

23 September 2020

An electronic copy of this letter and all other relevant guidance from NHS England and NHS Improvement can be found at: www.england.nhs.uk/coronavirus/primary-care/

Dear Colleagues

Home delivery of medicines and appliances during the COVID-19 outbreak

The Government published [plans for a phased easing of the shielding advice to people who are clinically extremely vulnerable](#) from 6 July 2020.

In specific local outbreak areas, some patients were advised to continue to follow previous shielding advice after 1 August 2020 (or may be advised to return to shielding if there is an outbreak in the area where they live). The NHS will continue to maintain the shielded patient list.

The Community Pharmacy Home Delivery Service and the Dispensing Doctor Home Delivery Service will be commissioned from 24 September 2020 for shielded patients who live in the following local outbreak areas:

- 8 wards within North East Blackburn outlined in [THIS LINK](#) until 5 October
- Leicester City as outlined in [THIS LINK](#) until 5 October

Consequently, both pharmacies and dispensing doctors across England will be required to ensure shielded patients in these areas can receive their prescription medicines and appliances until the date specified above.

It remains the case that where possible a friend, relative, carer or volunteer should be asked to collect medicines. The NHS Volunteer Responders Programme will remain active and all previously shielded and/or otherwise vulnerable patients can access this support by calling 0808 196 3646. Please pass this number on to your patients who could benefit from this support. Further details on the NHS Volunteer Responders Programme can be found [here](#).

Guidance on the community pharmacy essential service element, the pharmacy advanced service specification, and the service specification for the Dispensing Doctor home delivery service can be found [here](#).

Only community pharmacies and dispensing doctors whose premises are located within the lockdown areas notified in this, or future announcements will receive the essential/mandatory service payments. Any pharmacy or dispensing doctor making a delivery to a patient who lives in the specified lockdown postcodes, in line with the service specification for the advanced service for community pharmacy or the service specification for the Dispensing Doctor Home Delivery

Service respectively can claim a fee for delivery during the period the service is commissioned.

Only patients on the Government's shielded list within the areas published in this announcement are eligible for this service. Pharmacies and dispensing doctors should familiarise themselves with the details of the service before making a claim. Evidence of delivery to shielded patients within the areas notified in this announcement, should be retained for post payment verification purposes. We strongly advise that this evidence includes the postcode of the patient's place of residence.

Claims

Community pharmacy contractors are able to claim payment for delivery of medicines to patients within the lockdown areas notified within this announcement under the Community Pharmacy Home Delivery Service on the [Manage Your Service \(MYS\) portal](#). Contractors must submit their claims for payment via the MYS platform by the 5th of the month after the service was provided. Claims for this service will not be accepted after the 5th of the following month. Payment for the essential service will be restricted to pharmacies with a postcode in the lockdown areas notified within this announcement and this will be paid automatically.

Dispensing Doctors are able to claim payment for delivery of medicines under the Pandemic Delivery Service using [this form](#). Contractors must submit their claims for payment by 5th of the following month. Claims for this service will not be accepted after 5th of the month after the service was provided. Payment for the mandatory element of the Pandemic Delivery Service will be restricted to Dispensing Doctors with a postcode in the lockdown areas notified within this announcement and will be made automatically.

Yours sincerely



Dr Jill Loader
Deputy Director
Pharmacy Commissioning