**UNPLANNED CLOSURES IN COMMUNITY PHARMACY**

It is recognised that due to exceptional circumstances out with your control you may have to close your pharmacy for a portion of the day.

It is essential that if the pharmacy is unexpectedly closed for more than 30 minutes you inform PCCT of this closure, and the reason for this closure.

Whilst we would not anticipate that this happens regularly, in the instance that you are in one of the following situations, please follow the advice below.

**SITUATION:** **Unable to open the pharmacy at the start of the day**

**ACTIONS REQUIRED**:

* Inform local GP surgeries that you are unable to open
* Inform local Community Pharmacies that you are unable to open
* If there is a member of staff in the pharmacy, display a sign on the window signposting patients to the nearest open pharmacy
* Use your individual business continuity plan to ensure that all instalment and dosette patients are informed and have arrangements made for their medications
* Complete and e-mail the below template to PCCT at:

Communitypharmacy.contract@nhslothian.scot.nhs.uk

* If nobody is in the pharmacy to e-mail PCCT, they can be contacted on 0131 537 8427

**SITUATION:** **Pharmacy has been open but is closing early OR pharmacy closed for portion of the day**

**CONSIDERATIONS:** Before informing PCCT of an early closure, please consider the following:

* Have all ORT patients had their dose for the day? If no, every effort must be made to contact the patient. If you are unable to contact the patient, the prescriber must be informed that the patient has not collected their medication for that day.
* Have all instalment prescriptions (including dosette trays) been collected/delivered or patients been notified of the period of closure?
* Which other community pharmacies in the area are still open? Does this provide an adequate pharmaceutical service?
* Have you informed the local GP surgeries of closure?

**ACTIONS REQUIRED:**

* Inform prescribers of any ORT patients who have been unable to collect their daily dose ahead of closure
* Display a notice on the window signposting patients to the nearest open pharmacy
* Complete and e-mail below template to PCCT at:

Communitypharmacy.contract@nhslothian.scot.nhs.uk

**SITUATION: Pharmacy is unable to open during the evening/at weekend OR is closed for a portion of the evening/day at the weekend (i.e. pharmacy is closed during an out-of-hours period)**

**ACTIONS REQUIRED:**

* All actions as above
* E-mail detailing the closure to be sent to the following e-mail addresses:
	+ nhs24providerupdates@nhs24.scot.nhs.uk
	+ flowcentre@nhslothian.scot.nhs.uk
* Complete and e-mail below template to PCCT at:

Communitypharmacy.contract@nhslothian.scot.nhs.uk