

NHS England and NHS Improvement  
Skipton House  
80 London Road  
London  
SE1 6LH

**To: Community Pharmacies and Dispensing  
GP practices**

**21 December 2020**

Dear colleagues,

## **Home delivery of medicines and appliances during the COVID-19 outbreak**

Government published [plans for a phased easing of the shielding advice to people who are clinically extremely vulnerable](#) from 6 July 2020.

In specific local outbreak areas, some patients were advised to continue to follow previous shielding advice after 1 August 2020 (or may be advised to return to shielding if there is an outbreak in the area where they live). The NHS will continue to maintain the shielded patient list.

Following government's announcement of Tier 4 arrangements, the Community Pharmacy Home Delivery Service and the Dispensing Doctor Home Delivery Service will be commissioned from 21 December 2020 to 18 January for clinically extremely vulnerable (CEV) patients living in the Tier 4 areas:

### **London**

- All 32 London boroughs plus City of London

- Surrey (excluding Waverley)
- Hastings and Rother
- Havant, Gosport and Portsmouth

### **South East**

- Kent and Medway
- Buckinghamshire
- Berkshire (Bracknell Forest, Reading, Slough, Wokingham, Windsor and Maidenhead, and West Berkshire)

### **East of England**

- Hertfordshire
- Essex (excluding Tendring, Uttlesford and Colchester)
- Central Bedfordshire, Bedford, Milton Keynes, Luton
- Peterborough

A list of postcodes in Tier 4 will be published [here](#). In the meantime, information of whether contractors or CEV patients within Tier 4 can be found on the [Government postcode checker website](#).

Consequently, both pharmacies and dispensing doctors across England will be required to ensure shielding patients in these areas can receive their prescription medicines and appliances until the date specified above.

It remains the case that where possible a friend, relative, carer or volunteer should be asked to collect medicines. The NHS Volunteer Responders Programme remains active and all previously shielding and/or otherwise vulnerable patients can access this support by calling 0808 196 3646. Please pass this number on to your patients who could benefit from this support. Further details on the NHS Volunteer Responders Programme can be found [here](#).

Guidance on the community pharmacy essential service element, the pharmacy advanced service specification, and the service specification for the Dispensing Doctor Home Delivery Service can be found [here](#).

**Only community pharmacies and dispensing doctors whose premises are located in the lockdown areas notified in this or future announcements will receive the essential/mandatory service payments. Any pharmacy or dispensing doctor making a delivery to a patient who lives in one of the specified lockdown postcodes, in line with the service specification for the advanced service for community pharmacy or the service specification for the Dispensing Doctor Home Delivery Service, respectively, can claim a fee for delivery during the period for which the service is commissioned.**

Only patients on the government's shielded list living in one of the Tier 4 areas notified in this announcement are eligible for this service. Pharmacies and dispensing doctors should familiarise themselves with the details of the service before making a claim. Evidence of delivery to shielding patients within the areas notified in this announcement should be retained for post-payment verification purposes. We strongly advise that this evidence includes the postcode for the patient's place of residence.

## **Claims**

**Community pharmacy contractors** can claim payment for delivery of medicines to patients within the lockdown areas notified in this announcement under the Community Pharmacy Home Delivery Service on the [Manage Your Service \(MYS\) portal](#). Contractors must submit their claims for payment via the MYS platform by the fifth of the month after the service was provided. Claims for this service will not be accepted after the fifth of the following month. Payment for the essential service will be restricted to pharmacies with a postcode in the lockdown areas notified in this announcement and will be made automatically.

**Dispensing doctors** can claim payment for delivery of medicines under the Pandemic Delivery Service using [this form](#). Contractors must submit their claims for payment by the fifth of the following month. Claims for this service will not be accepted after the fifth of the month after the service was provided. Payment for the mandatory element of the Pandemic Delivery Service will be restricted to dispensing doctors with a postcode in the lockdown areas notified in this announcement and will be made automatically.

Kind regards

A handwritten signature in black ink, appearing to read 'Ali Sparke', written in a cursive style.

**Ali Sparke**  
**Interim Director of Primary Care COVID Response**  
**NHS England and NHS Improvement**