

CPWY CONNECT...

WITH YOUR COMMITTEE



Welcome to the July 2020 CPWY Committee Blog!

I've really been looking forward to penning my first entry as a committee member and I'd like to use the opportunity to share a brief reflective discussion between myself and a Pharmacy Manager, as well as ease the focus back onto NHS service delivery. Shining a light on one of the many pharmacy heroes will hopefully resonate amongst our pharmacy teams, our friends and our community!

Maddy Jones, Pharmacy Manager:

What have been biggest challenges you've faced over the past 3 months?

- Increase in prescription demand vs team absence! This combination made it particularly tough at the height of the pandemic, getting patients to understand why it may take a little longer wasn't easy, adjustments to opening times helped so much.
- Getting social distancing right in our shop – we've got creative with hazard tape and put some of this down, creating boxes and arrows to safely control patient flow. It's been a challenge physically limiting patients' numbers in the shop; however, people are getting used to it.



What will you remember the most?

- The number of people coming in just to offer their help! We were inundated with people coming in and just asking "is there anything we can do to help?" which was so heart-warming.
- People just saying, 'Thank You', such a simple form of compassion made the team feel so appreciated and boosted our morale (boxes of chocolates helped too!).
- The support of local NHS volunteers – we couldn't have got through the spike in COVID deliveries without them.

What are you looking forward to the most when the lockdown is completely lifted?

- Going to the Pub!

It's certainly been a tough few months, we've all faced and will continue to face challenges as we adjust to the 'new normal'. As we do this, we need to look at re-introducing NHS service delivery. Below I'll share some of my thoughts on how we can get these off the ground.

Hitting the RESET Button on Services

NMS: Re-engaging our teams has been the catalyst in kick-starting NMS: Are we capturing all opportunities at point of collection? Consider how you might also support your local surgery. The main barrier has been that either representatives have mostly been collecting on the patient's behalf, or the patient has received a delivery as they're shielding, gaining consent has been the issue. We've trialled providing a stamped envelope with a consent form for patients to return, with the pharmacist following up the collection or delivery with a call and asking the patient to post back if they'd like to consent.

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CPCS: one of the biggest misunderstandings of this service has been whether or not we can perform this service remotely... the answer is YES we can! (where appropriate). Refresh on the service spec and again ensure the whole team is engaged. [The PSNC website](#) has the service details including the service specification.

MURs: I've seen all different types of consultation rooms; ones that can barely fit 2 chairs and some which could fit a 2nd dispensary! Carry out a risk review and if social distancing can be maintained safely, we can start to deliver this service again.

Supervision: how will you offer supervision for clients? Let the [Drugs Service](#) know that you are able to supervise and how this will work for clients.

Adapt to delivering services: [The PSNC website](#) includes a Social Distancing and Infection Control Risk Review Template to help assess how you restart services whilst protecting patients and your staff.

Additional Areas of Support

Thank you for taking the time to read my blog entry! Community Pharmacy West Yorkshire produces excellent support resources, please be sure to check those out at www.cpwpy.org or direct any queries to covid-19@cpwy.org (COVID related) or info@cpwy.org (Non-COVID related).

Faisal Ali

[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 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