

## **Patient messages**

It is important that all messages to patients are consistent and in line with national guidance. Messages may change over the coming weeks so you should regularly check your NHS shared mailbox and the CPL (LPC) website for the most up to date information:

<https://pharmacylancashire.org/covid-19-coronavirus/> .

### **Immediate Actions**

- Ensure that you display the most up to date “Pharmacy Entrance” posters outside your pharmacy, this should be on door or close to the entrance where it will be seen by patients before they enter the pharmacy. Posters can be downloaded here:  
<https://campaignresources.phe.gov.uk/resources/campaigns/101/resources/5015>
- Brief the pharmacy team to ensure they are giving the correct messages to patients – remember to speak to your delivery drivers.
- Display the corona virus poster at prominent places in the pharmacy:  
<https://psnc.org.uk/the-healthcare-landscape/covid19/>

### **Ongoing patient messages**

- If a patient asks what the symptoms of COVID 19 are and what they should be looking for, use the NHS.UK website for information. This webpage includes information regarding symptoms, treatment, transmission and when to seek additional help  
<https://www.nhs.uk/conditions/coronavirus-covid-19/>
- In general if a patient presents in the pharmacy with suspected COVID 19 ask them to return home and to call NHS111 or access 111 online for advice <https://111.nhs.uk/covid-19>. Follow national guidance with regard to cleaning of the area. Further details can be found in the Pharmacy SOP.
- If a patient asks how to reduce the risk of catching COVID 19 outline the following hygiene measures:
  - Wash your hands often - with soap and water for at least 20 seconds. Use an alcohol-based hand sanitiser that contains at least 60% alcohol if soap and water are not available. This is particularly important after taking public transport
  - Avoid touching your eyes, nose, and mouth with unwashed hands
  - Avoid close contact with people who are sick
  - If you feel unwell, stay at home, do not attend work or school
  - Cover your cough or sneeze with a tissue, then throw the tissue in a bin
  - Clean and disinfect frequently touched objects and surfaces in the home and work environment

Display the hand washing poster in the pharmacy

<https://campaignresources.phe.gov.uk/resources/campaigns/101/resources/5016>

- If a patient asks how they can get tested. Explain that only patients who require an overnight stay in hospital will be tested at this time.

- If patients have questions about self-isolation provide them with a copy of the PHE advice for home isolation advice sheet. Consider displaying the home isolation Poster in the pharmacy. Both can be downloaded here <https://www.gov.uk/government/publications/wuhan-novel-coronavirus-self-isolation-for-patients-undergoing-testing>
- Reassure patients who are concerned about stock shortages that you will work with their practice in the event that any stock shortages occur. Patients should not ask their GP to increase the period of treatment, prescriptions should be ordered in the same way as before and at the same frequency. Patients may want to consider online ordering to reduce avoidable visits to the practice.
- If a patient asks about foreign travel they should be directed to the information on the .GOV travel page for the most up to date advice. Patients can sign up here for e-mail alerts for their destination. <https://www.gov.uk/guidance/travel-advice-novel-coronavirus>

This guide provides additional information for professionals who are advising the public including red flags and return from specified countries.

<https://www.gov.uk/government/publications/novel-coronavirus-2019-ncov-guidance-to-assist-professionals-in-advising-the-general-public/guidance-to-assist-professionals-in-advising-the-general-public>