

UNPLANNED CLOSURES IN COMMUNITY PHARMACY

(Advice and actions for community pharmacies)

It is recognised that due to exceptional circumstances out with your control you may have to close your pharmacy for a portion of the day.

It is essential that if the pharmacy is unexpectedly closed for more than 30 minutes you inform NHS Fife Primary Care Department of this closure, and the reason for this closure.

Whilst we would not anticipate that this happens regularly, in the instance that you are in one of the following situations, please follow the advice below.

SITUATION: Unable to open the pharmacy at the start of the day

ACTIONS REQUIRED:

- Inform local GP surgeries that you are unable to open
- Inform local Community Pharmacies that you are unable to open
- If there is a member of staff in the pharmacy, display a sign on the window signposting patients to the nearest open pharmacy
- Use your individual business continuity plan to ensure that all instalment and dosette patients are informed and have arrangements made for their medications
- Complete and e-mail the template below to Primary Care Department (see page 18)
- If nobody is in the pharmacy to e-mail Primary Care Department (fife.primarycareadmin@nhs.scot), they can be contacted on 01592 226 930

SITUATION: Pharmacy has been open but is closing early OR pharmacy closed for portion of the day

CONSIDERATIONS: Before informing Primary Care Department of an early closure, please consider the following:

- Have all ORT patients had their dose for the day? If no, every effort must be made to contact the patient. If you are unable to contact the patient, the prescriber must be informed that the patient has not collected their medication for that day.

Unplanned Closures in Community Pharmacies	Page 1 of 4	Issue Date: November 18
Originator: Business Continuity Manager	Version 1.0	Review Date: November 19

- Have all instalment prescriptions (including dosette trays) been collected/delivered or patients been notified of the period of closure?
- Which other community pharmacies in the area are still open? Does this provide an adequate pharmaceutical service?
- Have you informed the local GP surgeries of closure?

ACTIONS REQUIRED:

- Inform prescribers of any ORT patients who have been unable to collect their daily dose ahead of closure
- Display a notice on the window signposting patients to the nearest open pharmacy
- Complete and e-mail below template to Primary Care Department – fife.primarycareadmin@nhs.scot (see page 4 for details)

SITUATION: Pharmacy is unable to open OR is closed for a portion of the day at the weekend

ACTIONS REQUIRED:

- All actions as above
- E-mail detailing the closure to be sent to the following two e-mail addresses:
 - Fife.pces@nhs.scot
 - nhs24providerupdates@nhs24.scot.nhs.uk
- Complete and e-mail below template to Primary Care Department - fife.primarycareadmin@nhs.scot (see page 4 for details)

Unplanned Closures in Community Pharmacies	Page 2 of 4	Issue Date: November 18
Originator: Business Continuity Manager	Version 1.0	Review Date: November 19

**COMMUNITY PHARMACY TEMPLATE FOR INFORMING PRIMARY CARE DEPARTMENT
OF UNEXPECTED TEMPORARY CLOSURE**

Contractor name	
Contractor number	
Date of closure	
Reason for closure	
Time of closure	From: _____ To: _____
Nearest open pharmacy	
Reason for temporary closure	Please state:

Where closure is expected to be longer than 30 minutes, the following steps have been taken:

ACTION	INSERT "Y" TO CONFIRM
Local GP surgeries contacted	
Local Community Pharmacies contacted	
Prescribers of any outstanding ORT doses for the day have been informed	
Instalment patients (including dosette) contacted where necessary	
Sign displayed in window to signpost patients to nearest open pharmacy	

By completing the below you are confirming that the above steps have been taken ahead of the pharmacy closing.

NAME:

POSITION:

- Please e-mail* this completed template to the Primary Care Department - fife.primarycareadmin@nhs.scot

(* in emergency situations emails via Smartphone's can also be used i.e. without template, as long as the same information is communicated)

Unplanned Closures in Community Pharmacies	Page 3 of 4	Issue Date: November 18
Originator: Business Continuity Manager	Version 1.0	Review Date: November 19

THIS PHARMACY IS CURRENTLY CLOSED
YOUR NEAREST OPEN PHARMACY IS

THEY ARE OPEN BETWEEN

THIS PHARMACY IS PLANNED TO RE-OPEN

DATE: **TIME:**

Tel number:

Unplanned Closures in Community Pharmacies	Page 4 of 4	Issue Date: November 18
Originator: Business Continuity Manager	Version 1.0	Review Date: November 19