

National Out of Hours Operations Group



14 September 2020

Professor Harry McQuillan MRPharmS
Chief Executive
Community Pharmacy Scotland
42 Queen St
Edinburgh EH2 3NH
SC401969

Dear Professor McQuillan

I am writing on behalf of the GP out of hours services in Scotland as chair of the National Operations Group to thank all our community pharmacy colleagues across Scotland for all their hard work, care and help over the last seven months.

We have always worked very closely with you, our pharmacy colleagues, recognising that often there are limited options for patients in the community late at night and over the weekend so that those of us working need to work together.

We were very grateful, therefore, that you remained open despite the challenges and concerns that Covid brought. We are aware that we could not have managed without you all.

When lockdown started in March 2020 the out of hours services continued to see patients although we stepped up our telephone and video consultations, where appropriate, to try and manage patients in the safest way possible.

It is apparent that unlike us in GP OOHs, pharmacy did not have the protection of NHS24 triage or the opportunity to manage patients by virtual means which made your job more challenging and you more vulnerable.

So please accept our thanks for everything you did and are still doing; I look forward to continuing to work closely together to improve care for our patients.

With sincere thanks,

A handwritten signature in black ink, appearing to be 'Sian Tucker', written in a cursive style.

Dr Sian Tucker
Chair National Operations Group Scotland