

COMMUNITY PHARMACY CLOSURE PROCEDURES

The following document supports delivering of services during winter 2022/23 through anticipated short staffing and/or increased patient demand. Closures may be planned or unplanned.



Planned	Unplanned
<p>At times of inadequate capacity to deliver usual hours or service provision, move up levels as resources are reduced and/or demand increases. Note: Level 6 is not necessarily a step-up level; it may be required sooner. For authorisation to move into a level:</p> <p>You must follow any company processes (Business Continuity Plans) and gain agreement before entering discussions with the Board.</p> <p>If agreed at a company level, you then need to apply to the Board for authorisation. The Responsible Pharmacist or Area Manager to call Diane Robertson on 07830 889985 to discuss the situation and plans. Thereafter (or when DR not available) email tay.primarycareservices@nhs.scot; fiona.gordon5@nhs.scot; rebecca.jacques@nhs.scot; diane.robertson9@nhs.scot with pharmacy name and contractor code, the situation, and reason(s) for the request, level requested, who granted company approval, and your contact telephone number. You must not close before approval is granted.</p> <p>For any changes to opening hours (including lunchtime closure) there is a requirement to notify surrounding pharmacies, GP practices and services e.g. Substance Use Service.</p> <p>When working behind closed doors (levels 2 to 5), you must place a sign on the door, so patients know how to access urgent help, e.g., knock on the door, ring a certain number etc. Anything required urgently should be dealt with, including dispensing of a medication required urgently. In addition to this, at level 6 (no pharmacist) there should be someone in the pharmacy during the contractual hours to hand back any prescriptions to patients so they can take them elsewhere (may include already dispensed medications).</p>	<p>This could be due to fire, flooding, adverse weather, unexpected power outage, or pharmacist sickness.</p> <p>You must follow any company Business Continuity Plans and communicate with the board any necessary contingency plans (OST, deliveries etc)</p> <p>Email and explain the situation, the plan, and when you expect to open. tay.primarycareservices@nhs.scot; fiona.gordon5@nhs.scot; rebecca.jacques@nhs.scot; diane.robertson9@nhs.scot</p> <p>Notify surrounding pharmacies and practices. Remember to update all parties throughout closure period and when re-open.</p> <p>Keep the Board updated (via above emails) regularly.</p> <p>If this is due to pharmacist absence - there should be someone in the pharmacy during the contractual hours to hand back any prescriptions to patients so they can take them elsewhere (may include already dispensed medications).</p>
<p>LEVEL 1: LUNCHTIME CLOSURE (Coordinated if >1 pharmacy)</p> <p>All are permitted to close under the Pharmaceutical Scheme for around one hour on a permanent or adhoc basis. The NHS Board, surrounding pharmacies and GP practices must be informed even for non-permanent closures. Lunch time closure will be updated with NHS 24.</p>	
<p>LEVEL 2: + 10AM DELAY</p> <p>Additional catch-up time required, delay the pharmacy opening to 10 am.</p>	
<p>LEVEL 3: + ADDITIONAL HOUR AT LUNCH</p> <p>Close for 2 hours – 1 hour for lunch & work behind closed doors for an hour.</p>	
<p>LEVEL 4: + SUSPENSION OF NON-CRITICAL SERVICES</p> <p><u>GFFS</u>: Routine health checks placed on hold. Any urgent health issues referred directly to dietetics. <u>Smoking Cessation</u>: Maintain support and supply to current pts, increasing to multiple supply levels to reduce visits to CP. No new patients signed up. Refer any urgent cases to NHS Board Smoking Cessation Teams.</p>	
<p>LEVEL 5: + SIGNIFICANTLY REDUCED HOURS</p> <p>Supply to continue behind closed doors.</p> <p>Handout, EHC, Unscheduled Care, PFS and OST supply services maintained at agreed time slots (i.e., the reduced hours) in the day/week, communicated to patients, neighbouring CPs and GPs.</p>	
<p>LEVEL 6: CLUSTER WORKING TO MAINTAIN AM OR PM OPENING</p> <p>May be considered if the pharmacist population has high sickness levels, with one pharmacist covering pharmacy A in the morning and B in the afternoon.</p>	