



Dear member,

The NPA would like to extend a big **thank you** for your professionalism and commitment to your local community by continuing to provide vital services over the Easter weekend.

The NPA has been working very hard to increase the profile of community pharmacy in the media. We have had spokespeople on numerous national and local TV and radio appearances over the past few weeks highlighting what all our members have been doing. You can help raise this in your community by [writing to your local MP](#).

Monday's Daily Telegraph included an [excellent editorial article](#) highlighting the vital role of community pharmacy in this crisis. The high profile article called on policy makers to support community pharmacy.

Today, the NHSE&I have issued their [fourth letter](#) in a series of regular updates to community pharmacy about the COVID-19 situation. It includes guidance on:

- Managing services to minimise the spread of infection in sites that have GPs and community pharmacy co-located; and
- Community pharmacy influenza vaccination advanced service.

Guidance and Support

Community Pharmacy Home Delivery Service During the COVID-19 Outbreak

The NPA Advice and Support line has received numerous enquiries about this service. In case you missed our email over the weekend, we would like to remind you that NHS England & NHSE&I has now commissioned the Community Pharmacy Home Delivery Service During the COVID-19 Outbreak.

This service is designed to support shielded patients in England to access their prescribed medicines and appliances while they are self-isolating at home during the pandemic period. The service went live from [Thursday 9 April 2020](#) and will run during the pandemic until [Wednesday 1 July 2020](#) initially; it may be extended beyond this date following a review. NHSE&I published the service specifications and detailed guidance on [Friday 10 April 2020](#).

Distance-selling pharmacies (DSPs) are excluded. The Essential Service and Advanced Service are not applicable to DSPs as they are already contractually required to deliver prescription items to patients. They are however able to deliver prescriptions on another pharmacy's behalf where that pharmacy has exhausted all other options for delivering the prescription.

NPA Support

Further guidance has been created by the NPA to support you in implementing this new service, and a template SOP will be available shortly.

IMPORTANT: Please note that this update is only intended to provide NPA members with a brief overview of the new service. You are strongly advised to read the full details of the 'Community Pharmacy Home Delivery Service During the COVID-19 Outbreak', via links available in the full article.

[Find out more](#)

Ibuprofen and COVID-19

A Central Alerting System (CAS) alert has been issued today jointly by MHRA, NHS England & NHSE&I and NICE on ibuprofen and COVID-19. According to the alert:

- The Commission on Human Medicines' Expert Working Group on COVID-19 has concluded that there is currently insufficient evidence to establish a link between use of ibuprofen, or other nonsteroidal anti-inflammatory drugs (NSAIDs), and contracting or worsening of COVID19.
- Patients can take paracetamol or ibuprofen when self-medicating for symptoms of COVID-19, such as fever and headache, and should follow [NHS advice](#) if they have any questions or if symptoms get worse.

Detailed information can be found in the [NHSE&I guidance](#).

[View alert in full here](#)

Wellbeing Resources for you and your pharmacy teams

As well as providing general guidance for the public on [mental health and wellbeing](#), GOV.UK has signposted NHS staff to the [NHS employers'](#) site.

Here, employers can find guidance on health and wellbeing measures to support staff during the pandemic, as well as [supporting staff following the outbreak](#).

The [resources](#) also include advice around:

- Discounts for NHS staff
- Mental, physical and financial wellbeing
- Domestic violence
- Carers

There is also guidance on how staff can [manage fatigue](#), as well as general guidance on how employers can support their staff's [mental wellbeing](#).

NPA Support

Please see our compiled list of free resources for you and your pharmacy team.

[Access NPA Support](#)

Free Pandemic training to support your local community pharmacy

The COVID-19 pandemic has resulted in unexpected immense pressure for community pharmacies who are evidently under significant strain already. To help you during this time, the NPA has developed concise training guides for Volunteers and Pharmacy Staff.

This course has been designed to enable volunteers to support the pharmacy workforce and services in this challenging situation.

Please note: this course does not include volunteers delivering medicines as this has both insurance liabilities in addition to safety issues relating to the patient and communities. The NPA are addressing this element and guidance will be made available as soon as it is possible.

[Volunteer Guide](#)

The NPA has also created a pandemic training guide for pharmacy staff. Pharmacies are being required to undergo many changes within a short period of time during the COVID-19 pandemic and are experiencing a heavier workload than usual. This guide is aimed at supporting staff through these changes. It can be used by existing trained or trainee healthcare staff to understand the changes that may take place in their pharmacy and operational practices and how these will affect them

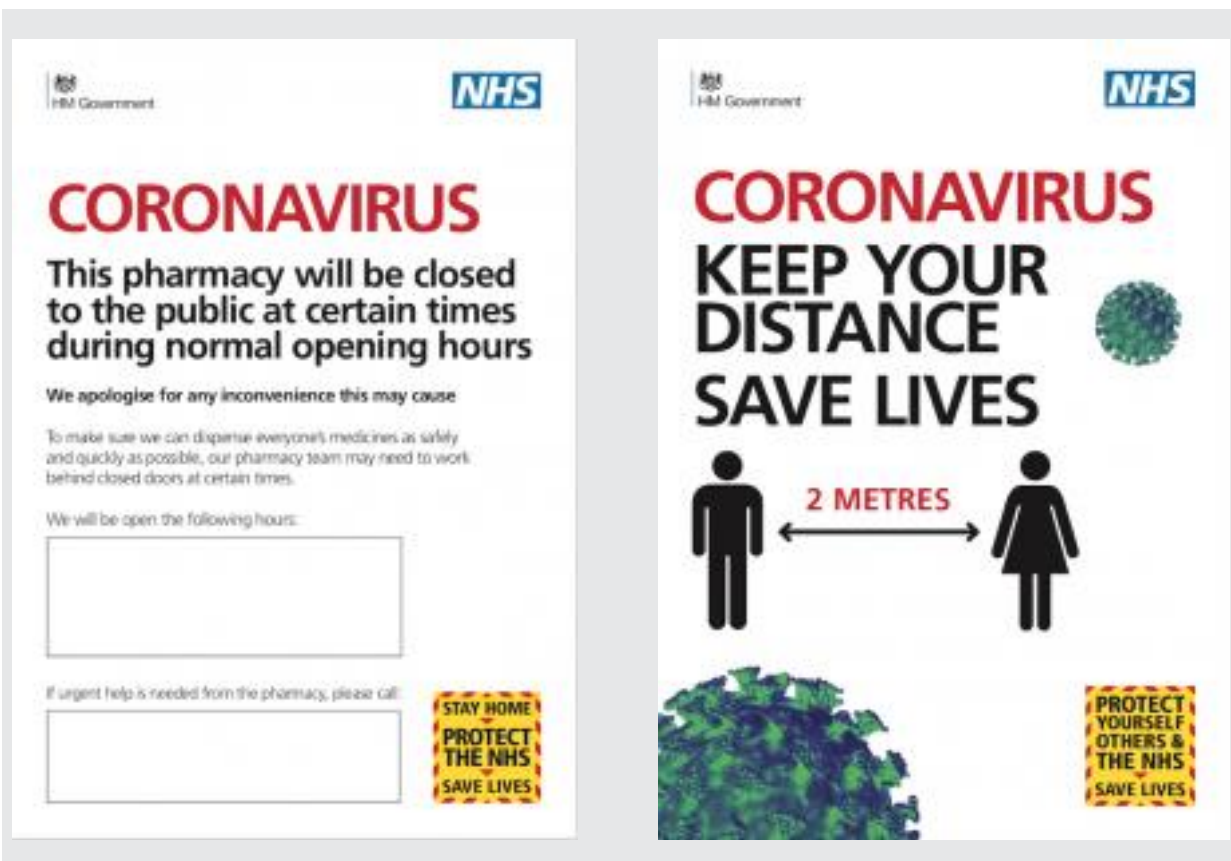
[Pharmacy Staff Guide](#)

Guidance for pharmacy undergraduate students supporting the COVID-19 response

Joint Guidance by Health Education England, NHS Education for Scotland, Health Education and Improvement Wales, Pharmacy Schools Council, Royal Pharmaceutical Society and the British Pharmaceutical Students' Association has been issued to provide information to undergraduate pharmacy students on how COVID-19 affects them at this time. It sets out a number of principles on how students and employers can support safe and effective deployment of pharmacy students within pharmacy settings, during the emergency period.

[Access Guidance](#)

You may wish to display the following posters in your pharmacy, simply click to download:



CORONAVIRUS (COVID-19) NOTICE


DELIVERING MEDICINES TO PATIENTS

We are receiving an increase in the number of requests for delivery of medicines due to the COVID-19 pandemic. Please only request delivery of medicines if you have no other option. This will help to ensure that we have the ability to deliver to those who are in need.

THINK

Could you ask any of the following people to collect your medicines for you?

- Family member
- Neighbour
- Friend
- Local volunteers



Please note: We will be open to dispense your prescriptions but please only order medication if it is necessary. Avoid ordering extra months of medication just to stockpile.

CORONAVIRUS (COVID-19) NOTICE

IMPORTANT NOTICE

DO NOT ENTER THIS PHARMACY IF YOU HAVE:

- A high temperature (37.8 degrees or higher) and/or
- A new continuous cough

RETURN HOME AND ISOLATE YOURSELF AT HOME FOR 7 DAYS

Do not visit another pharmacy, GP practice or hospital. You do not need to call NHS 111 when you self-isolate.

USE NHS 111 ONLINE SERVICE OR CALL NHS 111 IF:

- ! Your symptoms worsen during home isolation
- ! Your symptoms don't improve after 7 days

CALL 999 IN CASE OF A MEDICAL EMERGENCY

Highlighted resource:

Chloroquine and hydroxychloroquine

Many pharmacies have reported an increase in requests for over-the-counter (OTC) sales of chloroquine for preventing or treating COVID-19 infection. We have also been made aware that doctors and other prescribers are prescribing chloroquine and hydroxychloroquine for personal use or for friends/family with the intention of preventing or treating COVID-19 infection. Read our guidance [here](#).

Business Support

Availability of PPE

NHS England announced a supply of PPE to pharmacies in England last Wednesday. It should have been possible for members to access a supply through either Alliance, AAH or Phoenix. We are in regular contact with DHSC and NHS England, and are seeking an assurance that sufficient supplies of PPE will be made available to community pharmacy. Order references for masks in stock from wholesalers are:

- Alliance** – 8019622
- AAH** - NSU2A
- Phoenix** – 6762546

Installation of Perspex safety screens

In response to increasing demand from members for a provider to assist with safety screens the NPA has appointed a second Business Partner, Abbey Distribution Ltd who also provides these services at competitive prices. Print Vision offer print and retail solutions at competitive prices. Funding for all pharmacies has now been agreed by UK Governments. Read our [funding analysis](#) for more information.



[Learn more about Abbey Distribution Ltd and Print Vision](#)

Job retention and RIDDOR guidance for community pharmacy employers

Since launching a number of measures to protect jobs and support employees at the end of March, the Government have provided several updates and clarifications. Here we set out some of the common questions for community pharmacies, and scenarios.

[Find out more](#)

Upcoming webinars

COVID-19 webinars for contractors and LPCs

Wednesday 15 April

PSNC Chief Executive Simon Dukes will be hosting two COVID-19 webinars: one for community pharmacy contractors and one for LPC Chief Officers.

Every business has had to adapt to significant changes in their working practice as a result of the pandemic, but none more so than the community pharmacy sector. PSNC will use the webinars to highlight work going on to ensure that the right support is in place for contractors and their teams.

[Find out more](#)

Live Q&A with Ellis Whittam for employment law guidance

Thursday 16 April

From the finer details of furlough to amended RIDDOR rules, this past week alone has shown how quickly the situation is evolving and the considerable task employers have on their hands in the coming weeks and months.

EW's Employment Law and Health & Safety Directors, James Tamm and Nick Wilson, will be hosting fortnightly update sessions to simplify recent developments and ensure you're acting on the latest advice.

[Find out more](#)

Your Questions Answered

Will my professional indemnity insurance cover the pharmacy for the supply/sale of chloroquine, hydroxychloroquine or azithromycin to prevent/treat COVID-19?

NPA Professional Indemnity Insurance will not cover sales or supplies of these medications for prevention/treatment of COVID-19 when supplied over the counter or dispensed against prescriptions.

Are self-testing kits available for pharmacies to sell?

- The Public Health England guidance from GOV.UK, [COVID-19: rapid tests for use in community pharmacies or at home](#), states: Some manufacturers are selling products for the diagnosis of COVID-19 infection in community settings, such as pharmacies
- The [MHRA](#) have confirmed that as there are no CE-marked tests for home use, it is illegal to supply such products

The current view by PHE is that use of these products is not advised:

- Some of these products look for the virus while others look for the body's immune response to the virus. Such tests are very rapid and can work on a range of specimens including serum, plasma or finger-prick whole blood
- There is little information on the accuracy of the tests, or on how a patient's antibody response develops or changes during COVID-19 infection. It is not known whether either a positive or negative result is reliable

Useful resources you may have missed:

[Webinar: Handling deliveries and continuity of services in response to COVID-19](#)

[SOP – Delivering pharmacy items](#)

[Delivery Factsheet for Volunteers](#)

[A guide for selecting volunteers in the pharmacy, roles conducted by volunteers and delivery of medicines](#)

[Social distancing, isolation and shielding guide](#)

[Claim your small business grant](#)

[Workforce measures](#)

[COVID-19: Supplying methadone to housebound patients due to self-isolation or shielding](#)

Find these resources, FAQs plus many more at [NPA's dedicated page on COVID-19](#)

We're here to help

Advice and Support

Call: 01727891800 or email: pharmacyservices@npa.co.uk

NPAI General Claims Team

Call: 0800 4960426

Employment and HR advisory service

Call: 0330 123 0558 or email: employmentadvice@npa.co.uk

Press Office

email: press@npa.co.uk