



COVID-19 Update

Friday 1st May 2020

This daily update contains important information for community pharmacy teams about the ongoing response to the COVID-19 pandemic.

In today's update: Pandemic Delivery Service claims; end of month submission tips; 2020/21 Flu Vaccination Service; supporting domestic abuse victims

Claims for Pandemic Delivery Service

Community pharmacy contractors are now able to claim payment for the Pandemic Delivery Service on the [Manage Your Service \(MYS\) portal](#) via the Home Delivery Advanced Service link. From 9th April 2020, a fee of £6 (including VAT) can be claimed for each delivery to eligible patients as outlined in the service specification for the Community Pharmacy Home Delivery Service during the COVID-19 outbreak. Fees are only payable to contractors meeting the requirements of the service as outlined in the service specification.

Contractors must submit their claims for payment monthly via the MYS platform no later than the 5th of the following month. The NHSBSA will make appropriate payments claimed by the pharmacy contractor as described above, in the same payment month as other payments for the related NHS Pharmaceutical Services. The payments will be separately itemised on the FP34 Schedule of Payments.

Read more within the [Pandemic Delivery Service](#) section of our website.

April End of Month Submission

Community pharmacy contractors are reminded that they must continue to submit their monthly prescription bundles as usual. The monthly submission bundle and its associated FP34C submission document is effectively a pharmacy's invoice to the NHS for payment and without it no payment can be made.

March was a particularly busy month for many contractors due to the unprecedented demand created by the Covid-19 pandemic. Whilst the majority of contractors managed to dispatch their bundles off to the NHS Business Service Authority (NHSBSA) by the 5th of April, some bundles arrived late and others were deemed to be lost in transit.

Whilst the NHSBSA will endeavour to pay all accounts received before the end of their prescriptions processing cycle, late or lost bundles could result in delays to payments. With the submission period for prescriptions dispensed in April now open, PSNC has put together a [list of top tips to help contractors with their end of month process](#).

Planning for the 2020/21 Flu Vaccination Service

Public Health England, the Department of Health and Social Care and NHS England & NHS Improvement are undertaking a programme of work to consider what changes may need to be made to the process for administering flu vaccinations during the 2020/21 season, when social distancing measures will no doubt still be in place. The need for the use of personal protective equipment when vaccinating patients seems inevitable, but they will issue guidance to community pharmacies and general practices in due course. PSNC will ensure appropriate guidance is available to contractors and further information will be issued when it becomes available.

Safe Spaces for Domestic Abuse Victims

The General Pharmaceutical Council (GPhC) and Royal Pharmaceutical Society (RPS) are encouraging pharmacies to consider providing a safe space for victims of domestic abuse, as part of the UK SAYS NO MORE campaign run by the charity Hestia.

Whilst there is a partnership in place with Boots, any pharmacy can get involved by making their consultation room available as safe spaces where victims of domestic abuse can contact specialist domestic abuse services for support and advice.

[Learn more about how to become a Safe Space](#)

Have you seen our latest FAQs?

PSNC's COVID-19 hub has an [FAQs page](#) with a large number of answers to queries posed by pharmacy contractors, their teams and LPCs; these are being updated on an almost daily basis. Recent additions include:

Q. Do we need to see a copy of the letter that the shielded patient received from the NHS/GP/Hospital or is verbal confirmation enough?

No, there is no requirement for pharmacy contractors to see a copy of the letter that informed the patient that they are in the shielded group. The service specification requires the pharmacy contractor to ensure appropriate checks are made to ensure that the patient is eligible and remains eligible for this service. This can be undertaken by checking for a Shielded flag on the patient's Summary Care Record (SCR); where a flag does not appear on their SCR, the pharmacy team could seek verbal confirmation from the patient or their representative that they received a letter from the NHS/GP/Hospital consultant asking them to self-isolate for at least 12 weeks.

Q. Is this cash injection effectively a loan of our own money that will need to be paid back? Won't this mean funding pressures are increased later in the year?

The £300m injection announced on 31st March is a cash advance, not new money. However, PSNC's position is clear that this is not sufficient to cover the rising costs and unprecedented challenges being faced during the COVID-19 pandemic. Nevertheless, it was important to secure an increase to cashflow in the immediate term in order to help pharmacies during these crucial months, while talks continue.

We are still in ongoing discussions with DHSC and NHSEI, who recognise the wider issues on COVID-19 related costs and we are urgently seeking long term resolution on this.

[Find answers to more of your questions here](#)

Keep up-to-date with our hub page: psnc.org.uk/coronavirus

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