

To: All Community Pharmacists

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Web Site : www.hscboard.hscni.net27th August 2020

Dear Colleague

**COMMUNITY PHARMACY HOME DELIVERY SERVICE DURING THE
COVID-19 PANDEMIC****Background**

As the COVID-19 pandemic continues it is important to ensure that all patients can continue to receive their medicines in a safe and timely manner.

I wrote to you on 11th August to advise that The Community Sector Volunteer Service would be stood down from 31st August¹. The purpose of my letter today is to provide further details of the Community Pharmacy Home Delivery Service which is being commissioned by HSCB from **1st September 2020**. The service is being commissioned as a Core service under the Community Pharmacy Contract Framework and is, therefore, one that all pharmacies are expected and encouraged to provide.

Service outline

The aim of this service is to ensure that eligible patients during the COVID-19 pandemic who do not have a family member, friend or carer or volunteer who can collect and deliver their prescription medicines on their behalf, can have their medicines delivered in a manner which keeps both them and pharmacy staff safe from COVID-19.

The service should be provided in line with the enclosed service specification.

Service need

I would like to thank you for completing the recent community pharmacy survey which has been very useful in the planning of services. In relation to the delivery of medicines, the results of the survey, from the 503 respondents to date, indicate that there has been an increase in the number of pharmacies providing a delivery service, increasing from 78% prior to the pandemic to currently over 95%. The majority of those pharmacies who are not currently providing a

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<http://www.hscbusiness.hscni.net/pdf/110820%20Letter%20to%20CPs%20Volunteer%20delivery%20service.pdf>

delivery service have indicated their willingness to provide a commissioned service. The number of deliveries being provided has also increased significantly across the network.

Remuneration

In recognition of this additional workload £3m has been made available for provision of this service for the remainder of the 20/21 year. This is part of the additional £13.25m which, as detailed in my letter of 3rd July², has been committed to support delivery of the Community Pharmacy Services Commissioning Plan for 20/21.

The £3m will be allocated to contractors on the following basis:

- One third divided equally amongst all contractors
- The remaining two thirds to be allocated on prescribing volume, based on 19/20 dispensing data.

Action required

I would ask that you study the enclosed service specification carefully, develop the Standard operating Procedure and ensure that all relevant staff are trained and competent to deliver this service. Service documentation is also available on the BSO website at <http://www.hscbusiness.hscni.net/services/3153.htm>

If you have any query about this service, please contact your local HSCB Pharmacy Adviser.

Yours sincerely,



Joe Brogan
Assistant Director of Integrated Care
Head of Pharmacy and Medicines Management

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