

**Prif Swyddog Fferyllol
Chief Pharmaceutical Officer**



Llywodraeth Cymru
Welsh Government

To:

Community Pharmacies and Dispensing Doctors in Wales

Cc:

Community Pharmacy Wales
General Practitioners Committee Wales
Directors of Primary, Community and Mental Health, Local Health Boards,

20 July 2020

Dear Colleagues,

On 16 July 2020, the Chief Medical Officer confirmed that shielding restrictions in Wales will be paused from 16 August. This letter confirms our intentions for the future of the arrangements put in place to support pharmacies and dispensing doctor practices with medicine deliveries through the National Volunteer Prescription Delivery and the Royal Mail Track 24 Click and Drop Schemes.

A key component of this support has been the provision of the Pro-Delivery Manager (PDM) system. A number of pharmacies and dispensing doctor practices have not activated PDM and will therefore have their PDM account deactivated from 31 July.

Of those pharmacies and dispensing doctor practices that have activated PDM, not all have fully utilised the system to schedule and complete medicine deliveries using the volunteers assigned to them through the National Volunteer Prescription Delivery Scheme. These 'partially activated sites' will have their PDM account deactivated from 16 August when the current shielding restrictions are paused.

The remaining pharmacies and dispensing doctor practices that have fully activated their PDM account and have been using the system to schedule and support medicine deliveries, will have a transition period, between 16 August and 30 September, during which the Welsh Government will continue to meet the costs of PDM.

Should any pharmacy or dispensing doctor practice wish to utilise PDM after 30 September to support an existing prescription delivery service, the Pro-Delivery Manager team has confirmed they are content to work with pharmacies and dispensing

doctors to facilitate this. Any queries should be addressed to support@prodeliverymanager.com

There has been a fantastic response from volunteers in every part of Wales to support the National Volunteer Prescription Delivery Scheme. We recognise many of those who have volunteered their time will now be returning to work; we will therefore be contacting all volunteers who were recruited to support the scheme to inform them of our intentions for the future.

We will invite all volunteers to continue until 30 September if their personal circumstances allow them to do so. However, all pharmacies and dispensing doctor practices will need to utilise the transition period between 16 August and 30 September 2020 to reprioritise their pre-existing prescription delivery services; priority should be given to those people who genuinely cannot collect prescriptions from the pharmacy or practice and who do not have anyone who can collect the prescription on their behalf. Wherever possible, medicine deliveries should be undertaken by pre-existing medicine delivery services thereby reducing reliance on volunteers. The pharmacy and practice should ensure that any changes made to delivery services are appropriately communicated to affected patients.

The Royal Mail Track 24 Click and Drop Scheme will continue to operate until 30 September.

We are working with Royal Mail, Pro-Delivery Manager and third sector organisations identifying volunteers, to discuss the feasibility of pausing arrangements to support medicine deliveries. This would allow rapid re-establishment of arrangements should a second wave of COVID-19 occur in the winter months.

I am grateful for your understanding and support during the early stages of the National Volunteer Prescription Delivery and Royal Mail Track 24 Click and Drop Schemes and would like to take this opportunity to thank those of you who actively engaged in ensuring these arrangements work for patients, pharmacies and dispensing doctors.

Yours sincerely



Andrew Evans
Chief Pharmaceutical Officer/Prif Swyddog Fferyllol
Welsh Government/Llywodraeth Cymru