



COVID-19 Update

Monday 8th June 2020

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

In today's update: webinar showcasing pharmacy's response to COVID-19; share your innovative ways of working.

COVID-19 roundtable: The community pharmacy frontline

How are providers responding to the current crisis and where do we go next?
Wednesday 10th June, 1-2pm

The Primary Care Journal (PCJ) is running a webinar roundtable this week to explore the impact of the COVID-19 crisis on the delivery of patient care from community pharmacy. Representatives from PSNC, NPA and CCA will discuss the challenges, learnings and experiences, as well as sharing their thoughts on the way ahead.

PCJ is a newly launched platform for news, articles and debate, aiming to explore answers to the big questions facing primary care. This webinar, therefore, will reach out across primary care providers, commissioners, clinicians, managers and other interested parties.

[Register for Wednesday's COVID-19 roundtable](#)

Share your innovative ways of working

NHS England and NHS Improvement (NHSE&I) has launched a survey to capture the beneficial changes that have been seen across primary care during the response to COVID-19. The survey aims to make sure these innovations are captured, evaluated and, where possible and appropriate, sustained for the future.

Community pharmacy teams are encouraged to share their examples of innovation that have been implemented during this period – whether clinical, operational or system based – to help understand which should be kept and protected. Please fill in the survey by **Thursday 25th June**.

[Share your beneficial innovation examples](#)

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. How is PSNC addressing contractors' workload pressures?

The [community pharmacy SOP](#) (updated 22nd March 2020) provides contractors with some much-needed flexibility in the hours in which they need to open to the public. This should make it easier for pharmacies to stay open to the public, and help to ensure that staff can work safely and are not fatigued by the current high workload and pressures associated with the COVID-19 outbreak. Pharmacy contractors are encouraged to make use of the provisions to support their staff. Further guidance on how to implement this SOP is available on the [COVID-19 Network Resilience page](#).

Q. What happens if I lose staff to illness or self-isolation and can't open my pharmacy?

NHSE&I has stated that for temporary closures (not closed-door working), for instance where not enough staff are available to work, NHSE&I must be informed immediately. The pharmacy NHS 111 Directory of Services (DoS) profile must be updated, as must the pharmacy profile on the NHS website (see our [NHS website page](#)).

NHSE&I also encourages local pharmacies to work to maintain continuity of services in the event of temporary closures through 'buddy' arrangements. Further guidance is included in the [community pharmacy SOP](#) (updated 22nd March 2020). PSNC is discussing the need for appropriate essential funding for contractors to continue if a pharmacy is closed and staff are redeployed elsewhere. In such circumstances it will also be necessary for contractors to have special indemnity arrangements in place, and this is also part of ongoing discussions with HM Government.

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

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

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