

July 2022

PSNC Briefing 018/22: Pharmacy opening hours for the remainder of 2022 and in 2023

This PSNC Briefing provides guidance for community pharmacy contractors on the Terms of Service opening hours requirements around bank holidays for the remainder of 2022 and 2023.

2022

Name of holiday	Date in 2022	Day of the week	Covered by the Regulations?	Can the pharmacy close without giving notice?
Summer bank holiday*	29th August 2022	Monday	✓	✓
Christmas Day	25th December 2022	Sunday	✓	✓
Boxing Day*	26th December 2022	Monday	✓	✓
Christmas Day (substitute day)*	27th December 2022	Tuesday	✓	✓

2023

Name of holiday	Date in 2023	Day of the week	Covered by the Regulations?	Can the pharmacy close without giving notice?
New Year's Day (substitute day)*	2nd January 2023	Monday	✓	✓
Good Friday	7th April 2023	Friday	✓	✓
Easter Sunday	9th April 2023	Sunday	✓	✓
Easter Monday*	10th April 2023	Monday	✓	✓
Early May bank holiday*	1st May 2023	Monday	✓	✓
Spring bank holiday*	29th May 2023	Monday	✓	✓
Summer bank holiday*	28th August 2023	Monday	✓	✓
Christmas Day	25th December 2023	Monday	✓	✓
Boxing Day*	26th December 2023	Tuesday	✓	✓

*These are not specifically mentioned by name in the Regulations but because they are official 'bank holidays' they are covered by the Regulations.

Please note that **New Year's Day (Sunday 1st January 2023)** is a normal working day for community pharmacy opening hours.

Terms of Service requirements: NHS website profile and Directory of Service profile

Contractors must ensure that their pharmacy's [NHS website profile](#) and [DoS profile](#) are accurate and must ensure they verify and, where necessary, update the information contained in the profiles at least once each quarter* using the [NHS Profile Manager](#). This includes updating or verifying information on opening hours including those for bank holidays, Christmas Day, Good Friday and Easter Sunday. Contractors are encouraged to do this as early as possible for any holiday period.

Even if no changes have been made during the current financial quarter, contractors must still verify the information contained in their NHS website profile and DoS profile as this creates a record which will act as evidence to NHS England that these actions have been undertaken.

*Financial quarters are 1st April – 30th June; 1st July – 31st August; 1st September – 31st December; and 1st January – 31st March.

Frequently Asked Questions

1. Can I close my pharmacy on these holidays?

Yes. Contractors can close their pharmacies on days which are specifically mentioned in the Regulations (namely Christmas Day, Good Friday and Easter Sunday) or a day which has been designated as a 'bank holiday', unless directed to open by NHS England.

2. What about my core contractual hours?

A pharmacy will be treated as having been open for its usual hours on the holidays specified above for the purpose of counting the core contractual hours that week. Therefore, the pharmacy can be closed on the days indicated without giving notice or applying to change the core hours.

3. Are there any circumstances when I must open on these days?

Yes, if a contractor has been directed to open their pharmacy by NHS England.

4. Can I close my pharmacy early any other time?

If the hours that the contractor wishes to close early are supplementary hours, then notice of that intention should be given at least three months in advance. If they are core hours, then an application is needed, and the contractor would have to satisfy NHS England that there have been changes to the needs of people in the area, otherwise the application is likely to be refused.

If contractors want to reduce their hours, for example, to close early on Christmas Eve, they must give notice to NHS England at least three months in advance, unless NHS England agrees otherwise. Therefore, the last day to give notice for 24th December, for any guaranteed reduction in supplementary hours, is on 24th September and NHS England must receive the notification, for example, by email, on or before that date.

Unless you have notified NHS England of changes to your supplementary hours at least three months before the date, or applied successfully for amendment of core hours, you are unlikely to be able to close early.

5. Do I need to notify NHS England of opening intentions on bank holidays / public holidays?

Contractors are encouraged to tell NHS England if their premises will be open on Bank Holidays. This information is of critical importance to NHS England for its planning of pharmacy provision during holiday periods.

If NHS England is not able to determine sufficient pharmacy coverage, its options include issuing directions to one or more pharmacies, requiring them to open. This is not in the best interests of all concerned if there are other nearby pharmacies open – so PSNC recommends that all pharmacies notify their intentions – and open as they have notified.

NHS England has published a [Notification of opening hours on bank and public holidays template form \(Annex 1\)](#) which contractors can [email to the regional NHS England team](#).

6. What if Boxing Day or New Year's Day is on a Saturday or Sunday?

Contractors are reminded that if Boxing Day or New Year's Day falls on a Saturday or Sunday it will be classed as a normal working day for the purposes of community pharmacy opening hours. Therefore, pharmacies must open on these days for any core and supplementary hours (please note that **New Year's Day (Sunday 1st January 2023)** is a normal working day for community pharmacy opening hours).

If Boxing Day or New Year's Day are Bank holiday days, contractors do not have to open. On the substitute bank holiday for Boxing Day or New Year's Day, again, contractors do not have to open.

If contractors want to reduce any supplementary hours, for example, to close early, they must give notice to NHS England at least three months in advance, unless NHS England agrees otherwise. Therefore, the last day to give notice for 26th December or 1st January, for any guaranteed reduction in supplementary hours, is on 26th September and 1st October respectively, and NHS England must receive the notification, for example, by email, on or before that date.

Further information

NB: Please note that changes made to opening hours regulations as a result of the COVID-19 pandemic [ended on 31st March 2022](#).

Following the end of these emergency provisions allowing for flexibility of pharmacy opening hours and temporary closures, PSNC has published [Briefing 011/22: Temporary closures of community pharmacies](#), which provides information on temporary closures of community pharmacies due to illness or other reasonable cause beyond the control of the contractor from 1st April 2022.

For more information on opening hours, including a comprehensive list of FAQs, please visit: psnc.org.uk/hours

If having read this PSNC Briefing and the information and resources on the PSNC website you have further queries about opening hours, or you require more information please contact the [PSNC Regulations Team](#).