

Dear All,

This email details some of the plans in place to ensure that the Denzapine Monitoring Service continues to function during the period of uncertainty caused by COVID-19. We are committed to ensuring that we operate as normal as is possible despite any social distancing measures recommended or enforced by the government. We are sending this information to every pharmacy registered on with DMS. Please distribute as necessary to relevant individuals in your trust.

Phone Line & Email Inboxes

The DMS team will be operational throughout the coming months with the phone line and email inboxes dealt with as normal. However, as head office have asked every employee to work from home, we may take slightly longer than normal to pick up the phones and, in some calls, sound quality may be reduced. **Therefore, please email rather than call when possible.**

We can facilitate new website user accesses that allows bloods to be entered online. This would reduce our call volume and mean we can help others more quickly. To register a new user please complete the attached Website User Registration form which needs to be signed by a pharmacist or consultant who is currently registered with ourselves. This can also be completed electronically through the below link.

<https://securesign.britannia-pharm.co.uk/Home/Index2#RegMenu>

In the event that we have either technology or staffing issues, our out of hours provider has confirmed that they have capacity to take on the phones. We do not foresee any circumstance where DMS staff cannot monitor the Denzapine & NHS.net inbox and we will continue to receive any faxes. All of the DMS team are now working from home and the phone lines are functional.

Contact Details

Denzapine@Britannia-pharm.com

DMS.Britannia@nhs.net

0333 200 4141 – DMS 24/7 Phone Line

0333 200 4142 – DMS Fax

Bloods

In the event that clinics are closed or GP surgeries cannot process FBCs, Spire have the capacity to run all DMS samples. As most of you will be aware, we can send out FBC packs that contain all ancillaries to take an FBC, a blood form and a freepost envelope. These are available from Britannia; please inform the DMS team for supply. In the event that Britannia or Spire cannot provide blood packs, samples can be sent directly to Spire at the below address providing that the attached "Spire FBC Form" is sent with the sample. Their address is below;

Spire Pathology Laboratory
512 Centennial Park
Centennial Avenue
Elstree
Borehamwood
WD6 3FG

Please note – we have noticed a large increase in the number of samples Spire Laboratories have rejected due to the age of the sample when it has arrived at their site. There seems to be a large variability in the postal service, with some samples arriving within 24 hours while others have taken up to 10 days. We will always inform the clinic and/or pharmacy as soon as we are aware of a rejected sample. During the pandemic, where possible, it may be worth considering either sending

samples to Spire via special delivery or sending the samples to a local laboratory. Samples analysed by Spire are uploaded to the DMS site by 15:00 on the day they arrive, so if you would like to verify a result has been received please call DMS after this time.

We are aware that obtaining blood results may be increasingly difficult during the pandemic and we will be monitoring this closely, recording the number of both overdue and prohibited patients daily. For patients who cannot obtain a blood test or are self-isolating and cannot have their blood taken, please contact DMS for further information.

COVID-19 Patients

As patients who have COVID-19 symptoms will likely be showing signs of infection, the below information from the Denzapine Summary of Product Characteristics may be relevant.

Section 4.4– Special warnings and precautions for use;

“At each consultation, the patient must be reminded to contact the treating physician immediately if any kind of infection, fever, sore throat or other flu-like symptoms develop. WBC and differential blood counts must be performed immediately if any symptoms or signs of an infection occur.”

Other than the potential requirement for an urgent full blood count, the patient will remain on their standard monitoring frequency.

Please keep the Denzapine Monitoring Service informed of any patients who have either a confirmed COVID-19 diagnosis or symptoms of COVID-19. This will be recorded on the patient’s profile and relevant information passed on to our pharmacovigilance team.

Near Patient Testing

Reagents - (Whitediff, Cleaner, Minoclar and Diluent) are due in the week commencing 20th April. We have contacted Horiba who have confirmed that there is no change to this schedule.

Quality Control samples – These are also due to be delivered week commencing 20th April. Please ensure when the delivery comes that these are refrigerated. There should be no change to this date either.

Engineers – Currently Horiba’s engineers are not changing their working practices and so will be completing preventative maintenance **and** emergency breakdown assistance. They are going to reviewing the situation as it evolves and we will provide any updates to clinics affected. Emergency assistance will continue to be provided.

NEQAS – NEQAS samples were sent out on the 6th of April as planned. The samples are also due to be sent out on the 4th of May as originally planned. If this changes, we will inform the clinics. Please contact us if you will not be able to run the NEQAS samples and we can keep them informed.

Clozapine Plasma Levels

We have contacted ASI, the company who perform your clozapine plasma assays, who have confirmed that their business continuity plans have been deployed. They currently have several staff in isolation and have warned of a delayed turnaround time but are striving to ensure samples continue to be ran. If you require packs sending out then please request them through DMS.

Post

During normal operations we post several items to clinics, pharmacies and consultants. This will not be possible from later this week due to the team being based from home, so please see the below table.

Item	Usually Sent To	
Red/Amber/Registration Letters	Consultants	These will not be sent out during the period where we are no longer office based. In each of these cases we will email the consultant and pharmacy. In the event of an Amber/Red result we also call the pharmacy or clinic.
Blood Labels	Clinics	<p>Blood labels are used to stick onto blood tubes which are either posted to Spire or ran through the near-patient testing machines. The blood labels are not essential for either process. Spire accept hand-written patient information on patient blood bottles and when using the NPT system the DMS numbers can be hand-typed into the Horiba machine.</p> <p>The PDFs for blood labels are available on each patient's DMS profile (please see attached) and we can send out packs of labels to pharmacies/clinics which will enable you to print the labels using your own printer. The labels we use are: Avery L7654. They have 40 labels per sheet and each pack has 25 sheets.</p>
Denzapine Materials (Folders, appointment cards, patient leaflets, clozapine alert cards)	Clinics/Pharmacies	If a pharmacy or clinic require one of these urgently, we may be able to send these out directly from the company who produce these for us. Please contact us if this is the case.

If we have any updates on any of the above as the situation progresses, we will inform each pharmacy.

Reference

1. Summary of Product Characteristics (SmPC) Denzapine 100mg Tablets (2019).

Last accessed 02 Apr-20. Available at: <https://www.medicines.org.uk/emc/medicine/25965>

COVID19 – DMS

6th April 2020