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| --- | --- | --- | --- | --- |
|  | **Additional contractor requirements** | **Details** | **Confirm you have copies in place and that staff are trained and understand their responsibilities Yes or No** | **If ‘No’ what action you are taking to address and what is the timeframe for completion** |
|  | Core Services | Services which must be delivered at all times pharmacy is open:  Pharmacy First (including all PGDs)  MCR / SRx  AMS  Public Health Services (Smoking Cessation, EHC, Bridging Contraception.) |  |  |
|  | Terms of Service and Scheme of Hours | Part of the Pharmaceutical List – required by all. Each pharmacy must display a notice of their opening hours and know who to contact in case of an emergency. |  |  |
|  | Emergency Contacts SOP | Every pharmacy is required to inform NHS Grampian of details of an emergency contact pharmacist who can be contacted out with normal working hours. This is not about being able to open, but about emergency planning and response and the SOP needs to inform staff of their responsibilities (including change of emergency contact)  **Emergency Contact Number**  **Name of Contact:**  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  **Contact Number:**  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |  |
|  | Business Continuity Plan | Every pharmacy under the Civil Contingencies Act is required to have in place a detailed plan for covering situations within the pharmacy that affect the capacity to provide services and how these will be mitigated. It should cover structural, utility, computer and staffing and how any issues will be dealt with and where responsibilities lie  **Buddy Pharmacy:**  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |  |
|  | Communication Standard Operating Procedures (SOPs) | Detailed SOPs to cover processes and responsibilities for  1) The management and housekeeping of pharmacy NHS.scot email account and its passwords and safe use.  2) Management and housekeeping of information received management and actions required as responses to NHS Grampian for information including Public Holiday, PGD and training event requirements. |  |  |
|  | Quarterly Complaints Returns | The pharmacy contractor is required to respond to the NHS Grampian request for quarterly complaints returns and provide this information in the template / form requested by NHS Grampian. |  |  |

**Hours of business** (Please insert time in 24 hour clock form)

Lunchtime closure does not apply to all pharmacies, but there may be a period when the pharmacist is unavailable because they are taking lunch.

This can be indicated with times and the prefix PU for pharmacist unavailable.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Monday** | **Tuesday** | **Wednesday** | **Thursday** | **Friday** | **Saturday** | **Sunday** |
| **Open** |  |  |  |  |  |  |  |
| **Closed/ unavailable at Lunch** |  |  |  |  |  |  |  |
| **Reopen/ available after Lunch** |  |  |  |  |  |  |  |
| **Closed** |  |  |  |  |  |  |  |

**No contractor is permitted to close for 4 consecutive days at any period throughout the year, including public holidays.**

**Pharmacists, Pharmacy Technicians and Pharmacy Managers working at your pharmacy:**

*(We collate this information in order to keep you up to date with the latest PGD’s)*

|  |  |
| --- | --- |
| Pharmacy Manager | Name(s): |
| Pharmacists | Name(s): |
| Technicians | Name(s): |
| Regular Locums | Name(s): |
| If any staff members have left the pharmacy in the last year please note their name(s) here.  This information will assist us with updating our PGD database | Name(s): |

**Contract Declaration 2023-24**

I confirm that Contractor Number…………… Pharmacy name ………………………………………………………

delivers the services indicated and will continue to do so for the financial year April 2024 to March 2025.

Signed………………………………………………… Print Name…………………………………………………………………

Role……………………………………………………… Date……………………………………………………………………

## Primary Care Contracts Team

Email: **gram.pcctpharmacy@nhs.scot**