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

In today's update: date change for NHSE&I webinar; DoS reminder for 8th May; how to deliver the Pandemic Delivery Service; training for pharmacy students and those returning to practice

CORRECTION: NHSE&I Community Pharmacy Webinar

In yesterday's email, we gave what is now the incorrect timing for the NHS England and NHS Improvement (NHSE&I) COVID-19 preparedness webinar for community pharmacy teams. **This event has been rescheduled for Thursday 7th May, 7-8pm.**

Dr Nikki Kanani will be joining Keith Ridge and Ed Waller to talk about COVID-19 and the impact on BAME communities. **Please click here to join on Thursday evening.**

DoS Update Reminder for 8th May

Contractors are reminded of the need to ensure their Directory of Services (DoS) entries for Friday 8th May are correct. This Bank Holiday there is no national update of DoS taking pace, so most pharmacies will need to amend their entries to reflect the fact that they will now be open. There will be some exceptions, e.g. where regional NHSE&I teams are making local updates, or where pharmacies had already set their DoS entry as being open for the Bank Holiday.

Click here for further information

Pandemic Delivery Service: Are you clear on how to deliver it?

The Pandemic Delivery Service went live on 9th April 2020 and early feedback from several contractors shows there is still confusion over patients' eligibility and the process to confirm patient inclusion in the service. In addition, the use of volunteers is still very variable, but the NHS remains committed to ensuring their use during the pandemic.

The pandemic has resulted in a surge in demand for pharmacies to deliver medication to assist patients to remain at home in line with the Government guidance. Pharmacy teams are trying to manage these demands, but it is increasingly necessary to prioritise resources. Early guidance to the general public on who was more vulnerable to COVID-19 has not helped contractors clearly navigate who the service was there to support.

Contractors are advised to:

- Read the **service specification**;
- Download our easy to follow **overview of the service**;
- Watch our **digital guide**; and
- Take a look at our **key points on delivering the service**.

ProPharmace Training for Pharmacy Student Volunteers and Those Returning to Practice

ProPharmace have launched two free short training programmes to support the COVID-19 response. The first is aimed at supporting the safe and effective deployment of pharmacy students who have expressed interest in volunteering within community pharmacies. The second course is an overall refresher for those returning to practice. The mode of delivery for the above courses is through webinars.

See more on our **Education and training page**.

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. I am updating my DoS profile and have come across these service terms, what is Pharm+, CPCS, CPCS+, CPCS++?
The Community Pharmacy Consultation Service (CPCS) is known by the following service names on the NHS 111 Directory of Services (DoS) to reflect the two stands of the service (urgent medicine supply and minor illness):

"Pharm+", "CPCS", "CPCS+" and "CPCS++"

Pharm+	Standard pharmacy service provision plus **urgent medicine supply**
CPCS	**Minor illness** provision with 24-hour or longer referral time-frame
CPCS+	**Minor illness** provision with 12-hour referral time-frame
CPCS++	**Minor illness** provision with 6-hour referral time-frame

The clinical information contained on these different DoS service entries is based on the minor conditions identified for referral to a community pharmacist (referred to in Annex D of the **Service Specification**).

Find answers to more of your questions here

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