**Template letter to share with patients**

Dear

I am writing to let you know about XX pharmacy’s plans during the COVID-19 pandemic.

As you probably know, the virus has caused extra pressure on all parts of the health service, including GPs and hospitals. Community pharmacy is no different. Our responsibilities are to make sure that all our patients continue to receive their medicines in a safe and effective way, and to take some pressure from GPs by helping more people treat minor illnesses themselves.

In order that every patient can be cared for at this exceptionally busy time, pharmacies have been asked to review all the additional services they provide, as their workforce is likely to become reduced in the coming weeks.

As a result, you will receive your next supply of medicines in the manufacturer’s original packs with a pre-printed reminder chart, instead of a ‘blister pack’.

This is in line with current best practice guidelines from the Royal Pharmaceutical Society.

I hope you understand that this is one of several measures being taken in these extreme circumstances, so we can continue to provide safe care for all patients who use our pharmacy.

If you have significant concerns about this, please contact us.

Yours faithfully