

**Festive Planning in Pharmacies**

Date: 20 December, 2022  
Enquiries to: [gram.pharmaceuticalcareservices@nhs.scot](mailto:gram.pharmaceuticalcareservices@nhs.scot)

Dear Colleagues,

As we head into the festive holiday period, we want to provide you with a succinct summary of expectations and support available during the festive period.

**Business Continuity Plans**

We have outlined a number of times this year the importance of having a robust BCP for your pharmacy / pharmacy group. Having already experienced extreme weather conditions and power outages in certain areas this year, we expect you to include in your BCP what your plan will be if your pharmacist cannot access the pharmacy, there is a power outage or your pharmacy support staff are off sick. Have you chatted through your BCP with your buddy pharmacy? Have you considered back up power generators or making a “power outage” reserve box containing torches / batteries / warm clothes for staff to continue service provision? If a power outage occurs, we do still expect core pharmaceutical care services to be provided where it is safe to do so.

**No Pharmacist Present?**

Do you and your pharmacy team understand what can legally be allowed if your pharmacist has to leave the premises or cannot get to your pharmacy? Use the vulnerable person checklist available from PCCT to ensure you communicate with patients clearly. GPhC responsible pharmacist regulations are available [here](#). In addition, if you have SMS patients due for collection or deliveries to be made to vulnerable patients, discuss with your buddy pharmacy transferring these items to their pharmacy for collection / delivery.

**Emergency Contact Details**

In the event of an emergency, do NHS Grampian have the most up to date details for your pharmacy? Each time an emergency contact leaves your employment, please ensure these numbers are updated and returned to PCCT.

**Prof-to-Prof Line**

The GMED prof-to-prof line has not been fully restored yet. GMED are accepting prof to prof calls regarding alternative antibiotic prescriptions.

**SOP for Closures**

Any unplanned closure must be reported as soon as a need to close is identified. It is everyone’s responsibility to ensure this document is sent to PCCT (and GMED if a weekend / public holiday) so that signposting of patients to other pharmacies or services can occur. Closure SOP available [here](#).

Do not rely on someone else sending this document, any member of staff can complete and email to [gram.pcctpharmacy@nhs.scot](mailto:gram.pcctpharmacy@nhs.scot) & [gram.gmedurgent@nhs.scot](mailto:gram.gmedurgent@nhs.scot)

## PCCT / PCS Availability over Festive Period

Day / Date	PCCT / PCS status	Emergency Contact
Saturday 24/12	closed	gram.gmedurgent@nhs.scot
Sunday 25/12	closed	gram.gmedurgent@nhs.scot
Monday 26/12	closed	gram.gmedurgent@nhs.scot
Tuesday 27/12	closed	gram.gmedurgent@nhs.scot
Wednesday 28/12	available	Gram.pcctpharmacy@nhs.scot Gram.pharmaceuticalcareservices@nhs.scot
Thursday 29/12	available	Gram.pcctpharmacy@nhs.scot Gram.pharmaceuticalcareservices@nhs.scot
Friday 30/12	available	Gram.pcctpharmacy@nhs.scot Gram.pharmaceuticalcareservices@nhs.scot
Saturday 31/12	closed	gram.gmedurgent@nhs.scot
Sunday 01/01	closed	gram.gmedurgent@nhs.scot
Monday 02/01	closed	gram.gmedurgent@nhs.scot
Tuesday 03/01	closed	gram.gmedurgent@nhs.scot
Wednesday 04/01	available	Gram.pcctpharmacy@nhs.scot Gram.pharmaceuticalcareservices@nhs.scot

Please save these contact emails into your mobile phone or write down in the pharmacy in case you have a power outage and cannot reach by pharmacy email account.

In addition, the festive opening hours of all pharmacies in Grampian are available in the public facing section of the CP website [here](#).

*And finally...*

On behalf of Pharmaceutical Care Services, Primary Care Contacts and Community Pharmacy Grampian, we would like to thank all pharmacy teams for your exceptional efforts this year. We do understand how challenging it has been across the pharmacy network. We wish you all a very well deserved break with your loved ones.

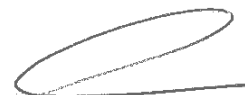
Yours sincerely,



Nicol Baird  
Chair CP  
Grampian



Sarah Buchan  
Pharmaceutical Services Improvement  
& Development Manager



Peter Maclean  
Service Manager  
Primary Care Contracts