

Community Pharmacy Bulletin



9 July 2021



NHS England and NHS Improvement – South West

Contents

Coming Up.....	1
Headlines from the Week	2
Notification of Unplanned Temporary Suspension of Services	2
Trainee Pharmacists Expression of Interest 2021 -2022 Training	3
NHS Mail –Shared Mailbox.....	3
Public Health England COVID-19 Vaccination Campaign	3
Outbreak Reporting.....	3
Useful Information.....	3

Coming Up

	July	August	September
Week 1	<p>Public Health England COVID-19 Vaccination Campaign evaluation survey on PharmOutcomes closes 5 July 2021</p> <p>-----</p> <p>CPCS GP Referral pathway engagement deadline to claim for payment 5 July 2021</p> <p>-----</p> <p>Pharmacy Leadership Diversity Webinar 7 July 2021 7.00pm</p>	<p>Public Health England COVID-19 Vaccination Campaign materials to be removed from display 1 August 2021</p> <p>-----</p> <p>PSNC Covid -19 Cost Claims workshop 2 August 2021 7.30pm</p>	
Week 2	<p>Snapshot wellbeing survey of the primary care workforce closes 12 July 2021</p>		

	July	August	September
Week 3	Staff Vaccination Survey 12 July 2021, 9am ----- PSNC Covid -19 Cost Claims workshop 14 July 2021 7.30pm		
Week 4	Community Pharmacy Assurance Framework (CPAF) screening questionnaire ends 24 July 2021 ----- PSNC Webinar on Dispensing Controlled Drugs 27 July 2021 7.00pm		
Week 5		August Bank Holiday 30 August 2021	

Headlines from the Week

NHS England

- None

NHS England South West Regional Team

- None

PSNC Bulletin

- [Updates to PSNC's payment timetable and deadline tracker](#)
- [COVID-19 Costs: Claiming period begins](#)
- [3 weeks left to complete CPAF 2021/2022](#)
- [Encouraging patients to support COVID-19 vaccine study](#)
- [MHRA Class 4 Medicines Defect Information: Tetralysal 300mg Hard Capsules](#)
- [Public holiday guide for pharmacies](#)

Notification of Unplanned Temporary Suspension of Services



Community Pharmacies are reminded that all unplanned temporary suspension of services need to be recorded on the attached "Notification of Unplanned Temporary Suspension of Pharmaceutical Services" form and emailed to England.pharmacysouthwest@nhs.net, as soon as practicable.

Trainee Pharmacists Expression of Interest 2021-2022 Training



Further to the article in the weekly community pharmacy bulletin 25 June 2021 and flyer “Community Pharmacy Trainee Pharmacists EOI 21-22 for HEE PWDS Training”

Expressions of interest can be emailed to Pharmacy.South@hee.nhs.uk , before the deadline of **9 July 2021**

NHS Mail –Shared Mailbox



All community pharmacies and DAC organisations must be set up with a shared NHS mailbox. This mailbox is separate to your personal mailbox and can be accessed by multiple members of staff. All staff who have access to the shared mailbox can send emails ‘on behalf’ of the mailbox.

Public Health England COVID-19 Vaccination Campaign

If you have not yet submitted your evaluation for the Public Health mandated Covid-19 Vaccination Campaign can you please use the following [link](#) which will take you to the website to record your collated evaluations.

Please note that contractually you are required as a minimum to report back the number of conversations that you have undertaken on the campaign even if it is a nil response.

We look forward to receiving your submission.

Outbreak Reporting



As you will be aware NHS providers are required to accurately report any local outbreaks of CoViD-19. To support this approach, we have developed an outbreak reporting process along with a reporting template for you to use .

The document is relevant for all community pharmacies (including distance selling pharmacies). It explains what information NHSE&I needs to collect for staff and patients in response to CoVid-19 outbreaks, in order to manage them effectively and ensure the right support is in place, to maintain patient safety and quality of care at all times.

If you are reporting an incident/outbreak please can you ensure that you include your F code when returning the form to us. You should also send the reporting template to your Local Representative Committee who will be able to offer support.

Useful Information



NHS England & Improvement – South West Region Community Pharmacy Contract Management Team contact information

Team Member	Telephone	Address
Jenny Collins	07979 308749	<p>South West Region Postal Addresses</p> <p>NHS England and Improvement – South West Peninsula House Kingsmill Road Tamar View Industrial Estate Saltash, PL12 6LE</p> <p>Or</p> <p>NHS England and Improvement – South West Sanger House, 5220 Valiant Court Gloucester Business Park, Brockworth Gloucester, GL3 4FE</p> <p>Or</p> <p>NHS England and Improvement – South West Jenner House, Avon Way Langley Park Chippenham, SN15 1GG</p> <p><i>Please note all our offices are currently closed, please do not send post and use email wherever possible</i></p> <p>Email: england.pharmacysouthwest@nhs.net</p>
Sharon Greaves	07900 715295	
Les Riggs	07730 371074	
Mary Cotton	07920 288191	
Michele Toy	07568 431890	
Sarah Lillington	07920 834445	
Sharon Hodges	07702 411295	
Tracey Howes	07730 380479	
Chris Yengel	07769 963478	
Kath Hughes	07730 374739	
Hayley Colledge	07900 713005	
Lesley St Leger	07730 381871	
William Anderson	07783 821721	
Stacey Burch	07730 391418	

Webpages

Please see our websites for more information and any blank templates, forms and documents:

[Cornwall & Isles of Scilly, Devon, Bristol, Dorset, North Somerset, Somerset and South Gloucestershire](#)

[BaNES, Gloucestershire, Swindon or Wiltshire](#)

[Interpretation and Translation Services](#)

Notification of Unplanned Temporary Suspension of Pharmaceutical Services

Name of contractor

--

Full address of premises to which the application relates

--

Address for correspondence (if different)

--

Date of the temporary suspension

Times at which pharmaceutical services were not provided

Please set out in the box below the reasons for the temporary suspension.

--

Please set out in the box below any actions taken to limit the impact on users of the premises.

--

Please set out in the box below actions taken as directed in the pharmacy's business continuity plan.

--

Please can you confirm that the following action has been taken and answer the questions:

1. Who has managerial responsibility and is managing operational processes?
.....
2. What telephone number can we use if we need to make immediate contact?
.....
3. Are notices clearly displayed for the public explaining how long the pharmacy is expected to be non-operational?
.....
4. Are notices clearly displayed for the public signposting to the closest pharmacy?
.....
5. What action is being taken for prescriptions already in possession of the pharmacy that are awaiting collection?
.....
6. What action is being taken with prescriptions that are waiting to be processed?
.....
7. What action is being taken regarding clients on daily pick-up?
.....
8. Has the pharmacy checked for urgent prescriptions that need to be sorted the same day?
.....
9. Has anything been done to prevent this particular situation happening again?
.....
10. Has the local GP practice been informed that the pharmacy is non-operational?
.....
11. Which agency/locum was concerned with this closure, (if applicable)?
.....

Signature

Name

Position

Date

On behalf of
(insert name of contractor)

Contact email address in case of queries

Contact phone number in case of queries

Please return this form to the Pharmacy generic mail box
england.pharmacysouthwest@nhs.net

Dental, Community Pharmacy and Optometry CoVid-19 Outbreak Reporting and Business Continuity Considerations

It is essential the whole NHS community commits to accurate and timely reporting of any local outbreaks, to enable Public Health England to ascertain which are likely to be nosocomial infections. Reporting of outbreaks will also ensure providers are supported in their response to this.

This document supports the NHSE/SW Covid-19 health Outbreak Framework and is for all dental contractors, community pharmacies (including distance selling pharmacies) and optometry settings (including domiciliary services and dispensing practices). It explains what information NHSE&I needs to collect for staff and patients in response to CoVid-19 outbreaks, in order to manage them effectively and ensure the right support is in place for NHS teams, to maintain patient safety and quality of care at all times.

A reporting template is included for you to use. Please follow the flowchart for the correct process.

Definitions in a dental, pharmacy and optometry setting:

Incident:

- Any member of staff has suspected CoVid-19 (i.e. they are symptomatic) or is confirmed as having CoVid-19 whether symptomatic or not
- Health Protection Team contact the practice/provider, as part of their contact tracing activity, where this results in the provider being advised to take action, including advised that staff should self isolate.

Outbreak Definition:

- CoVid-19 outbreak in
 - Two or more confirmed cases of COVID-19 among individuals associated with a specific setting with onset dates within 14 days.
 - Identified direct exposure between at least two of the confirmed cases in that setting (e.g. within 2 metres for >15 minutes) during the infectious period of the putative index case.
 - A greater than expected rate of infection compared with the usual background rate for the place and time where the outbreak occurred.
 - A single confirmed case in a very high-risk setting

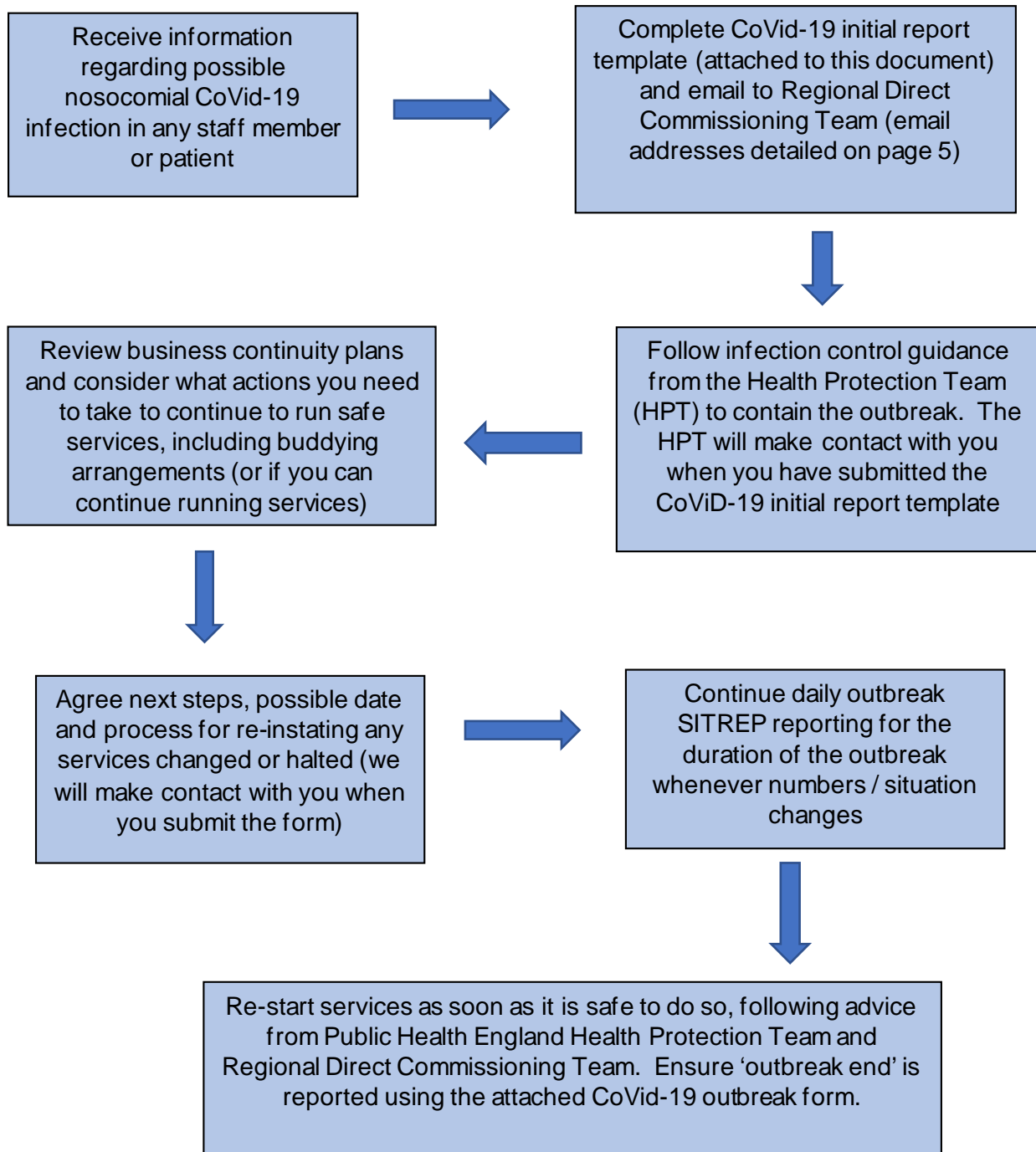
The definition of a cluster is two or more confirmed cases of COVID-19 among individuals associated with a specific setting with onset dates within 14 days (in the absence of available information about exposure between the index case and other cases).

In the event of an Incident or Outbreak

Where an Incident or Outbreak has been identified by any provider, please follow the flow chart overleaf.

Primary Care Providers – Pharmacy (including Distance Selling providers), Opticians (including Domiciliary providers and Dispensing Practices) and Dental Contractors

Incident/Outbreak Flowchart – actions to follow:



When you have submitted the COVID-19 initial report form (see below), we will be in contact with you to discuss next steps and to support you through the process.

**Primary Care Providers – Pharmacy (including Distance Selling providers),
Opticians (including Domiciliary providers and Dispensing Practices) and Dental Contractors**

CoVid-19 Incident / Outbreak reporting form:

This CoVid-19 Outbreak template to be completed for all Primary Care commissioned services including General Practice, General Dental Practice, Community Pharmacists and Optometrists.

The CoVid-19 Outbreak template is to be completed immediately on identification of any new Covid-19 outbreak. The completed CoVid-19 Outbreak template is to be submitted to relevant email address detailed below.

Name of practice/provider:		
Address of practice (if multi-site, location of outbreak):		
Are you reporting an Outbreak or Incident?		
Organisation Lead (Pharmacist or Optometrist or dental contractor):		
Email address:		
Telephone number:		
Telephone number in case emergency contact is required.		
Date outbreak/incident identified		
Date and time of reporting outbreak		
Has the outbreak effected service delivery (if yes, is this partial or closed site?)	Partial service disruption:	Site closed:
If yes to above, please provide an overview of service disruption and any continuity of care risks.		
Has a specific area in the premises been identified associated with the outbreak? (If yes, please confirm deep clean and date)	Area Affected:	Deep clean date:
Number of symptomatic staff		
Number of symptomatic staff tested, and number of those tested positive	Tested:	Positive:
Number of staff awaiting test results		

Number of staff self-isolating as a result of this outbreak		
Number of staff self-isolating for other reasons		
Date(s) staff went into self-isolation		
Staff anti-body testing results	Number tested:	Number positive:
If you have provided the number of patients in which the staff member has in contact with to HPT- please confirm the number provided.		
Have all staff been using PPE?		
Do you have any PPE issues or shortages?		

To prepare for potential staff absence:

Please consider all these questions and take appropriate action:

- When was the last time you reviewed your Business Continuity Plan – this is a good time to review given the risk that this poses to your business.
- Do you have your closure processes and contact lists up-to-date?
- Look at undertaking a new Risk Assessment for this purpose to include in your business plan
- Do you have any local arrangements with neighbouring practices/providers i.e. to provide absence / holiday cover – working as a collective? This can help support continuity of service to your patients.

In the event that your practice has to close:

Please undertake all of the following actions:

- Inform your NHS England Regional team immediately using the normal email addresses which are detailed below:-

Community Pharmacy	BaNES, Swindon, Wiltshire, Gloucestershire and BNSSG	england.bgs-sw-pharmacy@nhs.net
	Cornwall, Devon, Dorset and Somerset	england.pharmacysouthwest@nhs.net
Optometrists	BaNES, Swindon, Wiltshire, Gloucestershire and BNSSG	england.bgs-sw-optom@nhs.net
	Cornwall, Devon, Dorset and Somerset	england.optometrysouthwest@nhs.net
Dentistry	BaNES, Swindon, Wiltshire, Gloucestershire and BNSSG	england.bgs-sw-dental@nhs.net
	Cornwall, Devon, Dorset and Somerset	england.swdental@nhs.net

- Follow your closure processes and principles:
 - Communication: How will you communicate this to your patients – such as, put a sign on the door. Have you updated your website? How will you communicate your closure to other NHS Agencies that depend on your services – GP surgeries, local pharmacies / opticians / dentists, other NHS agencies where you have locally commissioned services, CCGs etc.
 - Staff: How will you enable staff members to work from home where they are well enough to do so?
 - Staff: How will you support staff to take telephone calls to support your patients and re-scheduling appointments.
 - Patient Services: Do you have any patients that will be attending over the next 14 days? What about patients waiting to pick up (e.g.) prescriptions or spectacles. Do any patients have urgent appointments? How can you sign-post patients to the urgent eye services?
 - Contact your Local representative Committee for support.
- Please ensure that you keep NHS England and Improvement Regional Team informed as you progress with your action plan and any re-opening date.

Primary Care Providers – Pharmacy (including Distance Selling providers), Opticians (including Domiciliary providers and Dispensing Practices) and Dental Contractors

CoVid-19 Incident / Outbreak reporting form:

This CoVid-19 Outbreak template to be completed for all Primary Care commissioned services including General Practice, General Dental Practice, Community Pharmacists and Optometrists.

The CoVid-19 Outbreak template is to be completed immediately on identification of any new Covid-19 outbreak. The completed CoVid-19 Outbreak template is to be submitted to relevant email address detailed below.

Name of practice/provider:		
Address of practice (if multi-site, location of outbreak):		
Are you reporting an Outbreak or Incident?		
Organisation Lead (Pharmacist or Optometrist or dental contractor):		
Email address:		
Telephone number:		
Telephone number in case emergency contact is required.		
Date outbreak/incident identified		
Date and time of reporting outbreak		
Has the outbreak effected service delivery (if yes, is this partial or closed site?)	Partial service disruption:	Site closed:
If yes to above, please provide an overview of service disruption and any continuity of care risks.		
Has a specific area in the premises been identified associated with the outbreak? (If yes, please confirm deep clean and date)	Area Affected:	Deep clean date:
Number of symptomatic staff		
Number of symptomatic staff tested, and number of those tested positive	Tested:	Positive:

Number of staff awaiting test results		
Number of staff self-isolating as a result of this outbreak		
Number of staff self-isolating for other reasons		
Date(s) staff went into self-isolation		
Staff anti-body testing results	Number tested:	Number positive:
If you have provided the number of patients in which the staff member has in contact with to HPT- please confirm the number provided.		
Have all staff been using PPE?		
Do you have any PPE issues or shortages?		

Please return completed form to:-

Community Pharmacy	BaNES, Swindon, Wiltshire, Gloucestershire and BNSSG	england.bgs-sw-pharmacy@nhs.net
	Cornwall, Devon, Dorset and Somerset	england.pharmacysouthwest@nhs.net
Optometrists	BaNES, Swindon, Wiltshire, Gloucestershire and BNSSG	england.bgs-sw-optom@nhs.net
	Cornwall, Devon, Dorset and Somerset	england.optometrysouthwest@nhs.net
Dentistry	BaNES, Swindon, Wiltshire, Gloucestershire and BNSSG	england.bgs-sw-dental@nhs.net
	Cornwall, Devon, Dorset and Somerset	england.swdental@nhs.net