

COVID19: Process for Community Pharmacies Requiring Support v1.0 (03.04.2020)

PROCESS FOR COMMUNITY PHARMACIES

Purpose: A single equitable process has been set up in NHS Lothian to facilitate community pharmacies to request support if they are experiencing significant operational difficulties due to COVID19. Operational difficulties would include a threat to the pharmacy staying open and/or the ability to provide core services. This process ensures that all options to respond to service pressures have been considered up to and including whether health board redeployment is appropriate.

Considerations before contacting Pharmacy Services:

- Have you already actioned your contingency plan for such situations?
- Have you contacted and discussed the situation with your Area Manager, Owner/Superintendent or equivalent (if applicable)?
- Have you discussed/considered any staff sharing arrangements with other local pharmacies?

Process for Requesting Help: Community pharmacies with any of the following problems after having considered the above should e-mail as below for advice and support. Please include as much detail as possible in your e-mail. This will help with prioritisation.

- No Pharmacist available to staff the pharmacy
- Failing to cope/completely overloaded by volume of work sustained for ≥ 24 hours
- $\geq 50\%$ reduction in total support staff (but has Pharmacist)
- Other (please specify)

Please confirm with your indemnity provider that you are covered for working within these arrangements

Contact Details for Reporting Times:

- communitypharmacy.contract@nhslothian.scot.nhs.uk
- Issues should be reported between 8am and 9am each weekday where a same day response is required.
- Please include a contact telephone number on your e-mail. A member of the Community Pharmacy Development Team will aim to call you back by 10am to discuss any support available.
- If you become aware of an issue throughout the day which will impact following days please also e-mail the above e-mail address and we will call you back to discuss as soon as is practical.

The above e-mail address will be monitored Monday- Friday 8am-5pm.

Please include the following details on your e-mail:

- Contractor Code, name and address of pharmacy
- Name of contacting member of staff
- Best contact telephone number (including a mobile if possible)
- A clear description of the problem (including which above category it fits into) and expected duration
- Details of previous support requested if applicable

Next Steps:

- A member of the Community Pharmacy Development Team will call you back by 10am for same day support requests to discuss the problem, including where appropriate, any offer of support
- Where an offer of support is given (e.g. provision of a Pharmacist, Technician) time lines for this and a review date will be agreed at this point.
- A memorandum of understanding will then be e-mailed to the community pharmacy for signature.