

Welsh Government
Health Social Care and Sport
Welsh Government
Cathays Park
Cardiff
CF3 0DQ
Submitted: 29/06/2020

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To whom it may concern,

Re: Consultation- The COVID-19 Outbreak in Wales

The National Pharmacy Association (NPA) is the trade body which represents the vast majority of independent community pharmacy owners in the UK, including across Wales. In addition to being a representative voice, we provide members with a range of professional services to help them maintain and improve the health of the communities they serve.

The National Pharmacy Association (NPA) welcomes the opportunity to respond to this Inquiry on The COVID-19 Outbreak in Wales.

The NPA has reviewed the consultation and the proposed Community Pharmacy Wales (CPW) response. As the body representing independent community pharmacy in Wales the NPA endorses the position set out by CPW.

In addition to the CPW response the NPA would like to highlight some issues that have affected our members during the outbreak.

Firstly, the additional workload placed upon pharmacy teams as a result of GP surgery's largely working behind closed doors. This has resulted in pharmacies having to provide more services than they are accustomed. The lack of GP access has meant increased footfall and queries for pharmacists as patients require help for their non COVID-19 medical issues.

A further issue the NPA would like to highlight is the unplanned costs and their consequences for the sector. Our members have had to source additional staffing hours in order to meet the demand of their patients at this time, in conjunction with having around 20% of staff off sick or shielding. Members have reported additional staffing costs of at least £1000 per pharmacy per month for March and April.

Finally, the purchasing of medicines has been fraught with unexpected price increases from wholesalers and shortages in supply meaning expected margins have been cut. This has further impacted revenue and placed the future viability of some under threat.

The NPA would like to take the opportunity to praise and thank the Community Pharmacy sector. It has shown a flexible, agile response to the pandemic and has risen to the challenge posed. The care

and compassion pharmacy teams have for their patients and community has been evident throughout, even with the demand for their service at an unprecedented level.

We would be happy to discuss the points raised in this response with Welsh Government in more detail, and to arrange this, please contact

Yours sincerely,