

MATTERS TO CONSIDER – MEETING TOPICS

GUIDANCE FOR PHARMACIES - CORONAVIRUS (COVID-19)

This resource is to support a meeting designed to help a team agree on a short-term tactical plan to support the UK government's objective to minimise and slow down the spread of Coronavirus to reduce pressure on the NHS.

The conversation includes time to gain a shared understanding of the problems but focuses primarily on listing and evaluating possible solutions and the creation of a short-term action plan.

Use this guide and the meeting agenda to answer the question:

“WHAT ARE WE GOING TO DO ABOUT CORONAVIRUS RIGHT NOW?”

The agenda and guide are not intended for use if the situation turns into an emergency, and it is crucial that follow-up meetings are scheduled. We recommend there is a weekly Coronavirus report and review meeting.

Topic 1 – Introduction and purpose of the meeting

- State the purpose of the meeting, to create a Coronavirus action plan to:
 - Maintain wellbeing of staff
 - Reduce risk and financial impact
 - Support the government's objective to minimise and slow down the spread to reduce pressure on the NHS
 - Provide support to the community

Topic 2 - Employees

- Advise staff of sick pay, encourage employees to take sick days or self-isolate when appropriate
- Be prepared for staff to fall ill, and make arrangements for cover where necessary
- Ensure adequate hygiene procedures are in place, e.g. staff wear gloves and wash their hands regularly
- Ensure regular breaks for staff

Topic 3 - Premises

- Have clearly visible notices informing customers of the up to date advice on COVID-19
- Consider if you have adequate procedures in place to ensure customers are sufficient distance away from staff at counters
- Restrict the number of customers who can enter the pharmacy at one time

- Schedule more frequent and thorough cleaning of the pharmacy premises and especially the public areas
- Consider limiting the sale of some over the counter medicine products where there is a danger of stocks running out

Topic 4 - Customers

- Ensure social distancing is maintained in queues
- Encourage customers to pay by contactless payments and avoid cash
- Avoid face to face consultations where possible and try to replace with telephone
- Provide increased delivery services where possible
- Consider which of your patients are most vulnerable and what the pharmacy can do to support them

Topic 5 - Financial Impact

- Review your anticipated cash flow over the next 3 months
- Check what is covered by your business insurance
- Consider cutting or delaying non-essential expenditure
- Contact your bank – if you have an overdraft can it be converted to a loan?
- If you have a business loan consider if you should take a repayment holiday
- Management reporting, Bookkeeping, VAT and payroll – do you need your accountants help?

Topic 6 - Actions

- Agreed actions
- To do or project
- Person
- Deadline/timeline
- Notes
- Who is producing notes?
- When and how are they to be circulated?
- The date for next review

SUMMARY OF ACTIONS TO BE TAKEN: