

## Memo

**To:** Clients of One Stop Pharmacy

**From:** Rammah Shah

**CC:** Parmod Sharma; Gavin Cheema

**Dated:** 12/03/2020

This explanatory memorandum has been prepared by the Clinical Director for One Stop Pharmacy in response to the ongoing COVID-19 pandemic.

One Stop Pharmacy have appointed a COVID-19 lead for the in-house pharmacy coordination of activities, training and preparation in regard to the ongoing pandemic. All members of the One Stop Pharmacy team are regularly reviewing the official guidance from Public Health England (PHE) and NHS England to ensure up-to-date knowledge and any changes to protocols.

We have a robust business continuity plan in place that accounts for several members of staff being incapacitated at the same time and the impact this would have on the business of the pharmacy. All staff have been thoroughly trained in all aspects of the business and the workload would be diverted to or between other staff that are capable of covering. In addition to this, under mutual agreement, all essential staff's annual leave for the foreseeable future has been postponed ensuring ample staffing levels at all times.

We currently hold at least six weeks supply of our top 350 medicines and are constantly monitoring supply and/or manufacturing disruptions on a daily basis. Any procurement issues will be relayed at the earliest opportunity and our pharmacist's will suggest suitable alternatives to ensure continuity of care.

All medicines will be delivered as normal and we anticipate no disruptions to your usual delivery schedules. We have two delivery drivers who have been trained in the use of Personal Protective Equipment (PPE) should this be required. In addition to this, we currently use two different courier delivery companies who will be utilised in the event our in-house delivery drivers become incapacitated.