

15<sup>th</sup> April 2021

**Brooklands Court  
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Dear Community Pharmacy Team,

As we move into our second year of managing the COVID-19 pandemic, we at Community Pharmacy West Yorkshire (CPWY) wanted to express our sincere thanks to you all for your fantastic effort and amazing response. Your hard work and dedication has shown community pharmacy at its best. You have remained open, maintained services, supported communities and helped patients across West Yorkshire during an extremely challenging time for them and for you. Thank you.

Amid the upheaval, please do not forget to look after yourself and take good care of each other in the pharmacy team; your health and wellbeing is of the utmost importance. We have outlined the wellbeing support that is available and free for community pharmacy teams within our News Digest. A summary of this wellbeing support is listed on the [CPWY website](#) in the COVID-19 pages under the wellbeing heading, which includes the West Yorkshire and Harrogate Health and Care Partnership (our ICS) offer. PSNC also has additional information on their [website](#).

As we reflect upon the last year, much has happened for us all within our daily lives. Sadly, more than 120,000 people have died following a COVID-19 diagnosis. Many lives have been affected and many families have had to deal with heartache. Despite the unusual times we must remain positive and look to the future with hope and optimism. The latest figures show that over a million people across the region have now had at least one vaccination, which is approximately half of our adult population. There is strong evidence that vaccination reduces hospital admissions and deaths and some evidence that vaccination also reduces transmission. If you have not yet had your vaccine it is not too late to get vaccinated. The NHS [National Booking Service](#) allows eligible staff to book directly at a Vaccination Centre or pharmacy-led site. Vaccination helps save lives and reduces the pressure on our hospitals. Please continue to support your patients, and each other, in making informed choices about COVID-19 vaccination based on the evidence.

CPWY is here to support you, provide advice and information, as well as working hard to ensure your work is recognised and supported. As part of that support, we have made available a **Reset and Recover Programme**: A Comprehensive and Free Developmental Programme to Reset Your Pharmacy. This programme focuses on why we have to change what we do and how we can work differently, as we reintroduce services in a COVID context. More information on the programme: <https://vimeo.com/447545205/e2fc2f060b>. The programme is available on demand with links and passwords to access here: <http://www.cpwym.org/training-development/events.shtml>.

In order to support all members of the pharmacy team, CPWY has made [VirtualOutcomes](#) available for all our contractors. VirtualOutcomes provides brief, online training modules on topics relevant for pharmacy teams such as DMS, GP CPCS and Pharmacy Collect. During the pandemic we will also continue with our [CPWY Connect](#) online events. Future topics will include Reset and Recover; how pharmacies have adapted services, DMS - the hospital pharmacy perspective and Sexual Health - an update. Details for the CPWY Academy, CPWY Connect and VirtualOutcomes can be found on the CPWY website [training pages](#).

To sum up, your response during the pandemic has been outstanding and we know that you have worked tirelessly to ensure patients can continue to easily access medicines and healthcare advice. The hard work and dedication that pharmacy teams have delivered during the pandemic has clearly demonstrated your value to patients and customers. You have been the easily accessible front door to NHS services for many of them and a saviour for many others. **Thank you: You are amazing!**

All of us at CPWY, the committee and the team, are proud to represent you.

Take care and best wishes,

**Ruth Buchan**  
**Chief Executive Officer**  
**Community Pharmacy West Yorkshire**



**Mohammed Ikhtlaq**  
**Chair**  
**Community Pharmacy West Yorkshire**

