

20 September 2022

Dear Colleagues,

You are receiving this communication as your NHS Board provides health services to a prison or you are the Governor of a prison.

We are writing to you to make you aware of an ongoing issue with the contractor on the National Prisons Pharmacy Contract, Lloyds Pharmacy UK (Lloyds), which could pose a risk to NHS Boards and the Scottish Prison Service (SPS).

Lloyds provide goods and services to 15 prisons across 9 NHS Boards. They have recently implemented a new IT/ Patient Medication Record (PMR) system across all of their Community Pharmacies and their 6 sites used for provision of the prison pharmacy contract.

The new IT/ PMR system is considerably slower than its predecessor, which has led to significant delays in the supply of medicines, particularly repeat medicines, to people in prison.

Despite ongoing engagement with Lloyds, previous assurances for a return to business as usual have not materialised, and, in fact, the service has deteriorated further.

The ongoing impact of this poor service is being experienced in several ways, by both NHS Boards & SPS, including:

- Disruption to patient care.
- Additional staff costs due to an increase in hours worked to accommodate processing of late deliveries.
- Impact on staff's physical and mental wellbeing.
- Complaints from patients resulting in additional workload.
- Postponing of scheduled work to process late deliveries.
- Inability of staff to change work patterns/shifts affecting issuing of medicines.
- Inability to receive deliveries of late supplies to prison health centres or needing to alter prison regimes to accommodate.

In addition, we are concerned that the pressures being placed on Lloyds Pharmacy staff working in the hub to provide the contracted service may impact upon their mental and physical health, leading to absence, which will only exacerbate the situation.



#### HEADQUARTERS

Gyle Square, 1 South Gyle Crescent, EDINBURGH EH12 9EB

Chair  
Chief Executive

Keith Redpath  
Mary Morgan

Whilst we recognise that Lloyds have taken steps to address some of the issues detailed above, the current situation has not improved since the new IT/ PMR system was implemented and is not sustainable.

Our concern is that any further deterioration of the service could lead to the situation where a large number of people in prison do not receive their medicines on the due date, causing a break in treatment. Such an event could have consequences for individual patient's wellbeing and is likely to cause unrest in the prison population.

In order to recover the position as soon as possible, meetings have been held with senior representatives of Lloyds Pharmacy management, including the Pharmacy Superintendent, the UK Director of Stores, the UK head of Healthcare and Pharmacy and the Head of Pharmacy in Scotland. The issue has also been escalated to the CEO of Lloyds.

Following a meeting on 16<sup>th</sup> September 2022, Lloyds have provided concrete assurances that all necessary finances and resources will be directed to resolving this issue, with a commitment to return to business as usual in 8 weeks. A detailed action plan to meet this timeline will be provided to National Procurement and the National Prisons Pharmacy Adviser next week.

In order to ensure NHS Boards are not financially impacted by this issue, National Procurement have engaged the Central Legal Office (CLO) to seek advice on applying service level credits and the recoup of Direct Losses as set out within the Contract.

The Scottish Government Chief Pharmaceutical Officer, NHS Board Directors of Pharmacy and SPS colleagues have been made aware of the situation and are being kept apprised of progress.

We believe that you require to be sighted on this issue and the potential risk that any further deterioration in service may have an impact on patient care, NHS and SPS operations.

We will continue to meet with Lloyds on a daily basis to monitor the situation and mitigate any risks. We will keep you apprised of progress in returning to business as usual.

Best wishes,

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