



# COVID-19 Update

Friday 19<sup>th</sup> 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: Over 300,000 CPCS referrals; Representation Review findings; GPhC advises pharmacies to review risks; PSNC Audit reminder.**

## **CPCS referrals hit 300,000**

There have now been over 332,000 referrals via the NHS Community Pharmacist Consultation Service (CPCS) since its introduction at the end of October 2019, NHS England and NHS Improvement (NHSE&I) has confirmed.

More than 180,000 of these referrals have taken place since the end of January 2020 when the NHS began planning for the arrival of COVID-19 in the UK.

The NHSE&I data shows that nearly 190,000 people have been referred to the CPCS for the urgent supply of a medicine – with online referrals accounting for 91% of these requests in London during the COVID-19 period.

[Learn more here](#)

## **Findings of Pharmacy Representation Review published**

As announced in an email news alert from PSNC this morning, the findings and recommendations of an independent review into community pharmacy contractor representation and support have now been published.

The report recommends an overhaul of the existing LPC/PSNC structure with a new, separate governing body to be set up.

[Read Professor Wright's report](#)

Alternatively, contractors may wish to read [PSNC's summary briefing](#).

## **GPhC advises pharmacies to review risks**

Duncan Rudkin, Chief Executive of the General Pharmaceutical Council (GPhC), has today issued a statement encouraging contractors to review the risk assessments for their pharmacies and to consider what further actions they could take to protect their staff, trainees and their patients from COVID-19.

## [Read the GPhC Chief Executive's statement](#)

Among other guidance, GPhC points to PSNC's Social Distancing and Infection Control Risk Review Template – which has been updated this week – to help pharmacy teams to identify potential changes which could be made to their pharmacy environment or procedures.

## [Download PSNC's risk assessment template from our PPE and staff safety page](#)

## Reminder: PSNC Pharmacy Advice Audit

Earlier this week we asked pharmacy teams to take part in a PSNC audit to record the advice you give to patients and local communities. We encourage all pharmacies to get behind this crucial audit to demonstrate the added value you deliver on a daily basis.

Look out for further information and guidance being posted on the PSNC website next week. In the meantime, contractors are asked to plan to take part in the audit – you may like to choose which day of the week commencing Monday 29th June your pharmacy will carry it out on.

### Have you seen our latest COVID-19 related 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. Why haven't people 70 years and over been included in the scope of the pandemic delivery service requirements?**

The Government and NHSE&I only wished to commission a service to support the most vulnerable, shielded patient group. Many other patients are requesting home deliveries, but they **are not** covered by the NHS-funded service. Where appropriate volunteers are available locally, they may be able to assist contractors with delivering prescriptions to people 70 years and older. Other than for deliveries to patients in the shielded group (and deliveries of [Specified Appliances](#)), contractors continue to be able to charge patients for the delivery of prescriptions if they wish.

#### **Q. What is the dataset that I need to keep to claim for the home delivery Advanced Service?**

Contractors should retain a copy of their delivery logs (i.e. those they would normally keep for deliveries undertaken) which as a minimum, should contain the names and addresses of the eligible patients to whom a delivery was made under this service and the date of the delivery. Contractors should annotate their logs to indicate which deliveries relate to shielded patients.

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

Keep up-to-date with our hub page: [psnc.org.uk/coronavirus](https://psnc.org.uk/coronavirus)

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