**Key Messages – Day 10 30/03/2020**

Dear Colleagues,

I hope that you all managed to grab some sort of rest and recovery over the weekend albeit limited to where you could go.  I have several key messages collated here for ease for you from some of the team so let’s see how this format works. We’re trying to get a balance of number of emails that are being sent and I accept that we’re not always going to get this right. Last week contained some important and large changes for community pharmacy that were referenced in the key messages of the day but were sent by separate comms and I know that this added to the email burden for some.

**Message from Alan Harrison re temporary reduction in model hours:**

*We have supported the network by allowing a temporary change to model core hours which allows the opportunity for the pharmacy to open at 10am and close at 5pm with a one-hour break in the middle of the day. However, this has resulted in an unintended consequence of other healthcare workers who are delivering a service not being able to access the pharmacy in person. To help and support ongoing service delivery can I ask that if a colleague supporting an NHS or HSCP name badge comes to the door out with the new hours they are allowed access to the pharmacy and if phone calls are coming into the pharmacy in what are the normal core hours then the call is answered. In the example of a colleague from the drug service this would allow them to drop off addiction prescriptions etc and then move on to their next drop off quickly and efficiently.*

*We would also ask that if you are operating a queuing service or “a one out one in policy” then again you allow those with the relevant identification to come to the top of the queue.*

*I hope you will understand and support the reasons for this request*

*Alan*

**PPE Update – Letter from CPO**

Chief Pharmaceutical Officer letter that she circulated on Friday (see COVID-19 ARCHIVE folder) regarding the distribution and use of personal protective equipment (PPE) for community pharmacy teams.

**COVID-19 Assessment Centres**

There are several COVID 19 assessment centres now operational this week across the Health Board area. These are designed to take probable COVID 19 cases away from general practice having being triaged by NHS 24 and a COVID 19 triage hub. Appointments are offered at the local centres and patients will present there for clinical assessment and treatment if required. You may start to see some GP10 coming through for NHS 24 prescription pads for non-urgent medications that these patients may require but patients will be asked not to take to the pharmacy in person and to ensure that safety of the community pharmacy staff are not compromised. This may mean that neighbours and volunteers bring the prescriptions in for the patient.

**Public and patient Media**

A message to members of the public with regards to the prescription burden has been developed by Pharmacy Services and the Board’s Communication Team. You may have seen this on social media over the weekend. If not, you can see a copy of the short video here <https://www.nhsggc.org.uk/about-us/media-centre/news/2020/03/public-urged-to-not-order-unnecessary-prescriptions/>

Regards

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