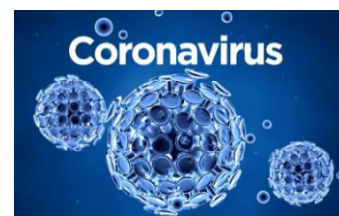




Strategic Programme for Primary Care



Launch of the Community Pharmacy Contractors COVID-19 Toolkit

Release note: 15 April 2020

To support the retention of safe, efficient, and accessible pharmaceutical services, the Welsh Government have outlined a set of five key objectives:

1. To protect the health and wellbeing of all pharmacy staff;
2. To ensure community pharmacies continue to be available to dispense and supply repeat and acute prescriptions, with if necessary a reduction in hours pharmacies are open to the public;
3. To support a move away from demand-led to more planned ways of working particularly in respect of repeat prescriptions;
4. To reduce footfall in community pharmacies both to support social-distancing and reduce pressure on pharmacy teams; and
5. To support the public to self-care, through improved access to online information or through telephone advice and medicines from their community pharmacist

Note: the order of the objectives has been changed to reflect the flow of this document

Work has been underway with partners across Government, Health Boards, Community Pharmacy Wales, the Royal Pharmaceutical Society, along with other key stakeholders to develop a range of measures to support meeting these objectives.

There is an expectation on community pharmacies, practices and clusters to work collaboratively in establishing the best patient and prescription journey, especially for symptomatic and COVID-19 positive patients and those requiring urgent palliative care medicines.

This toolkit compiles information that has so far been released in relation to each of these objectives. It also offers guidance and supporting information to enable the continuity of services by community pharmacies at this unprecedented time of pressure. Practical tips and templates have been included to help contractors navigate their way through the process.

It should be noted that the situation is very fast-moving, and plans are evolving at pace, so this document provides only a snapshot of the current situation (as of 9th April 2020).

Whilst we hope that this toolkit will be useful in providing guidance, it is important to acknowledge that this should not be taken as a blueprint for the continuity of services for every pharmacy. This information should be used in conjunction with each pharmacy's business continuity plan and should be seen as offering complementary or supplementary guidance only.

