
Dear Community Pharmacy Contractors in Surrey,

Locally Commissioned Services in Surrey during Covid-19

We write to update you about arrangements for community pharmacy locally commissioned public health services in Surrey during the response to Covid-19. These have been agreed between Surrey County Council and Community Pharmacy Surrey & Sussex, on behalf of Surrey Local Pharmaceutical Committee (LPC). There are a number of important updates:

- **Public Health Service Level Agreements (PHSLA)** : Unless you have responded already (in February 2020) to indicate changes in your service provision, we confirm that SLAs are rolled over with the same provision for 2020/21 apart from the stop smoking service which had previously been agreed to end from April 2020.
- **All the training events** (face to face and virtual) related to Locally Commissioned Services (LCS) are postponed until further notice.
- **Declaration of Competence (DoC)**: Where required for any LCS renewal, this will not need to be renewed in April and will be extended, reviewed in six months' time allowing pharmacy professionals to focus on front line clinical care. We would still expect teams to keep up-to-date with developments, and reflect on their learning.

- **Sexual Health Services**: We are all aware of the pressures that you are all working under in these difficult times and we appreciate the stress and concern this must cause with the social distancing advice to deliver consultations in consultation rooms. Hence, we have relaxed the requirements to hold these in consultation rooms and that they can be done remotely via phone. **Supply of this medicine is time critical where there is a need for EHC and Chlamydia treatment and hence we urge pharmacists to keep the social distancing advice in mind to make the necessary supply.**

The PGD has been amended to include the following:

- 'During the COVID-19 situation those needing to self-isolate can have telephone consultations for EHC and Chlamydia treatment and send someone to pick up the medication on their behalf. A name and address of those requiring the medication will need to be given as identification by the person picking up on their behalf.'

The CNWL sexual health services are running a greatly reduced service during the COVID-19 situation due to staff redeployment and sickness within the acute settings. Please check their website for the most up to date information <https://www.cnwl.nhs.uk/services/sexual-health>

- **Substance Misuse Service** : [Click here](#) for a briefing note circulated earlier to all pharmacies on the 23rd March 2020. Following this briefing, requirements for supervised consumption has been relaxed for the time being and moved to varying dispensing arrangements dependent on individual risk. Pharmacy workload has been considered and where possible individuals will be moved to extended

pick-ups however in high risk situations this can be as frequent as 3 days with intentions to increase. We urge pharmacies to carry on with dispensing of FP10 MDA and supervision for the most at-risk patients, during this time.

- **NHS Healthcheck & BP+ Services:** It is recognised that as part of your business continuity planning you may decide to temporarily cease provision on NHS Healthcheck and / or Blood Pressure (BP+) services, however due to the greater short to medium impact of Sexual Health and Substance Misuse Services public health interventions, we would ask that where possible you prioritise continued provision of these services

Notification of Change in Service Provision

Should you decide to cease provision of any LCS public health service please notify the Surrey County Council Public Health Team on publichealthclaims@surreycc.gov.uk so that we can ensure communication to public and other relevant providers can be updated. You should also make best efforts to keep your NHS website profile updated.

Locally commissioned service income

We would like to thank all community pharmacies for all the support they are providing to residents in their response to the pandemic more widely and wherever possible in maintaining these prioritised public health services. In recognition of that and the fact that lower activity would normally result in reduced income we can confirm that Surrey County Council will be making monthly payments based on the average claims from your pharmacy from April 2019 to January 2020. This is being done to maintain income for when services may to be stood down due to business continuity arrangements, or because of guidance from the NHS. We hope this will help pharmacies continue to support local citizens during the pandemic response.

The exact process whereby this can be done is currently being established and more detail on this will be circulated in the coming week or so, but this is intended to start from the beginning of April. It would still be helpful if you could continue to enter activity that you are doing in PharmOutcomes however payment won't be based on what is likely to be significantly reduced activity. If entering the activity is not viable then please focus on providing the prioritised services where possible. This will then be regularly reviewed to understand when it may be appropriate to revert to the normal approach and to ensure that adopting this approach is not disadvantaging any pharmacy. We are expecting however that this will continue for at least the next three months.

Thank you for your incredible commitment and flexibility in this rapidly evolving situation.

Best Wishes,



Ruth Hutchinson
Interim Director of Public Health
Surrey County Council



James Wood
Chief Executive
Community Pharmacy Surrey and Sussex