

**ACTION CARD 2- Oct 2020 update**  
**Request for JiT Emergency Medication Pack (JEMP) received**

1. The SPOC control room will receive a phone call from clinician/OOH service who will identify themselves with the agreed statement:

***“Please can I request a delivery from the End-of-Life C19 service”***

2. The SPOC control room will confirm with the clinician/OOH service the electronic transfer of the prescription and check the patient’s name, address and post code.

3. The SPOC control room will contact the appropriate EoL Pharmacy Hub (EPH) that is delegated the request based on capacity and response time by the SPOC.

4. If requested, the SPOC will send the picture of the prescription to the relevant EPH Hospify Group or email. If there are issues with the Hospify application, the EPH Pharmacist can ask SPOC to email the image to the specific generic email address for the EPH group.

Area	EoL Pharmacy Hub	EPH contact details	EPH Hospify group name for SPOC to send picture of Prescription*	Alternative email address for EPH group*
North Wales	Glan Clwyd, Rhyl	<p><b>9am-5pm:</b></p> <p>Call Nominated Pharmacy Duty Manager (01745 583910, Bleep 4581)</p> <p><b>Out of Hours (5pm-9am):</b></p> <p>Call switchboard (01745 583910) and ask them to bleep on call pharmacist</p>	<p>When contacted by HCSW the pharmacist has the option to request a copy of the prescription.</p> <p>If required HCSW forward the prescription to the on-call pharmacist’s hospify account.</p>	<i>Individual on-call pharmacist email address provided by contact (.wales.nhs.uk address only)</i>
	Ysbyty Gwynedd, Bangor	<p><b>9am-5pm:</b></p> <p>Call Nominated Pharmacy Duty Manager (01248 384139)</p> <p><b>Out of Hours (5pm-9am):</b></p> <p>Call switchboard (01248 384139) and ask them to bleep on call pharmacist</p>	<p>When contacted by HCSW the pharmacist has the option to request a copy of the prescription.</p> <p>If required HCSW forward the prescription to the on-call pharmacist’s hospify account.</p>	<i>Individual on-call pharmacist email address provided by contact (.wales.nhs.uk address only)</i>
West Wales	Glangwili, Carmarthen	<p><b>9am-5pm:</b></p> <p>Call switchboard (01267235151) and ask for GGH Pharmacy department</p> <p><b>Out of hours:</b></p> <p>Call switchboard number (01267235151) and ask for on-call Pharmacist (same number for <b>both areas PPH/GGH</b>)</p>	<p>When contacted by HCSW the pharmacist has the option to request a copy of the prescription.</p> <p>If required HCSW forward the prescription to the on-call pharmacist’s hospify account.</p>	<i>Pharmacy.pph.HDD@wales.nhs.uk</i>
	Prince Phillip, Llanelli			<i>GGHDispensaryTeamA.HDD@wales.nhs.uk</i> <i>The copy to be sent to both email addresses</i>

		On-call Pharmacist will tell SPOC which hospital to send driver to for JEMP	
Cardiff and Vale UHB	UHW, Cardiff	<p><b>8.30am – 6pm on weekdays and 9am – 1pm on Sat &amp; Sun</b></p> <p>Call switchboard (02920 747747) and ask for Pharmacy duty manager (bleep 4999)</p> <p><b>Out of hours:</b> Call switchboard (02920 747747) and ask for Emergency on-call Pharmacist Switchboard will page the on-call pharmacist and they will ring back the SPOC to agree ETA to meet driver.</p>	<p><u>Pharmacy.Admin.CAV@wales.nhs.uk</u></p> <p>And individual on-call pharmacist email address provided by contact (.wales.nhs.uk address only)</p>

4. The EPH Pharmacist will confirm the collection location and collection contact details with the controller and confirm an ETA to meet the driver.

5. The EPH Pharmacist will meet the driver at the pre-arranged location and ETA and have the pre-assembled JEMP (see appendix 1) ready for collection.

6. On arriving at the EPH collection point, the driver will liaise with EPH Pharmacist.

7. The EPH Pharmacist to confirm the patient's name and postcode and annotate this on the JEMP collection record.

8. The driver will take receipt of the JEMP and sign the JEMP receipt log (appendix 2).

9. The driver will request an e-signature to be endorsed on their PDA / Tablet for audit and governance purposes.

10. The driver will dispatch the JEMP to the patient's address.

***In an EMERGENCY, the EPH can use the following number to contact the SPOC: 0330 123 2369.***

***Please say this is in relation to the End of Life Covid-19 service.***