

Pandemic Delivery Service Process

The Terms of Service* for all pharmacy contractors, except distance selling pharmacies (DSP), have been [amended](#) to require contractors to help shielded patients to receive their prescriptions, while they are self-isolating at home. Additionally, an Advanced service, which contractors can provide if they wish to, is commissioned by NHSE&I. The combined Terms of Service requirements and the Advanced service **only** apply to the shielded group of patients during the pandemic. The service is **not** to be used for any other patients. An additional payment will be made automatically by the NHS Business Services Authority (NHSBSA) for the essential part of the service.

Is the patient part of the shielded patient cohort^?

Yes

- ✓ Record SCR access and date on PMR confirming as eligible patient.
- ✓ Check if they can identify a family member, friend or carer to collect their medicines*.
- ✓ If no, provide advice to patient on how to identify a local volunteer to collect the prescription*; or
- ✓ where no volunteer is available, deliver the medicine as part of the Advanced service; or
- ✓ where no volunteer is available, arrange for another pharmacy to deliver it on the pharmacy's behalf; or
- ✓ where no volunteer is available, arrange for the prescription to be dispensed and delivered by another pharmacy.

Don't know

- ✓ Check flag on the SCR. This confirms whether they are an eligible patient.
- ✓ If eligible patient follow the "yes" pathway and if not follow the "no" pathway.
- ✓ If a patient's SCR is just being viewed to check for the presence of a shielded patient flag and it is not practical to seek the patient's consent to view the record, the normal consent requirement does not need to be applied.
- ✓ Find out more about the SCR shielded patient flag on the [PSNC website](#).

No

See next page (2).

^Eligible patient groups for the pandemic delivery advanced service

People falling into the extremely vulnerable (shielded) group are:

- Solid organ transplant recipients;
- People with specific cancers
 - People with cancer who are undergoing active chemotherapy or radical radiotherapy for lung cancer
 - People with cancers of the blood or bone marrow such as leukaemia, lymphoma or myeloma who are at any stage of treatment
 - People having immunotherapy or other continuing antibody treatments for cancer
 - People having other targeted cancer treatments which can affect the immune system, such as protein kinase inhibitors or PARP inhibitors
 - People who have had bone marrow or stem cell transplants in the last 6 months, or who are still taking immunosuppression drugs;
- People with severe respiratory conditions including all cystic fibrosis, severe asthma and severe COPD;
- People with rare diseases and inborn errors of metabolism that significantly increase the risk of infections (such as SCID, homozygous sickle cell);
- People on immunosuppression therapies sufficient to significantly increase risk of infection;
- People who are pregnant with significant congenital heart disease; and
- People who have been added to the list by their GP because of the very high risk (in line with the risk of those above) to them associated with COVID-19.

Please note that GPs have the ability to add or remove people to the list of extremely vulnerable patients as their clinical condition changes.

If a patient does not identify themselves as being shielded, but the prescription items make the pharmacy team think they are within that group of extremely vulnerable patients, e.g. the prescription is for an immunosuppressant drug, they should ask the patient if they have been asked to self-isolate for 12 weeks, via a letter from the NHS, their general practice or hospital consultant. If that is the case, and there is no family member, friend or carer that can collect and deliver the prescription, the above advice and support should be offered, where necessary. If the patient has not been asked to isolate for 12 weeks and has not had a discussion with the GP, hospital consultant or got a letter from the NHS we would suggest that the pharmacist contacts the GP practice for further advice.

Does the patient normally have their medicine delivered by the pharmacy?

Yes

- ✓ Check if they can send a representative instead this time*.
- ✓ Explain current demand and priority groups and that the pharmacy is trying to prioritise to vulnerable people.
- ✓ Follow usual process for delivery if appropriate ▫.

No

Is the patient self-isolating because they or someone in their house has symptoms of COVID-19?

Yes

- ✓ Check if they can send a representative*
- ✓ Follow usual process for delivery if appropriate ▫.

No

Are you at home because of advice to stay home?

Yes

Explain that they can leave home for essentials or ask them to send a representative*

No

Follow usual process for delivery if appropriate ▫.

▫ Delivery Process. If the patient needs a delivery:

- Give them options to use a volunteer. For information on volunteers check the [PSNC website](#) or the [LPC website](#).
- Other than for deliveries to patients in the shielded group (and deliveries of [Specified Appliances](#)), contractors continue to be able to charge patients for the delivery of prescriptions if they wish.
- Confirm with patient when they need the medicines by.
- Confirm how they pay for their prescriptions (and delivery where applicable) and where possible take a card payment over the phone.
- Explain when and how the pharmacy will deliver – leave on doorstep and stand 2 metres back.
- Confirm patient address and check if there are any further details on access.
- If the patient is in the shielding cohort, they may be eligible for the [advanced delivery service](#), which runs from 9 April – 1 July 2020 in the first instance. Pharmacies are able to claim, via the Manage Your Service (MYS) portal, a payment of £5 per delivery, plus an allowance for VAT, as part of the normal end of month process.

* Representative Process. If the patient is sending a representative:

- The representative can be family, friends, a neighbour or a volunteer.
- The patient must let their representative know:
 - how the pharmacy is managing patients i.e. social distancing or certain numbers of customers in the shop at one time;
 - pharmacy opening hours ([NHS website](#));
 - when the prescription was ordered and when it will be ready;
 - how payment will be made where appropriate i.e. contactless/phone;
 - the representative must know the patient's name and address and must have ID if collecting a Controlled Drug.