

20t April 2020

Dear Colleagues,

Thank you for your hard work and consistent focus in these unprecedented times. We are grateful to you for supporting our community under extremely difficult circumstances.

We are working as part of the Hampshire and Isle of Wight Welfare of Vulnerable Adults Cell and have been tasked with working with you to support processes and procedures to alleviate some of the pressures that you are reporting such as queues, volunteer collections and social distancing. We are also needing to make some changes to ensure we keep volunteers engaged to enable vulnerable people at home to receive deliveries of their prescribed medication. We have spoken to many of you and believe we now understand some of the issues and have seen some really effective work happening in some geographies. We have developed some solutions to propose to you that would enable a consistent approach across the system, which will help everyone understand and keep the delivery volunteers engaged. We have attached some guidance to this letter, which sets out a standard operating procedure and some guidance.

Council employed staff and volunteers will be collecting their medication and will have council ID badges and key worker letters. To help us finalise a new process we need you to answer the following questions.

Would you agree to:

- A regular team of council approved/vetted volunteers supported by the district council, to work with your pharmacy. They will inform you which prescriptions they are to collect the night before so you can have them ready.

Would it help manage the queues:

- Markings on the pavement to indicate safe social distances.

In order for us to assist you we need to know:

- Your opening hours
- A named person for the coordinators of the volunteers so you can have access to council managed volunteers
- Your preferred collection time for the Council volunteers to come to the pharmacy
- Your preferred method by which you wish to receive council delivery requests - e-mail, paper list posted through the door, texts or some other method
- Your preferred collection point i.e. Left-hand queue/back door/come during a 'closed' period and knock/text to say they have arrived
- If you have your own arrangements to manage all deliveries for your patients and decide not to engage in this offer, can you please provide assurance that you have robust arrangements in place and describe them for us and CPSC.

Council volunteers will have a printed letter/ ID badge to identify themselves as approved by the Council to support deliveries. It is not possible to provide them all with a high visibility vest/lanyard or ID badges which we know has been suggested. If any of the arrangements are not working or you have concerns, please let us know.

Please send your responses to the relevant contact details in Annex A for your pharmacy by the end of the day 27th April to enable us to put in place amendments to the approach to enable the process to run more smoothly as soon as possible.

Thank you for your continued support and hard work.

Yours faithfully



Neil Hardy
Head of Medicines Optimisation
Hampshire and Isle of Wight Partnership of Clinical
Commissioning Groups



Jessica Hutchinson
Assistant Director of Learning Disabilities and
Mental Health Services in Adults' Health and Care.
Hampshire County Council



Deborah Crockford
Chief Officer
Community Pharmacy South Central

Annex A: Local Resource Centre Contact details for volunteer support

Local Resource Centre area	Inbox email address	Lead council contact
Gosport	covid@gosport.gov.uk	Stephanie.lucking@gosport.gov.uk
New Forest	covidsupporthub@NFDC.gov.uk	Rebecca.drummond@NFDC.gov.uk
Test Valley	unityC-19@unityonline.org.uk	afferrier@testvalley.gov.uk
Rushmoor	requestforhelp@rushmoor.gov.uk	Karen.edwards@hants.gov.uk
Winchester	support@winchester.gov.uk	slincoln@winchester.gov.uk
Havant	Covid19.havanteasthants@easthants.gov.uk	Nicki.conyard@havant.gov.uk
East Hants	Covid19.havanteasthants@easthants.gov.uk	Jacqui.evans@easthants.gov.uk
Hart	coronavirus@hart.gov.uk	Brian.bridger@hart.gov.uk
Fareham	leisure@fareham.gov.uk	ewatts@fareham.gov.uk
Eastleigh	Coronavirus-support@eastleigh.gov.uk	Diccon.bright@eastleigh.gov.uk
Basingstoke	communityhub@basingstoke.gov.uk	Samantha.charlton@basingstoke.gov.uk