

COVID-19

Temporary E-mail Communications to Community Pharmacy

**DO NOT USE THIS STANDARD OPERATING PROCEDURE (SOP) IN PRINTED
FORM WITHOUT FIRST CHECKING IT IS THE LATEST VERSION**

The definitive versions of all NHS Forth Valley's SOPs appear online, not in printed form, to ensure that up to date versions are used. If you are reading this in printed form, check that the version number and date below is the most recent one as shown on the NHS Forth Valley Community Pharmacy website homepage:

<https://pharmacies.nhsforthvalley.com/>

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Revision Control

Version	Date	Author/Editor	Revision Notes
V1.2	18.05.2020	Suzanne MacCrimmon	Source name changed from COVID-19 Hub and Community Hubs to COVID Triage Hub throughout.
V1.2	18.05.2020	Suzanne MacCrimmon	Section 5.1 updated to include a 4 hour turnaround time and 4pm deadline for same day collections.
V1.2	19.05.2020	Suzanne MacCrimmon	Section 5.1 Exception processes added for more urgent patient collections and where e-mail is not available.
V1.2	18.05.2020	Suzanne MacCrimmon	Section 5.2 updated to incorporate a Shared Mailbox check three times daily instead of once between 5pm and 6pm, a 4 hour turnaround time and a 4pm deadline for same day collections.
V1.2	19.05.2020	Suzanne MacCrimmon	Section 7 Process for when e-mail isn't available removed as this is now included in Section 5.1 as an exception.
V1.2	18.05.2020	Suzanne MacCrimmon	Section 7 updated to reflect the change from daily opening hours updates to weekly opening hours updates. Next day collection changed to same day collection.
V1.3	30.11.20	Kirstin Cassells	Section 1 updated to include Urgent Care Centre Flow Hub
V1.3	30.11.20	Kirstin Cassells	Section 3 updated to include Urgent Care Centre Flow Hub
V1.3	30.11.20	Kirstin Cassells	Section 4 updated to include Urgent Care Centre Flow Hub

Contents

	<u>Page No</u>
1. Introduction, Background and Purpose	3
2. Risks	3
3. Who Should Use This SOP?	3
4. When Should This SOP Be Used?	4
5. Description	5
6. Review	5
7. Related SOPs and Documents	6
Appendix A - Accessing NHSmail Shared Mailboxes	7

1. Introduction, Background and Purpose

In response to the COVID-19 outbreak, new ways of working are being implemented in the community to support patients' access to urgent medicines. This Standard Operating Procedure should be used to send urgent scanned prescriptions from the COVID Triage Hub, Urgent Care Centre Flow Hub, and Tele-ophthalmology to Community Pharmacies.

2. Risks

Failure to follow this SOP could lead to:

- Urgent prescriptions not being received by Community Pharmacies
- Patients being unable to obtain urgent medicines

3. Who Should Use This SOP?

The SOP should be used by the authorised sources in table 3.1 and Forth Valley Community Pharmacies.

3.1 Authorised Sources and Destinations

Sources*	Destination*
COVID Triage Hub (fv-uhb.covidassessment@nhs.net)	Community Pharmacy Shared Mailboxes
Tele-ophthalmology (fv-uhb.fvoptomtriage@nhs.net)	Community Pharmacy Shared Mailboxes
Urgent Care Centre Flow Hub (fv.urgentcarecentre@nhs.scot)	Community Pharmacy Shared Mailboxes

* The source and destination should not include personal e-mail accounts.

4. When Should This SOP Be Used?

This SOP should be used to send the categories of information outlined in table 4.1.

4.1 Categories of information e-mailed to Community Pharmacies

Information Category	Responsibility
Urgent Community Hub Prescriptions (excluding Controlled Drugs)	Dr Karyn Webster
Urgent Tele-ophthalmology Prescriptions	Mr Andrew Ferguson
Urgent Care Centre Flow Hub Prescriptions	Dr Dan Beckett

5. Description

5.1 Source Responsibilities

When items listed in table 4.1 require to be sent to a Community Pharmacy, authorised senders should use the NHSmail Shared Mailbox addresses listed on the NHS Forth Valley intranet:

http://staffnet.fv.scot.nhs.uk/wp-content/uploads/2016/11/FV-Pharmacy-Contact-Details_Current_Version.pdf

Senders should not save local copies of the Forth Valley Community Pharmacy Contact Details as this is updated regularly. Instead, always use the URL to access the most up to date contact details for all Community Pharmacies.

Patients/representatives will be able to collect prescribed medicines within 4 hours of the scanned prescription being e-mailed by the sources identified in table 4.1. Scanned prescriptions e-mailed after 4pm will be available for collection by 10am the following morning. The paper prescription forms should be sent by post to the Community Pharmacy daily.

Please Note:

- If a more urgent supply of medicine is required (e.g. in less than 4 hours), the prescriber should contact the Responsible Pharmacist at the nominated Community Pharmacy by phone to agree a suitable timeframe for patient/representative collection.
- Where e-mail is not available, either through technical issues or absence of a suitable e-mail account, the sources outlined in table 3.1 should post prescriptions or, depending on urgency, contact the community pharmacy by phone as outlined above.

5.2 Destination Responsibilities

Community Pharmacies should check their NHSmail Shared Mailbox at least three times every day for urgent prescriptions. Prescriptions should be ready for collection by the patient/representative within 4 hours of the scanned prescription being e-mailed. Scanned prescriptions e-mailed after 4pm should be ready for collection by 10am the following morning.

Sufficient members of staff within the Community Pharmacy should be suitably trained to ensure the mailbox is checked every day. Community Pharmacies should inform the Senior eHealth Trainer/Facilitator of any training requests or administration support required, including password resets.

6. Review

This procedure should be reviewed after each critical incident and every three months by the Senior eHealth Trainer/Facilitator.

7. Related SOPs and Documents

An Interim Pharmacy Opening Hours spreadsheet is updated weekly and published on the [NHS Forth Valley Community Pharmacy Website](#). This should be used to manage patients' expectations of when their prescription will be ready for collection, which will usually be the same day.

Appendix A contains information on how to open an NHSmail Shared Mailbox.

Appendix A - Accessing NHSmail Shared Mailboxes

1. Log into your personal NHSmail account
2. On the Outlook Web App navigation bar, click on your name



3. A list appears. Click “Open another mailbox...” from the list
4. Type the first few letters of the name of your Shared Mailbox and press enter/return key on your keyboard or click the magnifier icon. Click to select the Shared Mailbox. Another Outlook Web App session opens in a separate window, allowing access to the mailbox.