams and patients due to collect urgent dispensed prescriptions.
- Plan how patients can collect urgent dispensed prescriptions. This may require the transfer of prescriptions and/or dispensed medication to a nearby pharmacy. Where no other option is available, pharmacy staff may hand out previously dispensed prescriptions for a short period of time, in the absence of a pharmacist.
- Prominently display information for the public on how to access urgent medication and other pharmacy services. Include contact details for nearby pharmacies.
- Undertake a thorough clean of the pharmacy, focussing on surfaces and equipment that the pharmacist is likely to have been in contact with.
- Reopen the pharmacy as soon as a replacement pharmacist is available. If the pharmacy may not be able to open the next working day, this must be raised with the LHB as a matter of urgency.

## **NON-PHARMACIST STAFF WITH SYMPTOMS**

- In line with government advice, it is not necessary to close the pharmacy.
- The staff member should return home and self-isolate in line with government guidance. Arrange for them to access COVID-19 testing as per LHB guidance.
- Action the relevant sections of the pharmacy's business continuity plan.
- Where necessary, secure additional support for the remainder of the day and for the duration of the potential self-isolation period.
- If specific roles such as care homes services are likely to be disrupted, inform service users of the potential delay and any action required.
- Undertake a thorough clean of the pharmacy, focussing on surfaces and equipment that the member of staff is likely to have been in contact with. This may require a temporary closure of the pharmacy.
- Other members of the team should follow appropriate infection prevention measures and can continue to work within the pharmacy. Staff that are not displaying COVID-like symptoms are not required to self-isolate.

## Appendix 2: Template - Notification of closure forms

This form can be attached to an email or pasted into email body:

Send to the community pharmacy lead of your local health board via email or telephone to inform them (See appendix 6).

Pharmacy Name:	
Pharmacy Address:	
Name of person completing this information:	
Job Title:	
Date of Closure:	
Time of Closure:	
Reason for Closure:	Anticipated date of re-opening:
Actions taken to enable patients to access medication	Repeat prescriptions:  Supervised administration prescriptions:



**GIG**  
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WALES

Partneriaeth  
Cydwasaethau  
Gwasanaethau Contractwyr  
Shared Services  
Partnership  
Contractor Services

PHARMACY CLOSURE DURING CONTRACTED OPENING HOURS	
<b>Pharmacy Name:</b>	<b>Pharmacy Account Number:</b>
<b>Pharmacy Address:</b>	
<b>Date and Time of Closure</b> (Instances to be reported as soon as practical. To include the length of time the pharmacy will be closed, if known):	
<b>Reason for Closure:</b>	
<b>Alternative Arrangements made for Patients</b> (e.g. Collection and Delivery of Prescriptions etc.):	
<b>Name of Responsible Local Health Board:</b>	
<b>Date and Time of Notification:</b>	
<b>Name of Person reporting Closure:</b>	
<b>Designation of Person reporting Closure:</b>	

This form should be completed on **EVERY OCCASION** that a pharmacy has to close or is unable to provide pharmaceutical services during contracted opening hours. **Where reasonably practicable please display a notice informing patients of alternative arrangements, etc.**

Completed forms should be sent as follows:

1. Email to the NHS Wales Shared Services Partnership on [nwssp-primarycareservices@wales.nhs.uk](mailto:nwssp-primarycareservices@wales.nhs.uk)
2. Notify your Head Office where appropriate.
3. Should you have any queries please contact Paula Curry on [01792 860410](tel:01792860410) for further information.



**SORRY WE ARE  
CURRENTLY  
CLOSED DUE TO**

.....

**WE EXPECT TO  
REOPEN:-**

.....

Your nearest pharmacy is:-

.....

Sorry for any inconvenience  
caused.

**NHS Direct Wales**  
**0845 46 47**  
**Galw IECHYD Cymru**

MAE'N DDRWG  
GENNYM EIN BOD  
AR GAU NAWR,  
OHERWYDD

.....  
RYDYM YN DISGWYL  
AIL-AGOR:-

.....  
Eich fferyllfa agosaf yw:-

.....  
Ymddiheurwn am unrhyw  
anghyfleuster mae hyn yn ei achosi.

**NHS** Direct *Wales*  
**0845 46 47**  
Galw **IECHYD** *Cymru*

**Welsh Translations for Closure Notice:**

<b>English</b>	<b>Welsh</b>
Lack of Staff	Prinder Staff
Unforeseen Circumstances	Amgylchiadau Annisgwyl

## Appendix 4: Public information posters



### DALIER SYLW: Coronafeirws

Os oes gennych chi neu unrhyw un arall yn eich cartref dymheredd uchel neu beswch cyson newydd, hyd yn oed os nad yw'n ddifrifol – **PEIDIWCH** â dod i mewn i'r adeilad hwn.

Rhaid i chi a phob aelod arall o'ch cartref aros yn y tŷ am 14 diwrnod, neu 7 diwrnod os ydych yn byw ar eich pen eich hun, a chadw draw oddi wrth bobl eraill.

Os oes angen i chi gysylltu â ni ar frys: / If you urgently need to contact us:

#### PEIDIWCH â ffonio 111 GIG oni bai:

- ⊗ Na allwch ymdopi â'r symptomau gartref
- ⊗ Bod eich cyflwr yn gwaethygu
- ⊗ Nad yw'ch symptomau'n gwella ar ôl 7 diwrnod

**Amddiffyn eich hun, amddiffyn pobl eraill, amddiffyn y GIG.**

#### ONLY call NHS 111 if:

- ⊗ You cannot cope with the symptoms at home
- ⊗ Your condition gets worse
- ⊗ Your symptoms do not get better after 7 days

**Protect yourself, protect others, protect the NHS.**



Llywodraeth Cymru  
Welsh Government



GIG  
CYMRU  
NHS  
WALES

Iechyd Cyhoeddus  
Cymru  
Public Health  
Wales

#### CORONAFEIRWS

**DIOGELU  
EICH HUN  
AC ERAILL  
A'R GIG**

#### CORONAVIRUS

**PROTECT  
YOURSELF  
OTHERS &  
THE NHS**

## DALIER SYLW: Coronafeirws

### 5 cam syml i'w dilyn i helpu'ch fferyllfa i'ch helpu chi:

- Peidiwch â mynd i fferyllfa os oes gennych chi neu unrhyw un arall yn eich cartref dymheredd uchel neu beswch parhaus.
- Cynlluniwch ymlaen llaw lle bo modd. Ceisiwch archebu eich presgripsiwn nesaf saith niwrnod cyn y diwrnod y mae angen ei gasglu.
- Rhowch eich manylion cyswllt ar eich presgripsiwn fel y gall fferyllfeydd roi gwybod ichi pan fydd eich meddyginiaethau'n barod i'w casglu.
- Os ydych chi'n hunanynysu, gofynnwch i aelod o'r teulu, ffrind neu gymydog drefnu i gasglu eich meddyginiaeth ar eich rhan. Os nad oes gennych chi unrhyw un sy'n gallu gwneud hyn, siaradwch â'ch fferyllfa gymunedol i weld sut y gallan nhw helpu.
- Os ydych chi'n teimlo'n iawn ac yn gallu mynd i'r fferyllfa eich hun, meddyliwch sut y gallwch chi helpu aelodau o'r teulu, ffrindiau a chymdogion sy'n hunanynysu.

## ATTENTION: Coronavirus

### 5 simple steps to help your pharmacy help you:

- Do not visit a pharmacy if you or anyone in your household has a high temperature or continuous cough.
- Plan ahead where possible, try to order your next prescription seven days before it is due.
- Put your contact details on your prescription so pharmacies can let you know when your medicines are ready to collect.
- If you are self-isolating please ask family, friends or neighbours to arrange to pick up your medication for you. If you don't have anyone who can, speak to your community pharmacy to see how they can help.
- If you are well and able to visit the pharmacy yourself, think about how you can help family, friends and neighbours who are self-isolating.

# 5 ways you can help your pharmacy



1.



**Do not** visit a pharmacy if you or someone you live with has a temperature or a new cough

2.



Order your prescription **7 days** before you need them to give the pharmacy time to help everyone

3.



- Put your phone number on your prescription.
- The pharmacy will phone you when your prescription is ready to pick up
  - Wait for the pharmacy to call you
  - **Do not** call the pharmacy unless it's very urgent

4.



If you are staying at home because you have a new cough or temperature:

- Get friends or family to pick up your prescriptions or
- Speak to your community pharmacy to see if they can help

5.

If you are not ill, offer to pick up prescriptions for any friends or family who are ill

- Make sure you have their name and address when picking up their prescription





# 5 ffordd gallwch chi helpu eich fferyllfa chi



1.



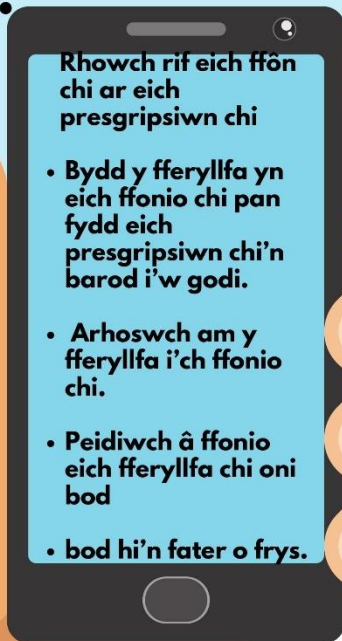
**Peidiwch** ag ymweld â fferyllfa os oes gwres neu beswch newydd arnoch chi neu ar rywun rydych chi'n byw gyda nhw

2.



Archebwch eich presgripsiynau chi **7 diwrnod** cyn i chi eu hangen nhw er mwyn rhoi amser i'r fferyllfa helpu pawb.

3.



Rhowch rif eich ffôn chi ar eich presgripsiwn chi

- Bydd y fferyllfa yn eich ffonio chi pan fydd eich presgripsiwn chi'n barod i'w godi.
- Arhoswch am y fferyllfa i'ch ffonio chi.
- Peidiwch â ffonio eich fferyllfa chi oni bod
- bod hi'n fater o frys.

4.



Os ydych chi'n aros gartref achos bod peswch newydd neu wres arnoch chi:

- gofynnwch i'ch ffrindiau neu'ch teulu chi godi eich presgripsiynau chi neu
- siaradwch â'ch fferyllfa gymunedol chi i
- weld os gallan nhw helpu.

5.

Os nad ydych chi'n sâl, cynigiwch godi presgripsiynau ar gyfer ffrindiau neu aelod o'r teulu sy'n sâl.

- Byddwch chi angen eu henw a'u cyfeiriad nhw er mwyn cael codi
- eu presgripsiwn nhw.



## Appendix 5: Key worker letter for community pharmacy

To whom it may concern,

### **RE: COVID-19 pandemic and key worker status**

The Welsh Government has identified the following key workers in health and social care:

*"This includes but is not limited to doctors, nurses, midwives, paramedics, social workers, care workers, and other frontline health and social care staff including volunteers; the support and specialist staff required to maintain the UK's health and social care sector; those working as part of the health and social care supply chain, including producers and distributors of medicines and medical and personal protective equipment."*

Pharmacists, Pharmacy Technicians and support staff involved in the medicines supply chain are critical to the Government's COVID-19 response and are key workers in the National Health Service.

Please accept this letter as confirmation that the below-named member of the team is a key frontline health worker for the purposes of the support available during the COVID-19 pandemic.

Yours sincerely,

[NAME]

[JOB TITLE]

Name of Individual: .....

Place of Work: .....



## Appendix 6: List of Health Board Contacts

Health Board	Community Pharmacy Lead	Email	Tel
<b>Aneurin Bevan UHB</b>	Richard Evans	<a href="mailto:Richard.Evans8@wales.nhs.uk">Richard.Evans8@wales.nhs.uk</a>	01495 241284
<b>Betsi Cadwallader UHB</b>	Adam Mackridge	<a href="mailto:Adam.Mackridge@wales.nhs.uk">Adam.Mackridge@wales.nhs.uk</a>	07769 934 852 (Mobile)
<b>Cardiff and Vale UHB</b>	Louise Allen	<a href="mailto:Louise.Allen2@wales.nhs.uk">Louise.Allen2@wales.nhs.uk</a>	02921 836156
<b>Cwm Taf Morgannwg UHB</b>	Emma Williams	<a href="mailto:Emma.Williams34@wales.nhs.uk">Emma.Williams34@wales.nhs.uk</a>	01443 443443 ext 74095
<b>Hywel Dda Health Board</b>	Angela Evans	<a href="mailto:angela.evans10@wales.nhs.uk">angela.evans10@wales.nhs.uk</a>	01554 783083
<b>Powys Teaching Health Board</b>	Jason Carroll	<a href="mailto:Jason.Carroll@wales.nhs.uk">Jason.Carroll@wales.nhs.uk</a>	01874 712654
<b>Swansea Bay UHB</b>	Amy David	<a href="mailto:Amy.David2@wales.nhs.uk">Amy.David2@wales.nhs.uk</a>	01639 684557

## Appendix 7: GP Messaging - Repeat Prescriptions COVID-19



Llywodraeth Cymru  
Welsh Government

### **GP Messaging: Repeat Prescriptions COVID-19**

We are seeking support from Primary Care teams to work together to ensure medicines supply through the appropriate flow of repeat prescriptions between GP practice, community pharmacy and the public.

To reduce the footfall in our GP practices and community pharmacies we would ask for your support in the following ways;

- Encourage the public to utilise electronic means of prescription re-ordering where possible i.e. MyHealthOnline and other existing electronic ordering systems including Apps
- Utilise current external prescription drop off boxes or consider implementing this at your practice if possible
- Allow telephone prescription orders if necessary
- Ensure community pharmacy delivery drivers/other pharmacy staff are able to access prescriptions for collection
- Do not fax repeat prescriptions to community pharmacies, only fax emergency acute prescriptions where there is no other alternative
- Do not change current prescription intervals
- Switch all appropriate patients to repeat dispensing (batch prescribing)
- If repeat dispensing is not possible, please issue post-dated prescriptions where appropriate
- Do not advise symptomatic patients to visit community pharmacies
- Please communicate changes to your services/opening hours to community pharmacies in your Health Board



BUDDSODDWYR | INVESTORS  
MEWN POBL | IN PEOPLE

Parc Cathays • Cathays Park  
Caerdydd • Cardiff  
CF10 3NQ



# **ATTENTION: Coronavirus**

## **Volunteers Collecting Medication**

### **Important Notice.**

We are taking extra steps to support our patients and volunteers.

If you are collecting medication on behalf of someone else, we may ask you to provide proof of your identity.

We may contact the patient to confirm that they have asked for their medication be collected.

We may ask you to sign to confirm that you have collected the patient's medication.

**Thank you for your patience and  
understanding.**

## Appendix 9: Delivering Medicines Safely COVID-19: Guidance

### Delivering Medicines Safely - COVID-19: Guidance

#### 1. Preparation:

To satisfy basic legal requirements whilst delivering medicines you must:

- ✓ Hold a valid driving license.
- ✓ Be covered by appropriate insurance.
- ✓ Follow the Highway Code.
- ✓ Ensure vehicle is roadworthy and has a valid MOT  
(see <https://www.gov.uk/guidance/coronavirus-covid-19-mots-for-cars-vans-and-motorcycles-due-from-30-march-2020> for current guidance).
- ✓ Ensure you are fit to drive and not be under the influence of alcohol or drugs.
- ✓ Never use a mobile phone whilst driving.

#### 2. Process:

Following the guidelines below will ensure each patient safely receives the correct medication. Failure to adhere consistently can have serious consequences for yourself and the patients.

##### At the pharmacy:

- ✓ CDs are more liable to misuse and are kept in a locked cabinet in the pharmacy. You will be required to sign the back of CD prescriptions when they are handed over to you. The details of each CD delivered, along with your name, will be recorded in the CD register.
- ✓ Ensure you have a contact phone number for the pharmacy in case queries arise.
- ✓ Ensure you have patient phone numbers – on bag labels if possible.

##### In transit:

- ✓ Whenever the vehicle is left unattended whilst delivering medicines, all windows must be closed, and doors must be locked, and the ignition key removed. Medicines must not be left in vehicles overnight.
- ✓ Transport medicines in the rear/boot where they cannot be seen by members of the public to protect patient confidentiality and minimise the risk of theft.
- ✓ Your role will involve manual handling processes and it is important you follow instructions provided. <https://www.hse.gov.uk/msd/manual-handling/training.htm>.

##### At the patient's door/care home door:

- ✓ Phone the patient from 2m from the door to let them know you have arrived or knock on the door and step back 2m.
- ✓ Avoid using doorbells and knockers without gloves.
- ✓ Use hand sanitiser.
- ✓ Ask the patient or representative to confirm their name and address. Check this against the bag label.
- ✓ Ask the patient to confirm where the bag should be placed for immediate retrieval.
- ✓ Ask patient to stay indoors while you place the bag in the agreed location.

- ✓ Withdraw 2m from the bag and watch the patient pick up the bag. Ask them to check the details on bag label are correct.
- ✓ Explain all queries are to be phoned through to the pharmacy to maintain patient confidentiality.
- ✓ If no reply medicines must be returned to sending pharmacy.
- ✓ Driver to sign the electronic/paper audit trail noting date and time of delivery or failed delivery.
- ✓ Do not receive any returned medication.
- ✓ Do not post medication through letter box.
- ✓ Do not leave medication in porch or outbuilding.
- ✓ Do not leave medication at a different address (risk of cross infection).
- ✓ Do not enter the patient's house – all issues to be resolved with pharmacy team over the phone.
- ✓ If possible, use hand sanitiser after every delivery.
- ✓ Wipe down the hand-held device, van door handles, steering wheel, hand brake, gear stick and ignition keys on a regular basis.
- ✓ Wash your hands with soap on entering next pharmacy.

### **3. Key Patient confidentiality Reminders:**

It is a legal requirement of anyone working within the healthcare profession to respect and protect people's dignity and privacy. It is your responsibility to ensure:

- ✓ All written patient information is kept out of sight of the public.
- ✓ No confidential information is overheard.
- ✓ Requests for patient information are always referred to the pharmacist.

### **4. Key Infection Control Reminders:**

- ✓ Wash your hands with soap and water, when entering a pharmacy/surgery, frequently throughout the day, including after direct contact with members of the public, after using the toilet and before eating.
- ✓ Counselling and messages must be provided by pharmacy team over the phone and not face to face with driver.
- ✓ Only deliver to the patient's home not their neighbour.
- ✓ Do not pick up returned medicines.
- ✓ Avoid using doorbells/knockers as much as possible – use your phone.
- ✓ If touching doorbells/knockers wear gloves and use hand sanitiser.
- ✓ Clean equipment used during deliveries e.g. wiping electronic devices, pens etc.
- ✓ Maintain good vehicle hygiene e.g. wiping steering wheel, hand brake, door handles.
- ✓ Always avoid touching your face.

## Appendix 10: Guidance on: Use of NHS Wales email between GMPs and Community Pharmacies



GIG  
CYMRU  
NHS  
WALES | Gwasanaeth  
Gwybodeg  
Informatics  
Service

Angerddol am wneud gwahaniaeth  
Darparu gwybodaeth a thechnoleg ar gyfer gofal gwell  
Passionate about making a difference  
Delivering information and technology for better care

# Primary Care Support Service – Guidance on...

## Use of NHS Wales email between GMPs and Community Pharmacies

This guidance is to support the use of NHS Wales email between GMPs and Community Pharmacies, however, it can also be referred to for emailing between any NHS Wales email account.

The NHS Wales email network is considered secure for the transfer of any information, including personal data, within NHS Wales. This applies to email addresses that end in “@wales.nhs.uk”. Users must always evaluate whether the email platform is the most appropriate method to communicate such data.

### Reducing risks of using email

All transfer of information systems can pose various risks; however, these can be reduced by following the below guidance:

- Pharmacies should only use the NHS Wales email system when emailing patient identifiable information to other healthcare professionals in Wales;
- Although the email system is considered safe, as a mitigating factor to avoid any inadvertent misdirection, additional pre-cautions such as encrypting attachments may also be considered when sending special category information (sensitive);
- Only email personal information between the Practice and Pharmacy if both parties have a legitimate reason to send and receive it, and only do so if it is strictly necessary;
- There is always a risk of misdirection when sending emails. Users must double check that the communication is being directed to the intended recipient. All users should use the NHS Wales address book to check that the correct email address has been selected;
- Monitor your Outlook application to ensure that the email was sent appropriately, for example, no bounce back emails or ‘out of office’ reply’s;
- Pharmacies often have other email addresses / outlook accounts therefore they should monitor their NHS Wales email (available through the Choose Pharmacy

Application) regularly, especially during this time of extreme circumstances, to ensure no emails are missed;

- Practices may request a read receipt or confirmation email by return to ensure the Pharmacy has received the email, particularly in emergency situations and in light of the above point;
- Emailing to other NHS email addresses are not currently considered secure, for example, @nhs.net.
- A pragmatic approach to emailing should always be taken.

### **Use of Web Mail for Community Pharmacies**

The Outlook Web App is how Pharmacies access the NHS Wales email system, through the Choose Pharmacy application, therefore this is considered secure. See Appendix A of the [Choose Pharmacy User Guide](#) for further information on accessing and Use Of Web Mail.

### **Policies for Emailing Person Identifiable Information**

An [All Wales Email Use Policy](#) is in place, although not specifically for Primary Care, it sets out the responsibilities of all users when accessing the NHS Wales email service. Each organisation should have their own Email Policy which supports the All Wales Policy when accessing the All Wales email system.