

Key Messages – Day 1

17/03/2020

Dear Colleagues,

You will now have received a copy of the letter from the Chief Pharmaceutical Officer and possibly seen the social media activity from Community Pharmacy Scotland last night. If not, I would encourage you to watch the message from CPS Chief Executive (it is 10 mins long though!).

As a Board, we are mindful of the requirement for us to share information and guidance with you but are also aware that things are extremely busy and you probably don't want to be bombarded with lots of emails. However, we feel that it is important to share some bite sized chunks with you and we propose to send two or three key messages to you each day. We are also linking the CPDT website to the GGC COvid-19 information page so that you have access to the most updated information that the Board are issuing.

Today's key messages:

You will no doubt be starting or making changes to the way that you are working within the pharmacy. Things to think about for your pharmacy:

- Domette Boxes - It may be wise for you to risk assess each patient who receives a domette box with a view to supplying more than one week at a time up to a maximum of 4 weeks. If you think that the patient can manage with more than one week's supply, then this may be an option to reduce routine deliveries.
- Home Deliveries - It would be sensible to amend SOPs to reflect changes to the home delivery services. Your drivers are at as much risk as counter staff but there are alternatives that they could do. For example, one pharmacy is asking their driver to knock the door and place the medication parcel on the step (or plastic box so it doesn't get wet), then step back, leaving 2m distance. When the patient opens the door, they can pick up the medication from the step/box and closes the door before the driver leaves. In these circumstances, the driver may not need a personal signature but could record who uplifted the medicines.
- Addiction Services - Please think about how you can reduce the risk safely whilst providing OST and disulfiram services. However, Glasgow Addiction Services are working on amended protocols and suggestions eluding to minimising supervision and also attendance at the pharmacy and we expect this to be ready in the next couple of days.

It is entirely appropriate for pharmacy staff to take reasonable measures to reduce risk of transmission e.g. patients not signing Rx forms, having an "exclusion zone" around the counter if possible. We are looking at information for the public about accessing their community pharmacy and when to reduce the chances of patients with possible symptoms presenting in the pharmacy. I'm going to leave this here for today and will be in touch again tomorrow.

Thank you in advance for everything that you are doing, will continue to do and will be doing going forward at this challenging time! My 7 year old son asked me last night why Batman and Wonder Woman can't stop the virus..... but he made me think that we have 291 superheroes out in community pharmacy and you don't all wear capes!

Regards

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