**NHS GRAMPIAN PHARMACEUTICAL HOURS OF SERVICE SCHEME**

This Scheme has been prepared on behalf of NHS Grampian (The Board) after 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>

**1. Hours of Service – with effect from 1st April 2016**

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

1.1 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:

On five days in the week 9 am – 6 pm

(During which time they may be closed for up to 1 hour in the middle of the day)

On one day in the week 9 am – 1 pm

(The Early Closing Day as defined in the Shops Acts 1950-1965)

Contractors will be open on six days each week.

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

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.

Pharmacy Contractors purchasing or taking over an existing business on the pharmaceutical list will be required to take part in a pharmaceutical care services 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.

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

All pharmacy premises must display a notice of their opening times which must be visible at all times

The majority of prescription items dispensed in the out of hours period are provided from GMED stock however all pharmacy contractors must provide up to date contact details for the pharmacist to enable GMED to contact them when dispensing of an urgent prescription is required.

**2. Additional Hours of Service**

2.1 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 the afternoon of the early closing day, (b) on Sundays or public holidays, or (c) after the normal closing hour on other days, and that for that purpose arrangements should be made, the following provisions shall apply:

2.2 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.

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

**3. Variations**

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 Area Medical Committee/GP Subcommittee and relevant local Health and Social Care Partnerships.

**3.1 Planned Permanent Change of Hours or Closure**

Applications should be submitted in writing to the Primary Care Contracts Team a minimum of 3 months in advance of the expected date of implementing the change. The Board shall consult the Area Pharmaceutical Committee, Area Medical Committee /GP subcommittee and relevant Health and Social Care Partnership and a decision will be made at the Pharmacy Performance Governance Group. The applicant will be notified of the decision within 2 weeks of the meeting at which it was discussed.

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

Applications should be submitted in writing to the Primary Care Contracts Team 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, Area Medical Committee/GP subcommittee and relevant Health and Social Care Partnership and a decision will be made at the Pharmacy Performance Governance Group or by consensus where time does not allow for this. The applicant will be notified as soon as possible.

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

Applicants should notify the Primary Care Contracts Team of any unplanned change of hours or closure as soon as possible. The Primary Care Contracts Team will complete a checklist to detail the nature of the issue, the planned recovery timescale and the name and number for a key contact managing the issue. This information will then be passed to the Pharmacy and Medicines Directorate and the Health and Social Care Lead Pharmacists for information, and to identify any support that could be provided.

**3.4 Public Holidays**

Applicants must formally apply for a temporary change of hours or closure relating to a public holiday, by providing the Primary Care Contracts Team with a completed Public Holidays proforma at the beginning of each year for the following financial year. The Board shall consult the Area Pharmaceutical Committee, Area Medical Committee/GP Sub Committee and Health and Social Care Partnership and a decision will be made at the Pharmacy Performance Governance Group. The applicant will be notified of the decision within 2 weeks of the meeting at which it was discussed.

All applications must be made via the Primary Care Contracts Team.

All Pharmacy Contractors applying for a variation in change of hours or closure must follow the NHS. Grampian Process for Requests for Change of Hours or Closure.