

Pharmacy & Medicines Directorate

Westholme
Woodend Hospital
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AB15 6LS



TO ALL COMMUNITY CONTRACTORS WITHIN NHS GRAMPIAN

Date: 9 August, 2021
Enquiries to: David Pfleger
Email: david.pfleger@nhs.scot

Dear Colleague,

PHARMACY CONTRACTOR OBLIGATIONS - NOTIFICATION OF CLOSURES

NHS Grampian recognises the sustained pressure across the community pharmacy network over the last 18 months. The resilience of community pharmacy teams has been truly tested and on behalf of the Board, we wish to thank you for your continued provision of service to patients and the public.

Under the NHS (Pharmaceutical Services) (Scotland) Regulations, 2009, (6), your obligations as a community pharmacy contractor with NHS Grampian state provision of *"pharmaceutical services from the premises specified in the pharmaceutical list, and these premises shall be open for the supply of pharmaceutical services during the hours specified. At times when those premises are not open, a notice in form approved by the Board, indicating the facilities available for securing the dispensing of medicines urgently required"*. NHS Grampian expects all pharmacy contractors to adhere to these obligations as part of your contract to provide pharmaceutical services on behalf of the Board.

We currently have a number of pharmacy contractors in breach of these Regulations and their contract with the Board, failing to deliver pharmaceutical services due to repeated closures, nil notification to PCCT Pharmacy or signposting to alternative pharmacies. The impact of closures and failure to provide local services on vulnerable patient groups, health and social care colleagues and the public is increasingly significant.

As the contracting Board, we must ensure that all pharmacy contractors provide a consistent level and reliable delivery of local services to patients. This requires a sustainable staffing model. During periods of unforeseen circumstance, it may be required to temporarily reduce hours of pharmaceutical service provision. In these instances pharmacy contractors are reminded of the standard operating procedure which must be followed in the accompanying attachment. It is paramount that you communicate with the Board and with your patients when your pharmacy is required to temporarily close.

Repeated failure to provide pharmaceutical services or to notify the Board of your pharmacy's closure will result in further action, including financial sanctions.

If your pharmacy requires a longer term temporary change of hours to support during staffing difficulties, individual requests will be received and considered by the Pharmacy Primary Care Contracts Team (PCCT) in conjunction with Pharmacy and Medicines Directorate.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'David Pfleger'.

David Pfleger,
Director of Pharmacy
NHS GRAMPIAN