

Appendix 1: Essential service: community pharmacy home delivery service during the COVID-19 outbreak – guidance

Background

1. A Community Pharmacy Home Delivery Service During the COVID-19 outbreak is being commissioned from community pharmacy (and a similar service from dispensing doctors) to ensure delivery of medicines to eligible patients who should not present in the pharmacy.
2. The service is made up of two elements; an Essential Service and an Advanced Service. This guidance covers the Essential Service only and there is a separate service specification for the Advanced Service
3. The service was announced by NHS England and NHS Improvement on 8 April 2020, in agreement with the Secretary of State, and is to be utilised as a consequence of COVID-19 reaching pandemic proportions in line with the National Health Service (Amendments Relating to the Provision of Primary Care Services During a Pandemic etc.) Regulations 2020.
4. The Essential Service does not apply to Distance Selling Pharmacies as their Terms of Service already requires them to provide deliveries to their patients.
5. The service is restricted to those patients who are covered by the shielding policy¹, as set out in Annex A, and will apply across the whole of England. Pharmacy contractors should be aware that GPs have the ability to remove or add patients to the list of those deemed most vulnerable as their clinical condition changes. Appropriate checks should therefore be made to ensure that the patient remains eligible for this service. The pharmacist can check this on the Summary Care Record.
6. Patients **who meet** the eligible patient criteria, should be encouraged in the first instance to arrange for their medicines to be collected from the pharmacy and then delivered by family, friends or a carer.
7. Where a patient does not identify themselves, but the nature of the prescription leads the pharmacy team to consider that the patient may fulfil the 'shielding' criteria, they should enquire of the patient if they have been asked to self-isolate for 12 weeks, via a letter from the NHS or their general practice. Where they have, they should enquire if the patient has anyone who they can ask to collect their medicines for them as in paragraph 6.
8. Where there is no family, friend, neighbour or carer, the pharmacy team must advise the patient of the potential for a local volunteer to act on their behalf who can collect the patient's prescription and deliver it to them. This must include

¹ www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-COVID-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-COVID-19

local provision of volunteers² and NHS Volunteer Responders³, where either are available. 'NHS Volunteer Responders information for health professionals' is available in Annex B.

9. Where a volunteer is to be used, the pharmacist must be satisfied that the volunteer is an appropriate person to deliver medicines to the patient. Volunteers should not deliver Schedule 2 and 3 Controlled Drugs and pharmacists should use their professional judgement to determine whether it is appropriate for a volunteer to deliver Schedule 4 or 5 Controlled Drugs.
10. Where there is no volunteer available who can deliver the medicine(s) to the patient in the timescale that they are required, the pharmacy contractor must ensure that eligible patients get their prescription delivered. This can be done in one of the following ways:
 - a. deliver the medicine themselves as part of the Advanced Service
 - b. arrange for another pharmacy to deliver it on their behalf as part of the Advanced Service
 - c. arrange for the prescription to be dispensed and delivered by another pharmacy under the terms of the Advanced Service.
11. This service does not replace any existing delivery services that a pharmacy contractor provides under normal circumstances.

Payment

12. Payments will be made as set out below:
 - a. Pharmacy contractors who dispense 101 prescription items or more in any month **from 1 April 2020** will receive the following payment for ensuring prescription items are delivered to eligible patients during the COVID-19 pandemic as set out in table 1 below:

Table 1

Number of items per month from 1 April 2020	Monthly Payment from 1 April 2020
0 – 100	£0
101 – 2,500	£34
2,501 – 5,000	£396
5,001 – 12,500	£500
12,501 – 19,167	£542
19,168+	£563

13. The payments relating to this service will be kept under continuous review. Revised arrangements will be considered should data on utilisation show that

² For example, any support that local authorities have separately put into place.

³ Guidance on use of NHS Volunteer Responders is available in 'NHS Volunteer Responders information for health professionals' https://www.england.nhs.uk/coronavirus/wp-content/uploads/sites/52/2020/03/C0112-NHS-Volunteer-Responders-Information-for-Primary-Care-Professionals_31-March-2020.pdf

Appendix B outlines the process for accessing NHS Volunteer Responders.

volunteers, and the NHS Volunteer Responder service in particular, are not being deployed wherever possible.

Appendix 1: Annex A: Eligible Patients for COVID-19 outbreak

Patients should have been notified via a letter, sent out by NHS England and NHS Improvement or their general practice or hospital consultant, and will be asked to contact their pharmacy if they need to have their prescriptions delivered.

The delivery service must only be provided to the following groups of patients:

- 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
- 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

Appendix 1: Annex B: Volunteer Support for Delivery of Medicines

See guidance at https://www.england.nhs.uk/coronavirus/wp-content/uploads/sites/52/2020/03/C0112-NHS-Volunteer-Responders-Information-for-Primary-Care-Professionals_31-March-2020.pdf

