

ESSENTIAL ACTIONS FOR TEMPORARY PHARMACY CLOSURES

• Closures:

- It is vital that you inform your surgeries and ask them to stop referring patients.
- Post on your PCN WhatsApp group so other pharmacies and surgeries in your PCN know to expect more foot fall.
- ***See item 1 in Operations section above for other essential actions in case of a pharmacy closure.***

• NHSE:

- To report a closure to NHSE please email the generic NHSE mailbox at England.pharmacysouthwest@nhs.net (If part of a large multiple this may be done for you - please confirm with your organisation).

• Directory of Services (DOS):

- Email the DOS team at: dos.teamsouthwest@nhs.net to let them know about your closure. (Again, if you are part of a large multiple this may be done for you, but you need to confirm this).
 - By updating DOS you will not appear as open; especially for key services such as GP-CPCS/CPCPS.

• Surgeries:

- Inform your surgeries that you are closing; either call or pop-in if you are close.
- Remind them you can return scripts to spine if needed to avoid needing to reprint all prescriptions.
- Keep them informed about when you will re-open.

• WhatsApp:

- Use your WhatsApp PCN network to notify the pharmacies and surgeries in your area that you are closing. Some of these groups have surgery team members meaning it is a quick way to notify everyone of an issue.
- Encourage more staff to join your PCN WhatsApp groups; they are invaluable and very supportive.

• Turning Point:

- Let Turning Point know you have a closure.
- Phone your clients to inform them, how they can access their medicines and when you will re-open.
- Keep Turning Point informed throughout so they can help you to organise care for your clients.

• GP-CPCS/CPCS:

- Check the Pharmoutcomes platform regularly for any GP-CPCS/CPCS or other referrals.
- Inform the referring surgery that the pharmacist is currently unavailable and there may be a slight delay to their consultation, but they will be contacted once a pharmacist is available.
- Communicating with patients and surgery staff saves a lot of emails back and forth.

• Signs on doors:

- Please check the signs you display to patients on doors. These should include the following info:
 - There is a member of staff on site who can return scripts to the spine for another pharmacy to dispense if urgent, even if already dispensed and awaiting collection.
 - Staff members in the pharmacy available to take customer calls along with contact info.

• Signposting patients:

- Only in limited circumstances should patients be advised to go back to their surgery to obtain help. It should not be the norm to send patients away without a resolution.
- Urgent scripts can be returned to spine if EPS.
- Green scripts can be given back (unless part dispensed).
- Signposting patients to nearest pharmacy for minor illnesses should be the first port of call.

If you have any questions or need any help or advice about pharmacy closures please email either yvonne.somersetlpc@gmail.com or michael.somersetlpc@gmail.com