

CPWY CONNECT...

WITH YOUR COMMITTEE



Welcome to the November 2020 CPWY Committee Blog!

I want to start by saying a massive **THANK YOU** to all of you - I recognise we are all in a difficult period and genuinely appreciate how everyone has pulled together which has been great to see. It is now around 8 months since the pandemic started and as front-line healthcare professionals, we have continued to remain open and available every day to provide a vital service for our patients and communities. Sometimes we have been the only first line healthcare provider available to our most vulnerable patients, and I know that you have all worked tirelessly and always given 100% to ensure the best level of patient care.

I know this has not been easy, amongst various challenges with unpredictable workload, staff shortages, PPE and flu vaccinations. Thank you for all continued commitment, it is clear the public's appreciation for community pharmacy has never been greater.

It seems there is no let-up in the challenges we face during this unprecedented time and as we prepare for the last few months of 2020 and into 2021, we will need to continue to demonstrate the same levels of resilience that we have seen since the pandemic started. The details of the '2nd wave' is much documented in the media, the effect of this at a local level in terms of the tier systems we find ourselves in will no doubt fluctuate over the coming weeks which will of course have an impact on us all, both professionally and personally. We must try and continue to remain positive, resilient and keep patients at the heart of everything we do.

To support you in keeping resilient, Community Pharmacy West Yorkshire has made available a **Reset and Recover Programme**. Watch this short video to find out more: <https://vimeo.com/447545205/e2fc2f060b>. Full programme details, including how to access the modules are available on the [CPWY website training page](#).



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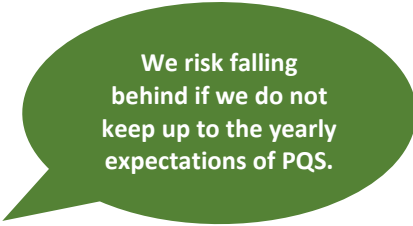
Having worked for Boots as an Area Manager for the last 11 years, I am seeing first-hand the impact and implications COVID-19 has had on our lives and how it has resulted in changes in community pharmacy with increased daily challenges. This has undoubtedly resulted in an appreciation which has never been greater for community pharmacy, both at a local and national level. Working closely with Ruth and the Community Pharmacy West Yorkshire team, I can really see how we have made a positive difference in our local communities and I hope that once the pandemic begins to slowdown and is under control, further appreciation of the work of community pharmacies especially our professionalism and dedication during this difficult period to support patient care, will be acknowledged.

In amongst all the unprecedented times we face, I wanted to raise the Pharmacy Quality Scheme (PQS). We will have seen now the details around Part 2 of PQS, with a submission deadline of February 2021. The full details can be found on the [PSNC website](#). I fully appreciate that our current workload is heavy, and not at an ideal time but we must plan to deliver the expectations to be able to submit for February.

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This will again test our resolve and planning skills - it is important that every pharmacy contractor aims to complete the PQS criteria as this is linked to income and the improvement of quality for our patients.

We need to plan for PQS now. If we focus on breaking it down into a little bit each month or each week, it will be a manageable process between now and January 2021 and will help us to be successful. Community Pharmacy West Yorkshire will continue to be a support for all of us, to help and provide guidance and advice. As we will see now Health Living Pharmacy will be part of the [Terms of Service from 1st April 2021](#) so we do risk falling behind if we do not keep up to the yearly expectations of PQS.



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It is also vital that we keep close contact with our Community Pharmacy PCN Reps - we should by now know who these are in our locality, but if we are unsure then the information is available on the [CPWY website](#). The Community Pharmacy West Yorkshire team is supporting the PCN Reps. Two of the PQS domains (flu and business continuity planning) require us to collaborate with other pharmacies within the PCN area, and in order to meet the PQS requirements we need to ensure we take time out to discuss this with our PCN leads. This will be new for many of us, but I think working more closely within community pharmacy will be a good thing.

I would like to end with how I started this blog...

[THANK YOU!](#)

Keep safe and take care,

Zak Laher

[Committee member](#) of Community Pharmacy West Yorkshire

CPWY Tribute and Thanks to West Yorkshire Community Pharmacy Teams

Community pharmacies in West Yorkshire have been working tirelessly throughout the COVID-19 pandemic to ensure patients and the public can continue to access their medicines. Community Pharmacy West Yorkshire has created this tribute and thank you for all community pharmacy teams. You are all amazing! Thank you. The tribute can be found [here](#) and on twitter [here](#).

Sign up to the PSNC mailing list to ensure you receive the weekly newsletters, alerts and updates [here](#). Sign up to our mailing list [here](#). Join [CPWY Connect](#) on the social media site Telegram and connect with pharmacy teams across West Yorkshire. Join by [clicking here](#).

Details of the CPWY Connect Zoom Events are on our website in the [training section here](#).

Community Pharmacy West Yorkshire's Role: We recognise and understand how much you and your teams are having to cope with right now. Please remember, you are not alone at this time. We're here to support you, providing advice and information on COVID-19, as well as pushing to make sure your work is properly recognised and fully supported throughout this pandemic. You are our eyes and ears - please let us know of any problems and we will do our best to help.

For COVID-19 related issues email: covid-19@cpwy.org / For non-COVID-19 issues email: info@cpwy.org