



# COVID-19 Update

Monday 1<sup>st</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: reporting quota restricted lines; end of month submission; advice for smokers and vapers.

### Tell us about your experiences of quota restrictions

PSNC is asking community pharmacy teams to report issues they are having obtaining stock due to drug quota restrictions being applied by wholesalers or manufacturers. Contractor reports to PSNC support our representation of these issues to the Department of Health and Social Care (DHSC), the Healthcare Distribution Association (HDA) and the Association of the British Pharmaceutical Industry (ABPI).

The PSNC Dispensing and Supply Team is aware that drug quota allocations applied by manufacturers and wholesalers are an increasing problem for many pharmacies. During the COVID-19 pandemic, the situation has worsened further with reports indicating that quota restrictions are being applied to more drugs, and that existing drug quota allocations are being reduced or often set to zero by wholesalers.

We have updated our [reporting form](#) to allow pharmacy teams to report quota issues, which supports our representation of issues in the supply chain. The information gathered through the form may be shared with DHSC, HDA, ABPI and the respective manufacturers/wholesalers of the drug(s), where appropriate, to help with investigation of the reported quota issue(s).

### [Find out more about PSNC's work to address supply problems](#)

### End of month submission for May

Community pharmacy contractors are reminded that they must continue to submit their monthly prescription bundles as usual. With the submission period for prescriptions dispensed in May now open, PSNC has put together a list of top tips to help contractors with their end of month process.

- **Exemption status** – check and apply the correct exempt or paid status on both EPS and paper prescriptions before submitting for payment.
- **PMR system supplier reports** – use these to check your dispensing figures against your submission claim.
- **Manage Your Service (MYS) portal** – submitting your figures using this electronic system can help reduce the risk of inputting errors.
- **Sending your bundle** – dispatch the end of month prescription bundle and accompanying FP34C no later than the 5th day of the month following that in which supply was made. If your regular courier service is unavailable, make alternative arrangements for secure track and trace delivery of the bundle.

- **Pandemic Delivery Service** – claims for any deliveries made in May under the Advanced service element need to be made by 5th June using the MYS portal, via the Home Delivery Advanced Service link.
- **Community Pharmacist Consultation Service (CPCS)** – claims for CPCS consultations should be made on a monthly basis using the MYS portal.
- **Early May Bank Holiday** – contractors have until 22nd June 2020 to claim payment using the MYS portal for the national requirement to open on Friday 8th May.

Further guidance can be found on our [prescription submission webpages](#) and our [COVID-19 related payments guide](#).

## Advice for smokers and vapers

Public Health England (PHE) has released advice for smokers and vapers that could be used by healthcare professionals to encourage patients to quit smoking in light of the COVID-19 outbreak.

Based on mixed and developing evidence, PHE released the advice which could be used as part of Very Brief Advice (VBA) approaches to support patients.

### [Learn more about the PHE guidance](#)

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 have not received letters from the NHSBSA regarding COVID-19 related payments for Easter Bank Holidays opening, Advance uplifts or the £300 contribution to cover the general costs of adjustments to support social distancing. How can I obtain copies of these letters?**

If payment was expected and contractors have not yet received their letters they would need to contact NHSBSA's help desk on **0300 330 1349** and provide an email address so that NHSBSA can re-send these digitally after passing customer verification. Digital copies of these letters cannot be accessed via NHSBSA's Information Services Portal (ISP) as these were payments due to COVID-19 that were made outside of the normal system.

**Q. How will the COVID-19 related payments be made to contractors?**

The following payments will not be separately itemised on the FP34 Schedule of Payments and contractors should have received separate letters detailing these payments:

- Advance uplifts;
- Easter Bank Holiday opening hours; and
- Protective screens and other adjustments to support social distancing.

The £300 protective screen payments were processed alongside the March Advance uplift payments and processed as a combined single payment which is separate to the value indicated on the FP34 Schedule of Payments (for payment on 1st May). The April Advance uplift payments and Easter Bank Holiday opening hours were processed as a combined single payment and separate to the value indicated on the FP34 Schedule of Payments (for payment on 1st June).

[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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