**COVID 19 Frequently Asked Questions**

**01/05/2020**

**Contents**

Please click on the hyperlink title to take you to the section you want

[**Opening hours**](#_Opening_hours) **Page 2**

[**Pharmacy Services and Advice**](#_Pharmacy_Services_and) **Page 2**

[**Addiction services and controlled drugs**](#_Addiction_services_and) **Page 5**

[**Business Continuity Plan**](#_Business_Continuity_Plan) **Page 7**

[**Out of hours**](#_Out_of_hours) **Page 8**

[**Staff Testing**](#_Staff_Testing) **Page 9**

[**Other**](#_Other)  **Page 9**

[**GPhC**](#_GPHC)  **Page 12**

[**NES Support**](#_NES_SUPPORT) **Page 13**

**Updates in this version are in RED in the following sections:** [Pharmacy Services and Advice](#_Pharmacy_Services_and), [Out of hours](#_Out_of_hours),[Staff Testing](#_Other) and [Other](#_Other_1)

**This document is updated on a weekly basis**

|  |  |  |
| --- | --- | --- |
| **Question** | **Answer** | |
| Opening hours | | |
| Can we change our opening hours to protect time to ensure delivery of core services? | | NHS Fife are supportive of any pharmacy who wishes to reduce their public facing opening hours in the following way:   * by one hour at the start of the day and * one hour for lunch 1-2pm and * one hour at the end of the day   NHS Fife will communicate these times to the public.  You should inform your neighbouring GP practices and display clear signage at the entrance to the pharmacy to inform patients.  **(NHS Fife Pharmacy 18th March 2020)** |
| Do we need to alert NHS Fife of our change of hours? | | There is **no need** to contact us around the agreed closure times, outlined above, however if you are unable to open for a half or full day please contact us as soon as possible so we can try and support as best we can  **(NHS Fife Pharmacy 18th March 2020)** |
| What can pharmacy staff do if the responsible pharmacist needs to leave the pharmacy at short notice (unwell/ requiring to self-isolate)? | | Where no locum cover can be secured at the pharmacy, and recognising the potential effects of the current pandemic, it would be in the patient’s best interest for medicines already dispensed to be supplied from the pharmacy rather than not supplied at all, even though this may not be in strict accordance with the law as normally understood. In such circumstances the GPhC would expect there to be access to a pharmacist by phone or video link to provide direction for the remaining staff in the pharmacy. This procedure should only be adopted for a short time period, where other options have been exhausted.  Except in such exceptional circumstances, even in the current pandemic situation, arrangements must be made for a pharmacist to be at the pharmacy, including, to undertake the responsible pharmacist role and supervise the sale and supply of POM and P medicines. [**(GPhC 18TH March 2020)-**](https://www.pharmacyregulation.org/standards/guidance/questions-and-answers-coronavirus) |
| Can I go back to my regular opening hours? | | The email sent to NHS net inboxes on 16th April also included a request that all community pharmacies in Fife return to business as usual opening hours from 20th April if you haven’t done so already, whilst keeping the lunchtime hour closure if required. If you feel this is not possible at this time, please contact fife-uhb.primarycareadmin@nhs.net |
| Pharmacy Services and Advice | | |
| Can community pharmacy teams offer MAS consultations to visitors during the COVID-19 pandemic? | | Community pharmacy teams will be able to offer MAS consultations to **anyone presenting at the pharmacy**, effective from Monday 23 March 2020. Every new patient who historically could not access MAS should be registered as having a War Pension exemption certificate (Exemption F) and all claims will be submitted electronically via PMRs as is the case just now. This is an interim measure until the NHS Pharmacy First Scotland service will go live in pharmacies as planned on the 22nd of April, replacing this “Extended MAS.  [**(Rose Marie Parr PCA (P) (2020)5**](https://www.cps.scot/news-insight/sg-circulars/pca-p-2020/pca-p-2020-05-extension-of-mas-in-response-to-covid-19/) |
| What advice should be given to patients with asthma or COPD? | |  |
| What advice should be given to patients prescribed clozapine? | |  |
| What should pharmacy staff do if a patient presents at the pharmacy with COVID-19 symptoms? | | If an individual telephones or attends the pharmacy suffering from respiratory symptoms or a new continuous cough and/or high temperature, they should be advised to return home and consult the NHS Inform website for further advice. The website includes ‘stay at home advice’ individuals with these symptoms, plus any members of their household, must follow. On leaving the pharmacy, if the individual has had contact with the counter top, it should be cleaned with disinfectant wipes.  HPS version 3.3. advise for pharmacies 24.3.20  <https://hpspubsrepo.blob.core.windows.net/hps-website/nss/2957/documents/1_covid-19-guidance-for-pharmacies.pdf> |
| What if a patient presents at the pharmacy with symptoms suggestive of COVID-19 and is critically unwell? | | Call an ambulance. Inform the ambulance call handler of the concerns about COVID-19 infection. While awaiting ambulance transfer, place the individual in a room with the door closed and immediately wash your hands. Individuals with suspected COVID-19 must not use public transport or taxis to get to hospital. Following a patient transfer from the community pharmacy, the room should be closed and not put back into use until it has been cleaned in line with guidance. The room door should remain shut until it has been cleaned with detergent and disinfectant. Once this process has been completed, the room can be put back into use immediately.  Health Protection Scotland (HPS) has produced guidance for community pharmacists, including contact details for local health protection teams, which can be found at: <https://www.hps.scot.nhs.uk/web-resources-container/covid-19-advice-for-pharmacies/>  There is also guidance about decontamination and environmental cleaning following a suspected case entering the premises. This can be found in the HPS primary care guidance at section 3: <https://www.hps.scot.nhs.uk/web-resources-container/covid-19-guidance-for-primary-care/> |
| What is the contact number for the Sexual Health Team to refer patients for EHC consultations? | | 01592 647979 Monday to Friday 8.30am to 4pm |
| Do NRT patients still have to present at the pharmacy every week just now? | | No. Pharmacies can supply 6 weeks supply if needed. |
| What can we do in community pharmacy to manage the number of NOMADS if staff numbers are hit? | | Undertake risk assessment per patient and if satisfied, supply 4 weeks at a time and note on PMR  Pharmacies may also consider supply in patient packs after consultation with patient /carer to ensure they are supported with the change.  Contact the prescriber to advise these changes have been made. |
| Is it ok for pharmacy staff to come in early or work nights without a pharmacist? | | The Responsible Pharmacist regulations have not been relaxed by the GPhC. You can utilise the maximum two-hour absence listed in the RP regulations and therefore the pharmacist can be signed in as the responsible pharmacist, at home, contactable and still be ‘supervising’ assembly which could include dispensing.  There are activities that appropriately trained staff can undertake, in accordance with your standard operating procedures, which do not require a responsible pharmacist to be in charge of the pharmacy.  These activities are listed in section 4 of the MEP.  <https://www.rpharms.com/publications/the-mep> |
| Should I increase my stock of Palliative Care medicines? | | There is expected to be an increase demand for palliative care medication. GPs have been asked to review their own personal stock and order via GP10a if required. To protect the supply chain only Palliative care pharmacies are asked to review their stock regularly, and if capacity in CD cabinet allows, order increase stock holding. |
| Can I reduce what Community Pharmacy Services I make available to patients? | | Community Pharmacy Scotland (CPS) has advised that you can concentrate on dispensing and MAS during the periods of increased workload |
| I have heard that Community Pharmacists can now get access to the Emergency Care Summary, how do I get access? | | *Please send the following details to* [*Gillian.mcgregor1@nhs.net*](mailto:Gillian.mcgregor1@nhs.net) *and Gillian will arrange access*  *Name:*  *NHS Mail Address:*  *GPhC Number:*  *Pharmacy Contractor Code:*  *Pharmacy Name:*  Please note that Clinical Portal will only give you access to records for NHS Fife patients and therefore accessing ECS via the portal will also be restricted to Fife only.  If you need to access to ECS for patients who are from out with NHS Fife you should use the ECS web access and not Clinical Portal.  e-health have provided two test patient CHI numbers which you can use to help you become more familiar with the functionality of the application.  Use 2312725851 Mickie Mouse;  or 4444444444  Update 01/05/2020  A reminder that authorisation has now been given to allow Clinical Portal access for Pharmacists and **registered Pharmacy Technicians**.  If you have not applied already please submit your request as above to [Gillian.mcgregor1@nhs.net](mailto:Gillian.mcgregor1@nhs.net) ASAP, colleagues are finding the access really helpful.    If you are happy to share examples of when you have used this tool to help patients with NHS Fife Pharmacy and Community Pharmacy Scotland please email them to [Fife-uhb.fifepharmacycommpharm@nhs.net](mailto:Fife-uhb.fifepharmacycommpharm@nhs.net) and  [robbie.collins@cps.scot](mailto:robbie.collins@cps.scot) |
| One of my elderly patients is self-isolating at home and has no-one they can ask to pick up their medication, we don’t have a delivery service, what should I do? | | Fife Voluntary Action are providing a delivery service for our elderly and vulnerable population who have no-one to pick up prescriptions for them, you can share their contact number **0800 389 6046** with the patient or direct them to their [website](http://www.fva.org/prescription) **.** |
| Is the launch of Pharmacy First still going ahead on 22nd April? | | Due to the current pressures on pharmacy teams responding to the COVID-19 pandemic, the Cabinet Secretary for Health and Sport has decided to postpone the launch of NHS Pharmacy First Scotland until pharmacy teams have capacity to deliver the new service as fully intended. |
| Does Ibuprofen worsen COVID-19 symptoms? | | A drug safety alert was sent to all nhs net inboxes this morning.  The main point to note is that the Commission on Human Medicines’ Expert Working Group on Coronavirus has concluded that there is currently insufficient evidence to establish a link between use of ibuprofen, or other NSAIDs, and contracting or worsening of COVID-19. |
| Where can I get information about Coronavirus and accessing support to share with patients? | | This is available on the Ready Scotland website. <https://www.readyscotland.org/coronavirus/>  There is also additional information in the Fife Public Protection Bulletin |
| Are we still operating the Gluten Free Food Service during the COVID-19 pandemic? | | The supply of gluten free food on the **Gluten Free Food Service**, for patients with a confirmed diagnosis of Coeliac Disease or Dermatitis Herpetiformis is still fully operational during **COVID 19**. In addition, patients are still being newly diagnosed, so community pharmacies may receive requests for new registrations to the service, as well as the supply of gluten free food. CPS have written to **Coeliac UK** to advise that the time between ordering and collection of gluten free food may take longer than normal, advising that patients should discuss this with their community pharmacy teams to ensure enough time is allowed for supplies to reach the pharmacy. |
| Can I use the Unscheduled Care PGD and UCF in lieu of a dental prescription? | | Further to the message on Friday 24/04/2020 and Monday 27/04/2020 regarding implementing this prescribing model for the Covid19 Dental Hub, **a decision has been taken to halt the model at this time**. Some further work is required to ensure the process is safe and robust and supports patients and all professionals involved.  Further information will follow at the appropriate time. |
| Addiction services and controlled drugs | | |
| How do I contact addiction services? | | Clinicians or clients can contact addiction services Monday to Friday from 9am until 5pm on:  tel 01592 716446. Please be aware they are experiencing a high volume of calls at the moment. |
| Should our methadone patients still be consuming their dose on the premises? | | Addiction services have advised that from 19.3.20 all supervised methadone should be changed to daily collection. The direction to supervise medication is a recommendation and is not a legal requirement under the 2001 Misuse of Drug Regulations, therefore, no new prescriptions are required. |
| How do we ensure patients on daily dosing methadone receive their dose if they have been advised to self isolate? | | Individual patients should contact the prescriber and inform them. Substance Misuse Service will follow robust assessment of each individual patient situation. In these circumstances Addiction Services will contact the pharmacy by telephone and provide details of the named individual who can collect on behalf of the patient. It maybe that addiction services staff may have to collect and would appreciate if community pharmacy could expedite supply where possible. |
| What happens to the substance misuse patients if the pharmacy has to close? | | Patients of Addiction Services who have missed methadone, Suboxone or buprenorphine doses as a result of pharmacy closures will have a new prescription written for a different pharmacy which will be delivered or faxed to a pharmacy on behalf of the patient. Under current legislation the supply of schedule 2, 3 and part 1 schedule 4 drugs is not permitted without a prescription. (MEP SECTION 3.3.2)  [https://www.rpharms.com/publications/the-mep](https://www.rpharms.com/publications/the-mep%20)  However the GPhC Standards state  “There will be times when pharmacy professionals are faced with conflicting legal and professional responsibilities. Or they may be faced with complex situations that mean they have to balance competing priorities. The standards provide a framework to help them when making professional judgements. Pharmacy professionals must work in partnership with everyone involved, and make sure the person they are providing care to is their first priority.”  If Pharmacies have to close before all patients have been able to collect their methadone for that day the pharmacy should contact the prescriber to advise which patients have not collected their methadone.  When the pharmacy reopens they should check with the prescriber if a new prescription has been issued to another pharmacy and whether current prescriptions should be stopped. |
| Can pharmacies dispense controlled drug prescriptions that cover more than 30? days? | | For those patients who are deemed stable on their current prescriptions prescribers may extend the duration of controlled drug prescriptions longer than the 30 days recommended as good practice outlined in Medicines Ethics and Practice (MEP edition 43, page 97*): “The Department of Health and the Scottish Government have issued strong recommendations that the maximum quantity if Schedule 2, 3 or 4 CDs prescribed should not exceed 30 days. This is not a legal restriction but prescribers should be able to justify the quantity requested (on a clinical basis) if more than 30 days’ supply is prescribed. There may be genuine circumstances for which medicines need to be prescribed in this way."* |
| What is the appropriate date on a controlled drug prescription? | | “For an NHS prescription, the appropriate date is the later of either the date on which the prescription was signed or a date indicated by the appropriate practitioner as the date before which it should not be dispensed.”  This means that a prescription signed on the 1st February but with a start date “From 4th March” is a legal prescription where all other information is also correct and clinically appropriate. Some pharmacy management systems do not recognise this however these are legal prescription and should be dispensed. |
| What is the process for GPs ordering schedule 2 and 3 controlled drugs for their bags? | | This has not changed. The GP should complete a separate stock order form (GP10A) for the controlled drug item. The quantity does not need to be in words and figures. Pharmacists are required to submit the original requisitions (not the copy) to NHS NSS for processing. The pharmacist must retain a duplicate (photocopy) for their own requisition record requirements. |
| Can medicines (including CDs) be handed out to individuals other than the patient? | | During the COVID-19 pandemic it will be more likely that friends, relatives or in some cases volunteers may come to collect medicines. Pharmacies should have a SOP in place to satisfy themselves that they are supplying medication to the correct representative. If a substance misuse patient makes contact with the pharmacy to inform them that they cannot attend as they have been advised to self-isolate, the patient should be asked to contact their substance misuse nurse or prescriber to agree a solution. The clinician will risk assess options on a case by case basis and work with the pharmacy to agree a plan. This may involve collection by a representative or by a staff member. |
| Should I contact addictions services if I have concerns about any of my addiction patients? | | Yes. Addictions services encourage community pharmacists to contact them regarding any patients who they may identify as needing additional support at this time. They are not currently seeing patients face to face but are phoning them, more regularly that the usual appointment frequency. However face to face can sometimes give a better picture so they appreciate any feedback from pharmacies at this time. |
| Business Continuity Plan | | |
| What additional information should pharmacists add to their updated business continuity plan? | | * Consider any specific roles and actions which could support managing local demand, including working in collaboration with other local pharmacies e.g. sharing deliveries etc. and the wider multi-disciplinary primary care team. * Draw up a list of any vulnerable patients, for example those receiving additional services such as supervised methadone consumption, other patients receiving weekly or daily prescription instalments, care homes, multi-compartment compliance aids and prescription delivery services. This will be helpful in managing demand if, at a later stage, the community pharmacy had to close or restrict services due to staff illness. * Discuss with your local GP practices ways of working, and consider issuing patients with a four week supply of multi-compartment compliance aids at a time. * Consider any potential risks to delivery drivers and patients and implement proportionate measures on doorstep procedures, such as ringing the doorbell and maintaining distance with no signatures required. Some Health Boards have already issued guidance on this. In order to manage demand appropriately, community pharmacy teams should be encouraging family members and neighbours to collect prescriptions on behalf of those who are self-isolating. * ensure all staff know who to contact and keep a copy of the key contact list out with the pharmacy in case the key holder is not available.   **(Rose Marie Parr 16th March 2020)**  Pharmacy Activities |
| How will NHS Fife communicate with me during the COVID-19 pandemic? | | Communication will be via generic mail box or via fax. We currently understand the challenges of being unable to answer your phone in a timely manner or check your email boxes however with the COVID-19 information changing almost daily it is important that NHS Fife is able to get in touch, please check your email box regularly throughout the day. |
| If my community pharmacy closes, how do my patients get regular medicines on MCR Serial prescriptions**?** | | Patients should be advised to contact another pharmacy for urgent supply via CPUS PGD. |
| Will NHS Fife staff be able to support community pharmacies? | | If you require support please contact pharmacy services and advise the number of staff and skill mix the pharmacy has already in place and what other arrangements you have tried to put in place prior to the call. We will then contact you and confirm whether support can be arranged and additional advise if not support is available. |
| Can I support patients from a pharmacy near me which has closed? | | Where patients are unable to access their medication, you must consider this as part of your professional decision making assessment and explore any possible solutions. You should document your decisions. |
| I have received the mobile phone which is to act as the professional to professional line. What do I need to do with it now? | | Once you have set it up and it is ready for use , please email  [Fife-uhb.fifepharmacycommpharm@nhs.net](mailto:Fife-uhb.fifepharmacycommpharm@nhs.net)  The most up to date contact list for Community Pharmacies in Fife including the mobile phone numbers is attached below and has been shared with GP practices and remote prescribing hubs. Please keep these phones charged |
| How can I request support to staff our community pharmacy if our staff members become sick? | | An email has been sent to NHS net inboxes on 16th April regarding a new process starting on Monday 20th April for asking for support for your pharmacy, please look out for this. |
| Out of hours | | |
| Where should pharmacies send patients for advice out with normal GP practice working hours? | | Patients are encouraged to use the NHS Inform website for advice managing symptoms first. If they require further support call NHS 24 on 111. NHS 24 provides urgent health advice during the Out of Hours period, when GP practices are closed. During the Out of Hours period, NHS 24 has the facility to refer directly to OOH services, the Scottish Ambulance Service, Emergency Departments, and Emergency dentists. These arrangements may change as the number of people with symptoms increases. There may be increased referrals to community pharmacy from NHS 24 in order to provide access to supportive treatments and repeat prescriptions |
| Has the OOH contact number for patients with problems NOT linked to COVID-19 changed? | | No. Patients will still call 111 and NHS 24 will triage all patients as normal. UCSF (previously PCES) will now be only located in St Andrews and Dunfermline to see patients with non COVID-19 symptoms triaged by NHS 24. Your direct referral numbers if you need to contact UCSF will not have changed. |
| Can you clarify the process for NHS 24 phoning prescriptions to pharmacies? | | NHS 24 are, understandably, handling more calls than ever throughout this pandemic. They are also doing much more prescribing from their call centres than normal, bringing in 15 Dentist prescribers and some Pharmacist Independent prescribers to avoid taking up local OOH appointments and preventing patients from having to travel unnecessarily or having a prolonged wait on a prescriber phoning them back.  This is a great development for patients, but being a temporary situation the **only** way that patients can get access to medicines prescribed by these dentists and pharmacists at the moment is for the prescriber at NHS24 to ring pharmacies directly with a phoned-in prescription, which is then posted out to the pharmacy within the 72 hours required by legislation. They do not have access to a secure email account and generally the patient need is immediate so this is the most appropriate legal route of supply for these prescriptions. Pharmacy teams are asked to share this information with all regular team members and any locum Pharmacists booked for shifts over the coming months.  If you have any questions about this, please get in touch with [Adam](mailto:adam.osprey@cps.scot?subject=NHS24%20Phone%20in%20prescriptions) or [Amanda](mailto:amanda.rae@cps.scot?subject=NHS24%20Phone%20in%20prescriptions) in the office. |
| Staff Testing | | |
| How can community pharmacy staff be tested for COVID -19? | | Update 01/05/2020  The guidance above covers manager referral on weekdays and self-referral at weekends  UPDATE  From 20th April 2020, a limited mobile testing service will also be available Monday to Friday (i.e. the testing team will visit the staff members house to take the sample). **A mobile testing appointment will only be considered if:**   * The staff member meets the testing criteria set out in the protocol, **and**; * They live within Fife, **and**; * The staff member / household member has no access to their own transport, **and**; * They do not have a household member living with them that can drive them to a drive-through appointment   When referring a staff member into the testing who fits these criteria it is important that it is clearly identified that the staff member/household member requires mobile testing.  The referrer needs to provide the full address, including postcode, along with all the usual information and also indicate that the staff member requires mobile testing. The mobile testing service will be subject to review depending on demand and capacity of the testing team. |
| Other | | |
| How are patients with suspected COVID -19 symptoms being triaged in the community? | | Patient who call NHS 24 111 will be triaged through COVID-19 line 24/7.  If appropriate, against set criteria, the patient would then be referred into the Fife telephone triage COVID-19 Hub. A decision will then be made as to whether they require to be seen face to face at the COVID- 19 assessment centre in the diabetes centre at VHK (this is a red zone) or admitted to hospital or given additional self care advise  Pre-packs of medicines\* for symptomatic relief are available in the VHK COVID-19 assessment centre to stop the patient having to go to a community pharmacy. |
| I am receiving prescriptions from USCF (PCEC) Victoria hospital I thought that was closed? | | The new COVID-19 HUB may fax prescriptions for patients that do not require a face to face assessment. Currently we have not received supplies of prescription with the COVID-19 hub details, so are currently using UCSF (PCES) pads as that centre is currently not in use. If you have any queries regarding these prescriptions please call 01592 740231-the HUB is open 24/7 please do not share this number with the general public |
| What will be included in the pre-pack medicines\*? | | Pre-packs will include medication that is typically used to support patients with respiratory problems such as prednisolone, and salbutamol inhaler as well as analgesia and antibiotics. |
| Are community pharmacies being supplied with personal protective equipment? | | Personal Protective Equipment (PPE) is being distributed to community pharmacists by Alliance Healthcare week commencing 30/3/20  Please find below a link to NES guidance on PPE that you may find useful.  <https://learn.nes.nhs.scot/28079/coronavirus-covid-19/protecting-yourself-and-your-workplace-environment>  The Chief Pharmaceutical Officer letter regarding PPE advised that information on how to order more supplies was “to follow”. This information will be forwarded as soon as it is received. |
| What should community pharmacies do if they notice the GP practice has changed its prescribing habits- e.g. larger quantities? | | Any community pharmacy team experiencing changes in prescribing practices should highlight this to their local primary care pharmacy lead. It is important that GP practices, community pharmacies and members of the public do not stockpile medicines or change prescribing practices, such as issuing additional prescriptions or increasing prescribing intervals. Excess purchasing and/or stockpiling can impact adversely on the supply chain and exacerbate both potential and actual shortages. This could ultimately result in an increase in attendance at GP practices rather than minimising unnecessary interactions. |
| Are there any changes to the procedures for supplying JUST IN CASE boxes? | | No. It will only be GPs and Hospital at home that can order JIC boxes and should be done well in advance as normal. There may be instances when the anticipatory Kardex that is used within the JIC box system will be supplied with a GP10 that does not require a JIC box, which should be clearly written on the Kardex or prescription. This is to enable the medication and the kardex to be given to the patient/carer to allow the district nurse to administer to the patient. The Pharmacy Governance team will be delivering JIC boxes and sundries to the specialist Palliative Care community pharmacies as and when they arrive. It is likely that there will be an increase in the number of palliative care patients being treated at home and therefore an increase in demand for the palliative care drugs. |
| What is the email address for the COVID-19 Pharmacy control team? | | [Fife-UHB.pharmacycontrolteam@nhs.net](mailto:Fife-UHB.pharmacycontrolteam@nhs.net) |
| I am receiving faxes from dentists in hours? | | All dental practices in Fife are closed, but are still triaging their patients Monday to Friday and NHS 24 out of hours. If there is a requirement for medication the prescription is being faxed to the pharmacy and emailed. If a patient arrives at your pharmacy and you have not received a fax or phone call please check your generic mail box. If the prescription is still not there please contact the dental hub on 01592 226 406 . Monday to Friday 9-5. There should be no prescriptions faxed at the weekend. If you require to query a prescription at the weekend please call 01592 610001 at the following times Saturday 11-4 and Sunday 9-2. Please do not share these numbers with members of the public |
| How do I access the generic email box for my pharmacy? | |  |
| Where can I find the NHS Health and Social care accelerated recruitment website? | | Temporary emergency registration for healthcare professionals and students <https://www.careers.nhs.scot/coronavirus-covid-19-recruitment/>  Currently this is only open for registered healthcare practitioners, not currently working in NHSScotland, and students. |
| Can I accept a printed version of the just in case (JIC) Kardex? | | A reminder has been sent to clinicians that it is acceptable to print the Kardex, as per JIC Standard operating procedure, but that it is completed clearly and is legible. Pharmacists should follow their JIC Standard operating procedure as normal. |
| Are we at risk of potential infection when we handle paper prescriptions? | | Our Consultant Microbiologist and Lead for COVID-19 Infection Control Dr Keith Morris has advised that handling paper prescriptions is considered very low risk for infection and he advises there is no concern on continuing to handle prescriptions at this time, as always hand washing and hygiene measures should be followed regularly by the whole team. |
| What additional safety measures, if any, should I consider at the moment? | |  |
| Where can I find more information about COVID-19 statistics in Scotland? | | Please find below link to a couple of publications which you might find useful in tracking figures for COVID-19 infections and deaths for Scotland and Fife.  Scottish Government figures updated daily including positive numbers confirmed, deaths and inpatients/ICU at Board-level:  <https://www.gov.scot/publications/coronavirus-covid-19-tests-and-cases-in-scotland/>  ICU trend data, again updated daily  <https://www.gov.scot/binaries/content/documents/govscot/publications/statistics/2020/04/trends-in-number-of-people-in-hospital-with-confirmed-or-suspected-covid-19/documents/trends-in-number-of-people-in-hospital-with-confirmed-or-suspected-covid-19/trends-in-number-of-people-in-hospital-with-confirmed-or-suspected-covid-19/govscot%3Adocument/Trends%2Bin%2Bnumber%2Bof%2Bpeople%2Bin%2Bhospital%2Bwith%2Bconfirmed%2Bor%2Bsuspected%2BCOVID.pdf> |
| How do I replenish the PPE for my pharmacy? | |  |
| What are the arrangements for patients to access optometry services? | | An email was sent to NHS mail accounts earlier giving information on the treatment pathways for optometry patients during COVID-19 |
| Where can I access local figures for COVID-19 cases and deaths? | | Know Fife now publish a weekly summary report, updated every Thursday, of Covid-19 cases and deaths for Fife data on the KnowFife Hub, link below:  <https://know.fife.scot/2020/04/30/covid-19-weekly-data-update-29th-april-2020/> |

|  |  |
| --- | --- |
| **Question** | **Answer** |
| GPhC | |
| How can pharmacists and pharmacy technicians re-register if they are not currently on the register? | In the event of an emergency, the GPhC have powers to temporarily register fit, proper and suitably experienced people to act as pharmacists and pharmacy technicians to help protect public health.  The GPhC are contacting former pharmacy professionals who have left the register in the last three years with up to date skills and experience and who may be able to help. This includes people who have voluntarily removed themselves or were removed for non-renewal from the GPhC register in the last three years.  These individuals would be included on the temporary register and could practise in Great Britain if they chose to do so.  You should only choose to return to work if you are fit to do so; considering your health, skills, knowledge, experience and personal circumstances. |
| Is the pre-reg assessment going ahead at the scheduled time? | The GPhC have made the decision to postpone the registration assessment in June and September after taking account of the views expressed by participants. They will look to reschedule these assessments for a later date(s), either towards the end of this year or early in 2021, once the situation is clearer.   “The GPhC are now working as quickly as possible to develop plans for the period between now and the rescheduled assessments, including the possibility of a form of provisional registration for current pre-registration trainees. They are carefully considering what options will be in the best interests of pre-registration trainees, pharmacy services and the general public, whilst protecting patient safety.  <https://www.pharmacyregulation.org/news/pre-registration-training-2020-joint-statement-gphc-and-psni> |
| Is evidence for revalidation still required to be submitted if due at the end of March? | No. The GPhC has postponed the revalidation submission date for those who were due to submit between 20th March and 31st August 2020 until further notice |
| During the current crisis will pharmacists be able to work out with standard procedures to deliver patient care? | The GPhC recognise that in highly challenging circumstances, professionals may need to depart from established procedures in order to care for patients and their families. Their regulatory standards are designed to be flexible and to provide a framework for decision-making in a wide range of situations.  The first concern of registered pharmacy professionals is the care of their patients and people who use health and social care services. It is important they use their professional judgement to assess any risk to the delivery of safe care, informed by any relevant guidance and the values and principles set out in our professional standards.  The GPhC also recommend pharmacists have appropriate indemnity arrangements relevant to their practice. |

|  |  |
| --- | --- |
| **Question** | **Answer** |
| NES SUPPORT | |
| Is there support for pharmacists returning from retirement or being redeployed to work in community pharmacy? | NES have developed an [educational page](https://nhs.us2.list-manage.com/track/click?u=5391ceba312d6f81e0430a42b&id=20504683e4&e=71e0f67ee2) with key stakeholders. This page on Turas Learn has been developed to provide the core information that they believe you need as an induction to work in community pharmacy at the moment. It assumes that you have some previous experience or understanding of community pharmacy and if you require more in-depth information, you will find this through the sign-posted resources on NES’ more detailed [Return to Practice](https://learn.nes.nhs.scot/7057/pharmacy/cpd-resources/pharmacy-return-to-practice) page on Turas Learn.  NES will update this page to keep it as relevant and useful as possible. If you think anything is missing or there is additional support you require, please complete the feedback [form](https://nhs.us2.list-manage.com/track/click?u=5391ceba312d6f81e0430a42b&id=4cc01b8dc9&e=71e0f67ee2).  **(Leon Zlotos 20th March 2020)** |
| Is there support for technicians returning from retirement or being redeployed to work in community pharmacy? | NES have developed a new induction resource on Turas Learn to support practitioners being redeployed from one sector of practice to another, or for people who are returning from recent retirement, in response to the coronavirus (COVID-19) outbreak. This resource was developed with support from a number of pharmacy technicians across Scotland and they are in the process of developing a similar page for hospital pharmacy.  **Induction to Community Pharmacy COVID-19 for Pharmacy Technicians** <https://learn.nes.nhs.scot/28721/pharmacy/induction-to-community-pharmacy-covid-19-for-pharmacy-technicians> |
| Is there support for pharmacy technicians returning from retirement or being redeployed to work in community pharmacy? | Yes. NES have also now developed an induction resource on Turas learn to support pharmacy technicians returning or deployed to work in the hospital setting  [Induction to Hospital Pharmacy COVID-19 for Pharmacy Technicians](https://learn.nes.nhs.scot/28935/pharmacy/induction-to-hospital-pharmacy-covid-19-for-pharmacy-technicians) |
| Where can I find all the NES resources that have been produced to support staff deployed to work in other pharmacy sectors? | **UPDATE**  Please see below a link to all the resources NES have provided to support practitioners being redeployed from one sector of practice to another, or for people who are returning from recent retirement, in response to the coronavirus (COVID-19) outbreak.  <https://learn.nes.nhs.scot/29046/pharmacy/covid-19-pharmacy-resources> |