

## 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 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.**

### • Pharmoutcomes:

- Report closure on Pharmoutcomes using the unplanned closure template to notify NHSE-I that you are closed. *(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](mailto: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/CPCS.

### • 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 in your area that you are closing. Some of these groups have surgery team members meaning it's 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.