**UNPLANNED CLOSURES IN COMMUNITY PHARMACY**

**Advice and Actions for Community Pharmacies**

**ADVICE**

In exceptional circumstances (out with your control) you may have to close your pharmacy for a day/portion of the day.

It is important that you inform the Health Board as soon as possible if you think you will need to close during your regular contracted hours.

If your pharmacy does have to close unexpectedly (for more than 30 minutes) it is essential that you inform NHS Highland Community Pharmacy Services Team of this closure detailing times of closure and the reason for this by completing the Unplanned Pharmacy Closure [questionnaire](https://forms.office.com/e/cYNMipQyn4)**.**

Contacting colleagues at the Health Board will allow the opportunity to provide advice and support, and sets into motion a chain of communication within the Health Board in an effort to mitigate and minimise the impact on other healthcare services and patients.

Whilst we would not anticipate/hope that closures happen regularly please follow the actions below should you be in a position where your pharmacy must close.

**ESSENTIAL ACTIONS:**

1. Inform NHS Highland Community Pharmacy Services Team of the closure/potential closure and the reason for this by submitting the questionnaire.
2. Use your own Business Continuity Plan to make alternative arrangements for all relevant patients (e.g. daily dispensed/dosette boxes) and contact appropriate local services (e.g. Addiction Services)
3. Please note – If you are unable to contact a vulnerable patient, the prescriber must be informed that the patient has not/will not collect their medication for that day.
4. If closed/closing and there is a member of staff in the pharmacy, the **display notice** (attached) should be placed on view, signposting patients to an alternative pharmacy.
5. Inform the surrounding General Practices and Community Pharmacies.