

## Key Messages – Day 5

23/03/2020

Dear Colleagues,

I hope that you are all doing ok. Last week was pretty traumatic for you and I was comforted by the messages of support for community pharmacy contractors and your teams that I saw on social media over the weekend. I knew you were all superheroes without capes!!

A few things of note for today:

Further to the email last week about medicines for BBV treatment – there is not an expectation that community pharmacy will physically deliver the meds to patients, unless arrangements are already in place to do so.

ECS access – you must have a clinical portal account to view ECS. If you require an account, check the Community Pharmacy Development website for the account form:

<https://www.communitypharmacy.scot.nhs.uk/nhs-boards/nhs-greater-glasgow-clyde/clinical-portal/>

Specials – we are making arrangements for the authorisation of specials. I'm currently pulling stuff together for you and will circulate separately as soon as I can.

Changes to Covid 19 triaging and assessments – there is a fundamental shift in how we support patients with suspected Covid 19 accessing health services about to start. There will be a new triage via NHS 111 to a telephone triage hub. Patients will speak to a clinician who will give some advice, refer them to hospital or refer them to the new assessment centres. More information on this pathway and what it means for community pharmacy will be shared as soon as we can.

Short and sweet today. Stay safe, stay well and be those superheroes that I know you all are!

*Regards  
Elaine*

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