

Dear Pharmacy Teams,

It is important that this message is shared with all Pharmacy team members including locums and weekend staff.

With the increase of Flu and Covid infections rising within the population, we have been asked to remind all contractors that, as part of your NHS Contract you have an obligation to report every incident that your Pharmacy has had to close due to unforeseen circumstances, via the appropriate channels.

Closures can be reported using your MYS Portal or via email to england.pharmacysouthwest@nhs.net.

NHSE are aware that if you work for a multiple pharmacy organisation then closures are reported by your Head Office Central Team

It is also imperative that every Pharmacy has updated their Business Continuity plan with key contacts of who to contact if you have a closure, and all staff know where the BCP is located within your pharmacy.

- 1. Inform NHSE of the closure via MYS portal or email before the end of the working day.**
- 2. Inform all Pharmacies and Surgeries within your PCN of the closure and how long this is likely to be- You can use the Whatsapp PCN groups to do this.**
- 3. Contact Turning Point to inform them of closure , so they can liaise with clients if need be to source medication elsewhere. TP Contact details are phone 0300 303 8788 or email SDAS@turning-point.co.uk**
- 4. Ensure Surgeries are not impacted by the closure where possible by having staffing onsite within the pharmacy to return prescriptions to the spine for re-dispensing elsewhere if requested.**

Failure to inform the relevant organisations may put you in breach of your contract and could result in further investigation/Action by NHSE.