



**Pharmacy and Prescribing Department**

# **Community Pharmacy Pharmaceutical Hours of Service scheme.**

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## Document Development Coversheet

| Date      | Group/Individual                         | Outcome  | Changes updated |
|-----------|--|--|-----------------|
| June 19   | APC                                      | Comment on Hours of service being different from the status quo. Noted allowance for historical situation. | MMcF            |
| July 19   | Community Pharmacy Contractors Committee | Agreed   | n/a             |
| August 19 | ADTC                                     | Agreed   | n/a             |
|           |  |  |                 |
|           |  |  |                 |
|           |  |  |                 |
|           |  |  |                 |

This Scheme has been prepared on behalf of NHS Shetland (The Board) in consultation with the Area Pharmaceutical Committee in line with The National Health Service (Pharmaceutical Services)

(Scotland) Regulations 2009: *The Board, after consultation with the Area Pharmaceutical Committee, shall prepare a scheme for securing that one or more places of business on the pharmaceutical list in the area of the Board shall at all reasonable times be open. The scheme shall specify the days and hours during which such places shall be open, and the arrangements for the dispensing of medicines required urgently at other times.* <http://www.legislation.gov.uk/ssi/2009/183>

### **Hours of Service – with effect from August 2019**

The hours recorded on the NHS Shetland Pharmaceutical List will be deemed the normal working hours for that contractor and must be observed at all times

1 Except as provided in paragraph 3 below all places of business on the Pharmaceutical List shall be open for the supply of drugs and prescribed appliances, or for the supply of prescribed appliances (as the case may be), on the core days and on the hours following as a minimum:

a) On five days in the week 9 am – 5:30 pm  
(During which time they may be closed for up to 30 minutes in the middle of the day)

b) On one day in the week 9 am – 1 pm  
(The Early Closing Day as defined in the Shops Acts 1950-1965)

c) Contractors will be open on six days each week

1.1 Existing pharmacy contractors currently on the NHS Shetland Pharmaceutical List will continue as they are currently listed.

1.2 Applicants for a new pharmacy to be included on the pharmaceutical list must comply with this scheme as a minimum. If they define longer hours of business, these hours will be deemed as their core hours of service and will be published as such on the pharmaceutical list.

1.3 Pharmacy Contractors purchasing or taking over an existing business on the pharmaceutical list will be required to take part in a pharmaceutical services provision needs assessment led by the local Health & Social Care Partnership. This needs assessment will determine whether there is a local need for the hours of opening for the pharmacy to come into line with the core days and working hours as defined in (1) above. If such needs assessment determines a need to extend the historical opening hours of the pharmacy to the core days and working hours defined within this scheme the contractor will be given a three month period within which to comply with such changes.

1.4 At any other time when a pharmacy contractor's place of business is open for the purpose of supplying drugs or appliances he/she shall supply drugs or prescribed appliances which are ordered under the regulations

1.5 All pharmacy premises must display a notice of their opening times which must be visible at all times (see appendix 2)

1.6 The majority of prescription items dispensed in the out of hours period are provided from NHS SHETLAND OUT OF HOURS SERVICE stock. All pharmacy contractors must provide up to date contact details for the pharmacist to enable NHS SHETLAND OUT OF HOURS SERVICE to contact them when dispensing of an urgent prescription is required.

### **Additional Hours of Service**

2 Where the Board after consultation with the Area Pharmaceutical Committee (APC) consider it necessary for the securing of an adequate pharmaceutical service in any part of their area that one or more places of business should be open for a period (a) on Sundays or public holidays, or (b) after the normal closing hour on other days, and that for that purpose arrangements should be made, the following provisions shall apply:

2.1 The Board shall decide for the part of their area in question suitable hours of opening on the set days, and the number of places of business to be open. They shall determine the places of business which are to be open by means of rotas prepared for that purpose. Any place of business specified in a rota shall be open on such days and at such hours as the rota requires.

2.2 All Pharmacy Contractors shall, if required by the Board, participate in that rota.

### **Process for Requests for Change of Hours or Closures by Pharmacy Contractors**

3 If a pharmacy contractor wishes to apply to the Board for permission to vary, or to open for less than the normal hours of service set out in paragraph 1, or for relief from duties under paragraph 2, the Board shall have power to consent to the application subject to such conditions (if any) as they think necessary to ensure an adequate pharmaceutical service. Before exercising such power the Board shall consult the Area Pharmaceutical Committee, the Local Medical Committee and the Health and Social Care Partnership.

This process works in conjunction with the National Health Service (Pharmaceutical Services) (Scotland) Regulations 2009 in particular the Scheme for securing proper pharmaceutical service and Schedule 1 Terms of Service for pharmacists and pharmacy contractors which can both be found at <http://www.legislation.gov.uk/ssi/2009/183/schedule/1/made>

In all cases the Principal Pharmacist is the first point of contact for all requests for a change of hours or closure. The Pharmacy and Prescribing office is manned on Monday to Friday from 09.00 to 17.00 except on public holidays and can be contacted on [shet-hb.pcp@nhs.net](mailto:shet-hb.pcp@nhs.net) Telephone 01595 743370. Emails received out-with these hours will be dealt with as soon as possible when the office reopens. Applications based on the information in the table below will be considered in light of service provision and a decision will be provided to the contractor by the Principal Pharmacist within the timeframes indicated below.

### **Planned Permanent Change of Hours**

Applications should be submitted in writing to the Principal Pharmacist for a minimum of 3 months in advance of the expected date of implementing the change. The Board shall consult the Area Pharmaceutical Committee (APC), Local Medical Committee and Health and Social Care Partnership and a decision will be made by the Primary Care Pharmacy Team. The applicant will be notified of the decision within 2 weeks of the meeting at which it was discussed.

### **Planned Temporary Change of Hours or Closure**

Applications should be submitted in writing to the Principal Pharmacist a minimum of 1 month in advance where possible, although consideration will be given to requests in exceptional circumstances at short notice. The Board shall consult the Area Pharmaceutical Committee, Local Medical Committee and Health and Social Care Partnership before a decision is made. The applicant will be notified within 5 working days.

### **Unplanned Temporary Change of Hours or Closure (Less than 1 month notice)**

Applicants should notify the Principal Pharmacist of any unplanned change of hours or closure as soon as possible, in the circumstances of emergency this can first be a phonecall (where possible) but the pharmacy contractor must also complete and submit a completed pro-forma to detail the nature of the issue, the means for providing alternative care in the meantime, the planned recovery timescale, the plans for maintaining service provision and the name and number for a key contact managing the issue. This information will then be passed to the Primary Care Pharmacy Team for information, and to identify any support that could be provided. As the intention of this protocol is in response to emergency circumstances, the Primary Care Pharmacy Team will acknowledge as soon possible and provide such support as it practicable.

### **Public Holidays**

Applicants must formally apply for a temporary change of hours or closure relating to a public holiday, by providing the Principal Pharmacist with a completed Public Holidays proforma for submission by 31<sup>st</sup> January each year for the following financial year, 1<sup>st</sup> April to 31<sup>st</sup> March. The Board shall consult the Area Pharmaceutical Committee, Local Medical Committee and Health and Social Care Partnership if changes are requested. The applicant will be notified of the decision by 1<sup>st</sup> March each year.

- All applications must be made via the Principal Pharmacist
- All Pharmacy Contractors applying for a variation in change of hours or closure must follow the NHS Shetland Process for Requests for Change of Hours or Closure.

## Contents of application

The checklist of required information to be provided at the time of an application

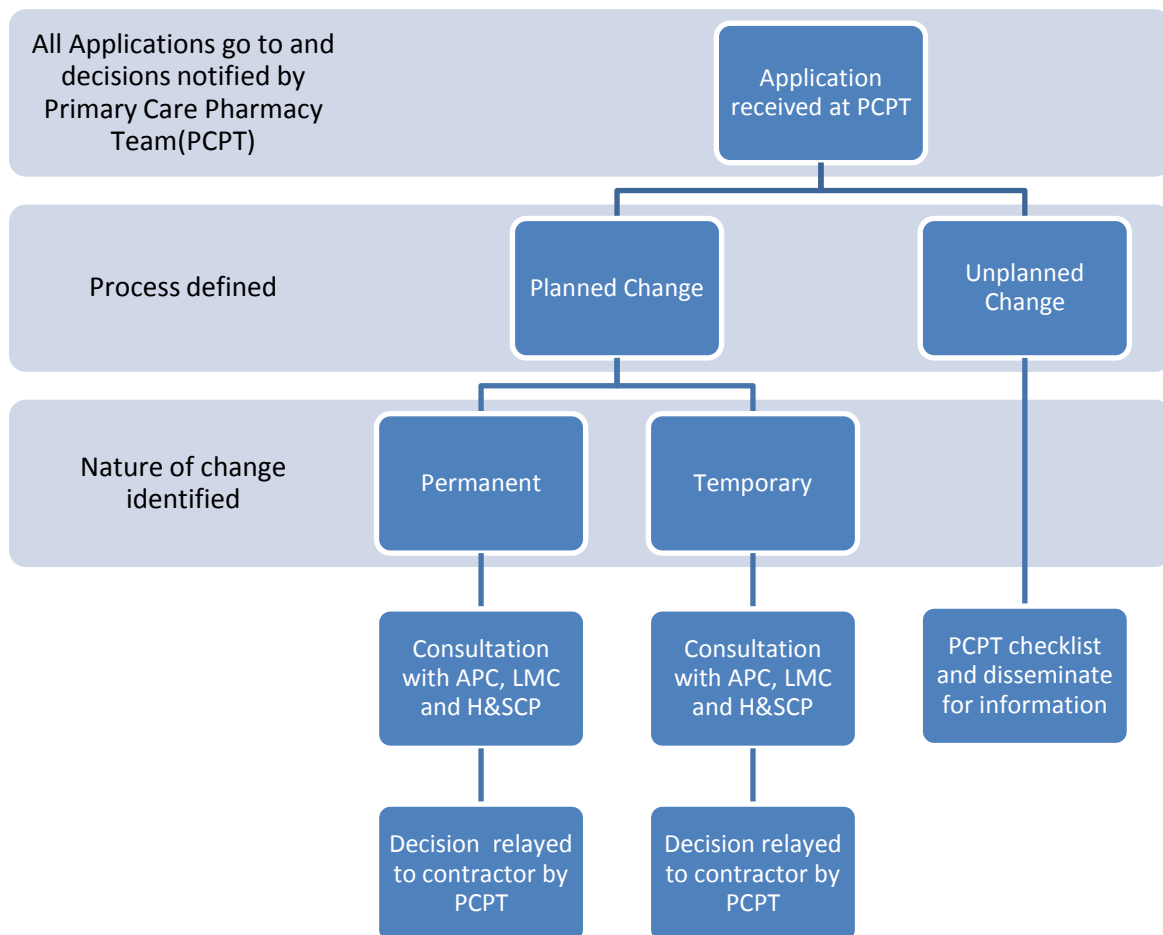
|  | Planned Permanent Change of hours application                 | Planned temporary change of hours or closure application | Unplanned temporary change of hours or closure application               | Public Holiday closure application                                    |
|--|---|--|--|---|
| Minimum 3 months notice of proposed change | ✓   |  |  | ✓   |
| Minimum 1 month notice of proposed change  |   | ✓  | ✓  |   |
| Contractor code                            | ✓   | ✓  | ✓  | ✓   |
| Pharmacy address                           | ✓   | ✓  | ✓  | ✓   |
| Normal opening hours                       | ✓   | ✓  | ✓  | ✓   |
| Reason for application                     | ✓   | ✓  | ✓  |   |
| Proposed change to hours                   | ✓   | ✓  | ✓  | ✓   |
| Anticipated duration and extent of change  |   | ✓  | ✓  |   |
| Contingency plans for service delivery     |   | ✓  | ✓  | ✓   |
| Contact details of responsible person      | ✓   | ✓  | ✓  | ✓   |
| Timeframes for reply                       | Within two weeks of primary care team meeting where discussed | Within 5 working days of application.                    | ASAP recognition of situation, with such support provided as practicable | By 1 <sup>st</sup> March of Calendar year within which holidays fall. |

## Application Examples

The following represent examples of applications that may be made and is not exclusive

| Circumstance (example)                           | Nature of change                            | Decision maker                              | Comments  |
|--|---|---|---|
| Change of hours                                  | Permanent planned                           | Primary Care Pharmacy Team                  |   |
| Shop refit                                       | Temporary planned                           | Primary Care Pharmacy Team                  | Details of change or closure or reduced service provision required with proposed solutions for provision of pharmaceutical care   |
| Planned Staff education event                    | Temporary planned                           | Primary Care Pharmacy Team                  | Details of change or closure or reduced service provision required with proposed solutions for provision of pharmaceutical care   |
| Power cut/Burst pipe or other structural failure | Temporary unplanned                         | Principal Pharmacist/<br>Appropriate Deputy | Assurance of Business Continuity Plan implementation and details of change or closure or reduced service provision must be mitigated with proposed solutions for provision of pharmaceutical care |
| Pharmacist illness/ no-show                      | Temporary unplanned                         | Principal Pharmacist/<br>Appropriate Deputy | Assurance of Business Continuity Plan implementation and details of change or closure or reduced service provision must be mitigated with proposed solutions for provision of pharmaceutical care |
| Funeral of Staff member/partner                  | Temporary unplanned<br>As less than 1 month | Principal Pharmacist/<br>Appropriate Deputy | Details of change or closure or reduced service provision required with proposed solutions for provision of pharmaceutical care   |
| Weather Issue e.g. floods/snow                   | Temporary unplanned                         | Principal Pharmacist/<br>Appropriate Deputy | Assurance of Business Continuity Plan implementation and details of change or closure or reduced service provision must be mitigated with proposed solutions for provision of pharmaceutical care |

## Decision Flow Chart



### **Abbreviations**

APC – Area Pharmaceutical Committee

LMC – Local Medical Committee ( sub group of Area Medical Committee)

H&SCP – Health and Social Care Partnerships

PCPT – Primary Care Pharmacy Team



# Change of Hours Pro-Forma

(appendix 1)

|   |   |
|---|---|
| Date of Application   |   |
| Applicant Name & Role   |   |
| Name, Address and Contractor Code of Pharmacy   |   |
| Nature of Change<br>(Delete as applicable)  | Permanent<br>Temporary Planned<br>Temporary Unplanned (retropective submission) |
| Date(s) of Proposed Change<br>Either start date of permanent change or inclusive dates of temporary change  |   |
| <p>Please give details for reason for proposed change below, including recovery timescale for temporary unplanned closures, and details for providing pharmaceutical/contracted services (e.g. methadone provision, care home and repeat prescriptions) or preservation of stock (e.g. cold chain maintenance) as per your business continuity plan in the event of an unplanned closure.</p> |   |

## Hours of Business Notice

(appendix 2)

From National Health Service (Pharmaceutical Services) (Scotland) Regulations 2009, which can both be found at <http://www.legislation.gov.uk/ssi/2009/183/schedule/1/made>

*At every premises from which pharmaceutical services are provided there shall be exhibited a notice to be provided by the Board in the form prescribed in Schedule 2. There shall also be exhibited at such premises, at times when those premises are not open, and in such a manner as to be visible at such times, a notice in a form approved by the Board, indicating the facilities available for securing the dispensing of medicines urgently required.*

Example notice below

| NHS Health Services Scotland<br>(Insert Name of Person Firm or Company )  |  |
|---|--|
| Dispenser of medicines and supplier of drugs and appliances. These premises are open at the following times:  |  |
| Monday  |  |
| Tuesday   |  |
| Wednesday   |  |
| Thursday  |  |
| Friday  |  |
| Saturday  |  |
| Sunday  |  |
| Out with these times where a prescription for medicines is urgently required the Out of Hours prescriber will contact an appropriate pharmacist to dispense it. |  |