

## **NHS GGC Alcohol & Drug Recovery Services (ADRS)** **Pharmacy Closure Good Practice Guidance**

This guidance is aimed at patients receiving supervised and or instalment dispensing from ADRS, to ensure treatment continuity and patient safety in the event of an unplanned pharmacy closure. This guidance should be implemented in conjunction with the NHS Greater Glasgow & Clyde Health Board pharmacy closure process:

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

It is important that every effort is made to ensure that patients attending the pharmacy on a daily basis have access to their prescribed medication. Daily communication and updates to the Community Pharmacy Development Team (CPDT), ADRS and patients is key to operating safely in the event of a pharmacy closure.

This guidance details pharmacy closure scenarios for ADRS patients and good practice guidance in the event of any pharmacy closure, which may be planned or unplanned.

### **Good Practice Guidance**

- Ensure patient contact details are recorded within the pharmacy and updated regularly e.g. six monthly.
- Every effort should be made to contact patients on an instalment prescription in advance of pharmacy closure. (Please note that your local ADRS Team can support with contacting patients if pharmacy does not have up to date contact details).
- Ensure the PC70/Controlled Drugs (CD) register/Patient Medication Record (PMR) are completed at time of supply.
- Prescriptions should be separated to ensure there is a clear record of who has collected their instalment supply and who has not.
- Ensure the NEO OST module is up to date for monthly claims, patient concerns and that all new patients are added and removed from the system routinely, as this can assist when there is no access to the pharmacy.
- In light of possible increased take home arrangements, please advise on patient's safe storage of medication and offer appropriate harm reduction interventions.
- Inform the local ADRS Team if any alteration has to be made to dispensing arrangements, enabling outreach to vulnerable patients, if required.

### **Pharmacy Closure Scenarios**

#### **1. Instalment Dispensing From Alternative Pharmacy**

In the event of a pharmacy closure, where staff can access the premises, pharmacy staff can act as the patient's agent therefore supplying a patient's instalment medication to an alternative pharmacy for collection. (Please seek advice from patient's prescriber for any closures longer than 24 hours).

The following steps would support the safe delivery of medication to an alternative pharmacy and ensure adequate record keeping is maintained:

- Identify alternate pharmacy who can supply instalment doses.
- Photocopy instalment prescriptions (retain original in pharmacy) and provide copy to alternative pharmacy.
- Record instalments in CD register and annotate as collected by pharmacy staff member as transferred to alternative named pharmacy.
- Create a transfer log and note the patients and instalment doses that are being moved.
- Safely transfer doses to alternative pharmacy.

**Upon receiving instalment doses, the alternative pharmacy should:**

- Sign transfer log of doses received from pharmacy.
- Photocopy transfer log and return original log to pharmacy staff.
- Create log in back of CD Register to highlight acceptance of patients own dispensed instalment medication.
- Record supply in CD register upon patient collection.
- Notify closed pharmacy of any uncollected doses and destroy those not collected the following day.

**2. Supplying Instalment Dispensing in Advance of Planned Pharmacy Closure**

- Ensure all instalment prescriptions received from ADRS have the HO stamp that covers planned and unplanned closures. Can be handwritten if no stamp available.
- The approved Home office (HO) wording on instalment prescriptions can be used to dispense the following day's medication in advance. ***"Please dispense instalments due on pharmacy closed days on a prior suitable day"***.

**3. Supplying Instalment Dispensing from Pharmacy Entrance (pharmacist present but unable to allow entry to pharmacy):**

- Contact ADRS to advise of pharmacy closure and inform them that instalment medication can still be supplied unsupervised, via pharmacy entrance, if this is deemed appropriate and safe for both staff and patients.

**4. Unable to Supply Instalment Dispensing from any outlet.**

- Local ADRS Team to be contacted and new prescriptions requested for duration of closure.
- Cancel existing instalment prescription unless prescriber advises otherwise.

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