

April 2023

PSNC Briefing 010/23: Pharmacy opening hours in 2024 and for the remainder of 2023

This PSNC Briefing provides guidance for community pharmacy contractors on the Terms of Service opening hours requirements around bank holidays for 2024 and for the remainder of 2023.

2023

Name of holiday	Date in 2023	Day of the week	Can the pharmacy close without giving notice?
Early May bank holiday*	1st May 2023	Monday	✓
King Charles III's Coronation	6th May 2023	Saturday	✗
King Charles III's Coronation (substitute day)*	8th 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	✓

2024

Name of holiday	Date in 2024	Day of the week	Can the pharmacy close without giving notice?
New Year's Day*	1st January 2024	Monday	✓
Good Friday	29th March 2024	Friday	✓
Easter Sunday	31st March 2024	Sunday	✓
Easter Monday*	1st April 2024	Monday	✓
Early May bank holiday*	6th May 2024	Monday	✓
Spring bank holiday*	27th May 2024	Monday	✓
Summer bank holiday*	26th August 2024	Monday	✓
Christmas Day	25th December 2024	Wednesday	✓
Boxing Day*	26th December 2024	Thursday	✓

*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 in 2023 **King Charles III's Coronation (Saturday 6th May 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 up to date. In addition contractors must ensure they verify the profiles at least once each quarter* using the [NHS Profile Manager](#). This includes updating information on opening hours 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, contractors must still verify the information contained in their NHS website profile and DoS profile, at least once each quarter*, as a [requirement for the Terms of Service](#).

*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 five weeks in advance. If they are core hours, then an application is needed, and the contractor would have to satisfy NHS England that patient needs are continued to be met, otherwise the application is likely to be refused.

Unless you have notified NHS England of changes to your supplementary hours at least five weeks 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. To do this, pharmacies can update NHS Profile Updater, pharmacies should aim to do this as early as possible before a bank holiday. This information is of 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.

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 (and therefore is not a bank holiday) 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 for

2023: **King Charles III's Coronation (Saturday 6th May 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.

Further information

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](#).