



UNPLANNED CLOSURES IN COMMUNITY PHARMACY

- Advice and actions for community pharmacies

Version Number	3.0
Authors and contributors	Senior Pharmacist – Community Pharmacy Development Primary Care Service Manager Contractor Support Assistant – Primary Care Community Pharmacy Service – Admin’ Team Addiction Services – Admin’ Team Primary Care Pharmacy Services
Reviewed by	Senior Pharmacist – Community Pharmacy Development
Approved by	Lead Pharmacist – Public Health & Community Pharmacy
Review Date	01/06/2024

BACKGROUND

In exceptional circumstances (out with your control) you may have to close your pharmacy for a portion of the day.

It’s important that you inform the health board as soon **as possible if you think you will need to close** during your regular contracted hours.

If your pharmacy **DOES have to close** unexpectedly (**for any more than 30 minutes**) it is **essential** that you inform **NHS Fife Primary Care Department** of this closure, and the reason for this.

Contacting colleagues at fife.primarycareadmin@nhs.scot (or by calling **01592 226 930**) will allow the opportunity to provide advice and support and sets into motion a chain of communication within the health board in an effort to mitigate and minimise the impact on other services and our patients.

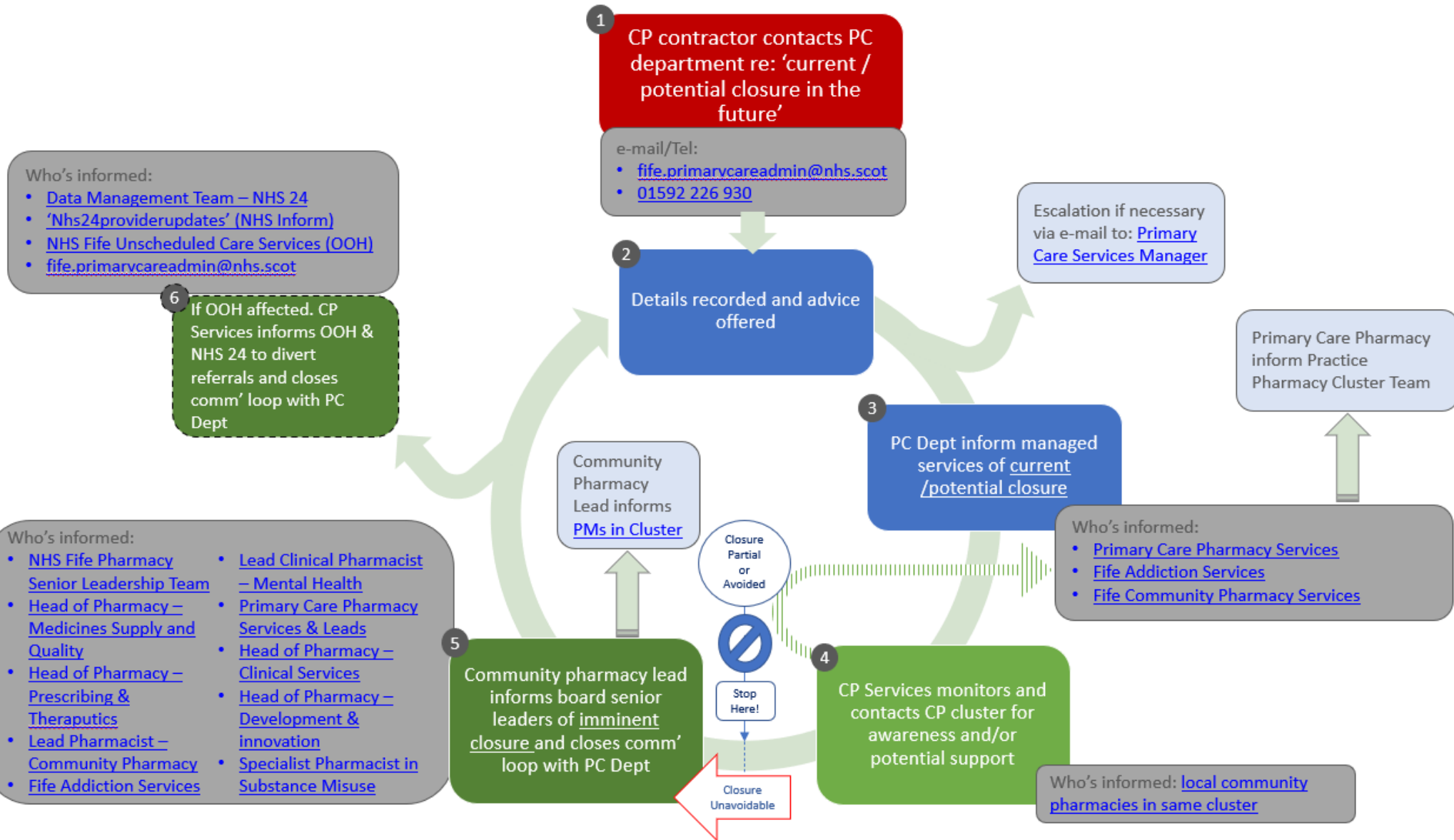
To emphasise the importance of communicating both potential and actual closures as early as possible this communication pathway is shared in figure 1 below [n.b steps 1-4 occur during potential/partial closures and steps 5-6 occur only if a closure is not averted and the community pharmacy will be closed for a whole day].

Fife Health & Social Care Partnership

Supporting the people of Fife together



figure 1.0 – Chain of communication; community pharmacy closures





Whilst we would not anticipate/hope that closures happen regularly, please follow the actions below should you be in a position where your pharmacy either:

- faces a **potential closure** out with your control [e.g unable to source locum cover]
- is **closed unexpectedly** [e.g responsible pharmacist is absent due to sickness]

[n.b please ensure that all relevant support staff are aware of this procedure too].

ESSENTIAL ACTIONS REQUIRED:

1. Inform NHS Fife Primary Care Department of the closure/potential closure and the reason for this.
please e-mail fife.primarycareadmin@nhs.scot using the template below
or call 01592 226 930 to provide the same information.
2. Use your own business continuity plan to make alternative arrangements for all relevant patients (e.g daily dispensed/controlled drug medication, Monitored Compartmental Aids [MCA], deliveries etc) and alert them in advance. To make alternative arrangements for addiction services patients please contact **addiction services** directly on **01592 716446** first or alternatively by e-mailing Fife.addictionservicesadmin@nhs.scot giving full details and a return contact phone number [more [information on missed doses here](#)].
3. n.b If you are **unable to contact a patient**, the prescriber **must be** informed that the patient has not collected their medication for that day
4. If closed/closing and there is a member of staff in the pharmacy, display [this sign](#) on the window informing patients of the nearest open pharmacy (where core services are available).
5. inform your surrounding GP surgeries and local community pharmacies.

ADDITIONAL CONSIDERATIONS:

- If your closure occurs **on the weekend** please complete the actions as above, but also copy [CC:] your e-mail to fife.primarycareadmin@nhs.scot so that it also includes:
 - DataManagementTeam@nhs24.scot.nhs.uk
 - nhs24providerupdates@nhs24.scot.nhs.uk and
 - fife.ucsf@nhs.scot

This will ensure that NHS 24, NHS inform and NHS Fife Out of Hours services are aware of your closure and will not direct patients to your pharmacy during the times you have highlighted.

Unplanned Closures in Community Pharmacies	Page 3 of 5	Issue Date: May 2023
Originator: Community Pharmacy Services	Version 2.0	Review Date: June 2024



UNPLANNED PHARMACY CLOSURE

Contractor Name and Address			
Contractor Code			
Date of closure			
Type of closure (please X)	Partial		Full day
Time of closure	From:		To:
Reason for temporary closure			
Are you able to provide a 'closed door' service where patients can collect previously prepared medication should they need to? (NB only possible if a pharmacist is present)			
Nearest open pharmacy (as confirmed)			

Where closure was expected to be longer than 30 minutes the following steps must be taken. By completing this form you are confirming that these steps have been taken ahead of the pharmacy closing:

ACTION	YES / NO / IN PROGRESS / UNSURE
Local GP Surgeries contacted	
Local Community Pharmacies contacted	
Prescribers of any outstanding ORT doses for the day have been contacted	
Instalment patients (including dosette) contacted where necessary	
Sign displayed in window to signpost patients to nearest open pharmacy	

Name _____ Position _____

Date _____

Please e-mail this completed form to the Primary Care Department - fife.primarycareadmin@nhs.scot (n.b in emergency situations emails via Smartphone's can also be used without this template, as long as the same information is communicated) you can also call the team on 01592 226930

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 for urgent enquiries: