

Interim Change to Model Hours And Notifications to Health Boards **20/03/2020**

Dear Colleagues,

Further to my message of yesterday, I can confirm that the Health Board has approved an interim change to the Model Hours of Service Scheme for community pharmacy. This represents the minimum level of service that community pharmacies included in the Board's Pharmaceutical List should provide.

These are:

Monday – Saturday:	10.00am – 5.00pm;
Two half days:	10.00am – 1.00pm
Lunchtime:	One Hour

In light of the COVID-19 crisis, if you have taken the difficult decision to amend your hours you should aim to operate within the parameters set out above. If your amended hours meet the above requirement **YOU NEED DO NOTHING – THERE IS NO NEED TO LET US KNOW.**

If however, after risk assessment you need to reduce your opening hours below the above level, then you **MUST** inform the Board, using the pro-forma provided.

We have not made any specific requirement for extended hours pharmacies i.e. those open after 6.00pm – we are hopeful that extended hours can be maintained during this time but appreciate the difficulties this pandemic is placing on the community pharmacy network as it meets the challenge. As such, we are asking extended hours pharmacies to use the pro-forma to let us know if they make **ANY** amendment to their opening hours.

Notification of changes will allow us to amend the pharmaceutical list and let NHS24 and Out of Hours Services know so that patients are not directed to your pharmacy when it is closed. It will also allow us to keep information on the Board's website up to date and respond to any Press/Public enquiries.

We will send a poster out to the network on Monday advising the general public of these changes and would ask that you display this in your pharmacy.

I have attached a further copy of the pro-forma. This will also sit on the Community Pharmacy website at:

<https://www.communitypharmacy.scot.nhs.uk/nhs-boards/nhs-greater-glasgow-clyde/>

Thanks,
Alan Harrison
Lead for Community Care

Notification of Temporary Closure/Reduction in Hours

Contractor Code:

Reason for Closure
(Please tick):

Can't Access Pharmacy (e.g. broken shutters, alarm)

Adverse Weather

No Pharmacist

Traffic Issues

Religious Festivals

COVID 19

Other

Please tell us more:

Change:

Closing at Lunch:

From:

To:

Late Opening:

Estimated time of opening:

Early Closing:

Estimated time of closure:

Start Date:

End Date:

Please tell us any other information you think might be useful:

Person Notifying:
(Please print)

Designation:

Please ensure you undertake the following:

If you are closing early/completely - notify local GP practices

If you are closing completely - notify local CAT Team

If you are closing completely - contact daily instalment patients

PLEASE E-MAIL THIS FORM TO: gg-uhb.cpdevteam@nhs.net

Or Fax to: 0141-201-6044