

CPWY CONNECT...

WITH YOUR COMMITTEE



Challenging. I think that is the word I would use to describe 2020 so far.

These past few months have been like nothing we have experienced before. Community pharmacy has played a central part in the response to COVID-19 and pharmacy teams throughout our region have all played starring roles. The demand for our services has been unprecedented and although it has been difficult at times, we have all stepped up to ensure that our patients have still been able to receive advice and medication from us. We have had to take on extra roles and change the way we work in a very short time, without the usual preparation time and we should all be proud at how quickly and effectively we have adapted.

The perspex screens many of us now have are great for protecting staff members but can make communication difficult. It's quite exhausting sometimes trying to talk to patients through the screen when you're both wearing face masks, particularly if they are a little hard of hearing. There's been many times when I've had to lower my mask just so the patient can hear me. It's quite difficult to have a private conversation at the moment. On a positive note though, I've never known us to have such a long period of time with none of the staff being ill. The screen combined with all the extra handwashing must be working!

Another thing we are all having to embrace is greater use of technology to communicate with each other. We have had to move our committee meetings online, which isn't a bad thing as it means I can avoid the M62. We've also started doing [CPWY Zoom Update Meetings](#) for contractors to take part in if they wish, and I would encourage you to take advantage of this. It's a bit daunting at first if you've never done anything like that before. You've probably seen screenshots of other meetings on social media with rows of people sat in all sorts of random locations throughout their houses. It's quite entertaining to have a sneaky peak at other people's houses, but if you don't want to show us yours, you can join the meeting without video and just use audio. Take a look at the link on the emails sent out by the Community Pharmacy West Yorkshire team for more information about Zoom.

It always feels more comfortable communicating with someone you know and we would like you to get to know your [committee members](#) and other pharmacy teams in West Yorkshire. We have a chat group on the social media Telegram site, and it would be great to see more of you join. Sometimes when you work in community pharmacy it can feel a little isolating and the aim of the [Telegram group \(CPWY Connect\)](#) is to get us all talking to each other. If you've got a problem or issue you need help with then the chances are someone else is in the same boat. If you join the group, it gives you the opportunity to ask lots of your colleagues for help or advice and I don't think anyone has asked anything we couldn't answer yet!?

Remember, you are not in this alone. If you are struggling, please do get in touch with the office or join the chat group. We are here to help and support you.

Cont'd/...

The community pharmacy response to this pandemic has not gone unnoticed and although it's been extremely challenging for us all, I do feel more optimistic about our future. Thank you for the hard work you have all been putting in. When history looks back at this time there will be nothing but admiration for community pharmacy and that's down to you.

Amanda Smith
Vice Chair 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: <https://youtu.be/hfGXer4JAX4> and on twitter here: <https://twitter.com/CPWYinfo/status/1255431677045809154>

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 Zoom Updates are on the CPWY 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