Annex 6

**Business Continuity Plan for Temporary Suspensions**

**[Name of Pharmacy]**

**[Address of the Pharmacy]**

**[ODS code of the Pharmacy]**

|  |  |
| --- | --- |
| Name: | [Name of person] |
| Position: | [Position of person] |
| Date: | [xxxxxxx] |
| Version: | [xx] |

**Tick each action to confirm the arrangements have been made and complete the additional information in the boxes at the end of each section, as appropriate.**

**The following actions are required by the Terms of Service**

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| **Requirement 1:**  *The pharmacy has updated its existing business continuity plan to ensure all relevant contact details are correct and can be used as part of this annex/business continuity plan for temporary suspensions, particularly the main GP practices and nearby pharmacies that will be notified of any temporary suspension.* |

**Additional information**

Contact details should be included for:

* GP practices that form the majority of the prescriptions dispensed by the pharmacy;
* Nearby pharmacies;
* Local commissioners of services and lead service providers;
* Your Integrated Care Board (ICB) details; and
* If relevant, other local providers of pharmaceutical services.

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| **Questions** | **Tick when complete** |
| **Q. Have you updated/reviewed your existing business continuity plan (or added details below) to ensure all relevant contact details are correct and can be used for temporary suspensions?** |  |
| **Q. If you have updated/reviewed your existing business continuity plan to ensure all relevant contact details are correct, what page are these listed on in the plan?** | **Pg** |

The table below can be used to record contact details if they are not listed previously in the business continuity plan.

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| **Organisation** | **Contact details (email and phone number)** |
| GP practices | |
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| Nearby pharmacies | |
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| **Organisation** | **Contact details (email and phone number)** |
| Local commissioners of services and lead service providers | |
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| ICB | |
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| Other local providers of pharmaceutical services, as appropriate | |
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| **Requirement 2:**  *The pharmacy has arrangements for informing local NHS pharmacies and NHS GP practices of any temporary suspension and its anticipated duration.* |

**Additional information**

There must be arrangements to ensure the pharmacy notifies local NHS pharmacies and NHS GP practices that may be affected by the temporary suspension. When considering which pharmacies and GP practices will be contacted, as a minimum this should include all nearby pharmacies and should be the GP practices that form the majority of the prescriptions dispensed by the pharmacy.

With regard to the anticipated duration, it may be that if a locum pharmacist has not arrived for good reason, another locum pharmacist can be arranged to start at a later time that day. If you notify with an exact time that the other locum pharmacist can start, this will avoid the need to notify later that the pharmacy has reopened /resumed the provision of pharmaceutical services. Equally, it may not be possible to be so precise and the anticipated duration may be an educated guess based on your experience.

Consider both who to notify and the anticipated duration, to the extent practicable (what is able to be done) and the needs of the people who anticipate or are accustomed to using the pharmacy.

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| **Questions** | **Tick when complete** |
| **Q. Have you updated/reviewed your existing business continuity plan (or updated the table below) and identified the arrangements for local NHS pharmacies and NHS GP practices to be notified in the event of a temporary suspension or added these below?** |  |
| **Q. If you have updated/reviewed your existing business continuity plan for notification of local NHS pharmacies and NHS GP practices, what page are these listed on in the plan?** | **Pg** |

The below table can be used to record the arrangements for notifying local NHS pharmacies and NHS GP practices in the event of a temporary suspension. This could include details of who should notify the NHS pharmacies and NHS GP practices and the preferred method of communication for doing this.

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| ***Requirement 3:***  *The pharmacy has arrangements for displaying information to patients and the public. (This is not a requirement for Distance Selling Premises (DSP) pharmacies).* |

**Additional information**

There must be arrangements for displaying a notice that is visible to patients and the public from outside the pharmacy. The notice must display the necessary information and in accordance with the NHS England [**approved particulars**](https://www.england.nhs.uk/long-read/approved-particulars-community-pharmacy-displaying-notices-regarding-a-temporary-suspension/), taking into account those who anticipate or are accustomed to using the pharmacy, and other pharmacies open nearby.

The current Community Pharmacy England notice for pharmacy owners to use in the event of a temporary closure/suspension of service can be found at: [**cpe.org.uk/BCP**](https://cpe.org.uk/quality-and-regulations/clinical-governance/emergency-planning/)**.** This complies with the requirements of the approved particulars for such notifications.

Use of the Community Pharmacy England notice is not mandatory; however, if pharmacy owners decide to create their own notice, the notice must:

* Advise of the temporary suspension and its anticipated duration;
* Advise what people should do if they need to collect a prescription from the pharmacy premises;
* Advise what to do if they have medical issues that can’t wait until the pharmacy reopens;
* Confirm the location of nearby pharmacy premises that are able to provide pharmaceutical services; and
* Be printed using a plain font in minimum size 12 pt, with sufficient contrast between print and background colour.

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| **Question** | **Tick when complete** |
| **Q. Have you considered how and when the notice will be displayed so it is visible from outside the premises?** |  |
| **Location where notice should be displayed:** | |

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| **Requirement 4:**  *The pharmacy has arrangements for ensuring, so far as practicable, that people are not referred to the pharmacy for directed pharmaceutical services (Advanced and Enhanced services) that provide urgent care services while pharmaceutical services are temporarily suspended.* |

**Additional information**

The pharmacy should have arrangements to update the pharmacy’s profile on the Directory of Services (DoS) (through NHS Profile Manager) which will reduce the likelihood of referrals of patients by NHS 111; updating NHS Profile Manager will also update the pharmacy’s NHS website profile. Updating the pharmacy’s own website will also reduce the likelihood of patients and the public attending the pharmacy when the pharmacy is temporarily closed and/or pharmaceutical services are temporarily suspended.

Add any arrangements not already included in your business continuity plan in relation to directed services (Advanced or Enhanced services) that provide people with urgent care (e.g. Community Pharmacist Consultation Service (CPCS). There may be actions required by the service specifications (e.g. for example, consider notifying GP practices that routinely refer patients to the pharmacy under CPCS).

Consider in particular any services for:

* ‘On demand’ availability of medicines e.g. palliative care medicines;
* Agreed out-of-hour provision of any pharmacy services; and
* Emergency supply of prescription only medicines previously prescribed to a patient.

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| **Questions** | **Tick when complete** |
| **Q. Have you reviewed the service specifications/documentation of urgent services that you provide from your pharmacy to see what actions you need to take if you are unable to provide the service?** |  |
| **Q. Have you added these actions to your business continuity plan (or added these to the table below)?** |  |
| **Q. If you have updated/reviewed your existing business continuity plan to include actions to take if urgent services cannot be provided from the pharmacy, what page are these listed on in the plan?** | **Pg** |

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| **Service provided (strike through or delete CPCS example if not provided at the pharmacy)** | **Actions that need to be taken if the service cannot be provided** |
| Community Pharmacist Consultation Service (CPCS) | Update NHS Profile Manager (to update DoS and the NHS Website) or call the NHS Directory of Services (DoS) Provider and Commissioner Helpline (0300 0200 363) |
| Notify the following GP practice(s): |
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| [Name of service] |  |
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| [Name of service] |  |
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| **Requirement 5:**  *The pharmacy has appropriate arrangements for the continuity of care of people who anticipate or are accustomed to using the pharmacy.* |

**Additional information**

There must be arrangements for the continuity of care for people who anticipate or are accustomed to using the pharmacy including:

* Those with booked appointments; and
* Those patients who attend the pharmacy regularly for the supervised administration of medicines.

There may also be requirements for specific services, for example, the COVID-19 Vaccination Service where the National Booking Service will need to be updated as soon as practicable.

Continuity of care arrangements should also be considered to include urgent prescriptions or the supply of medicines that have already been dispensed that could be critical for patients.

Consider the arrangements for identifying any urgent prescriptions which are awaiting dispensing, collection, or delivery, such as those for antibiotics or analgesics, and medicines supplied in monitored dosage systems. **See also in the** [**checklist**](https://cpe.org.uk/wp-content/uploads/2023/07/Checklist-for-a-temporary-suspension.docx) **with regard to actions for dealing with urgent prescriptions, NHSmail and EPS nominations.**

Are there other patients or groups of patients who anticipate or are accustomed to using the pharmacy to consider in the context of continuity of care?

The arrangements made are subject to what is practicable to do. For example, in some cases prescriptions may be returned to the spine. In other cases, patients may have to wait until the pharmacy reopens for their dispensed medicines or, if necessary, seek another prescription from their GP practice.

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| **Questions** | **Tick when complete** |
| **Q. Have you reviewed the service specifications/documentation of Essential, Advanced, Enhanced and locally commissioned services that you provide from your pharmacy to see what actions you need to take if you are unable to provide the service?** |  |
| **Q. Have you added these actions to your business continuity plan (or added these to the table below)?** |  |
| **Q. If you have updated/reviewed your existing business continuity plan to include actions to take if Advanced, Enhanced or locally commissioned services cannot be provided from the pharmacy, what page are these listed on in the plan?** | **Pg** |
| **Q. Have you considered how you would identify any urgent prescriptions that are awaiting dispensing, collection, or delivery, such as those for antibiotics or analgesics, and medicines supplied in monitored dosage systems?** |  |

**Advanced, national enhanced, or locally commissioned services**

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| **Service provided (strike through or delete if you do not provide the service listed below)** | **Appts offered for this service?\*** | **If so, where can these appts be accessed e.g. Diary, online calendar, etc.** | **Actions that need to be taken if the service cannot be provided e.g. contacting patients to rearrange appts if they are booked in for a service that day** |
| **Essential service** | | | |
| Discharge Medicines Service (DMS) |  |  |  |
| **Advanced services** | | | |
| Flu Vaccination Service |  |  |  |
| Hypertension Case-Finding Service |  |  |  |
| New Medicine Service (NMS) |  |  |  |
| Pharmacy Contraception Service (PCS) |  |  |  |
| Smoking Cessation  Service (SCS) |  |  |  |
| **National enhanced service** | | | |
| COVID-19 Vaccination Service |  |  |  |
| **Locally commissioned services e.g. supervised consumption of medicines** | | | |
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The table below can be used to record how you would identify any urgent prescriptions that are awaiting dispensing, collection, or delivery, such as those for antibiotics or analgesics, and medicines supplied in monitored dosage systems and the appropriate action to take.

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| **Requirement 6:**  *The pharmacy has arrangements for updating NHS Profile Manager – to update the Directory of Service (DoS) (and the NHS website).* |

**Additional information**

There must be arrangements for updating the DoS entry, to seek to ensure that patients are aware that the pharmacy is temporarily closed, and patients are not referred for urgent pharmaceutical services based on a DoS entry.

It is also important to update the entry when you can resume the provision of pharmaceutical services.

A comprehensive and accurate entry for both DoS and the NHS website are existing Terms of Service requirements, as is a quarterly verification of these entries.

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| **Questions** | **Tick when complete** |
| **Q. Are you aware of who can update NHS Profile Manager for your pharmacy?** |  |
| **Q. Have you listed the names of the people or added contact details of the person who can do this (e.g. if they are a head office contact) to your business continuity plan (or added these to the table below)?** |  |
| **Q. If you have updated/reviewed your existing business continuity plan to include the details of who can update NHS Profile Manager for your pharmacy what page is this listed on in the plan?** | **Pg** |

The table below can be used to record details of who can update NHS Profile Manager for your pharmacy and contact details if this person does not work at the pharmacy e.g. head office contact.

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| Name | Contact details |
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More information on using NHS Profile Manager can be found at: **cpe.org.uk/pm**

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| **Requirement 7: (Only a requirement for DSPs)**  *The pharmacy has arrangements for updating the pharmacy’s website.* |

**Additional information**

DSP pharmacies must provide information on a temporary suspension and its anticipated duration that is clearly visible to any user of the website when they first access it – on the first webpage.

Updating the pharmacy’s website is not mandatory for other types of community pharmacy, such as 40 and 100-hour, bricks and mortar pharmacies (a notice in accordance with the [approved particulars](https://www.england.nhs.uk/long-read/approved-particulars-community-pharmacy-displaying-notices-regarding-a-temporary-suspension/) is mandatory). But many patients will look at a pharmacy’s website to find out if the pharmacy is currently open or when it will be open, so it may be helpful to update relevant information on it.

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| **Questions** | **Tick when complete** |
| **Q. Are you aware of who can update your website for your pharmacy?** |  |
| **Q. Have you listed the names of the people or added contact details of the person who can do this (e.g. if they are a head office contact) to your business continuity plan, or added these to the table below?** |  |
| **Q. If you have updated/reviewed your existing business continuity plan to include the details of who can update your website for your pharmacy what page is this listed on in the plan?** | **Pg** |

The table below can be used to record details of who can update your website for your pharmacy and contact details if this person does not work at the pharmacy e.g. head office contact.

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| --- | --- |
| **Name** | **Contact details** |
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| **Requirement 8:**  *The pharmacy/pharmacy owner has arrangements for notifying the relevant ICB, in accordance with the* [***approved particulars***](https://www.england.nhs.uk/long-read/approved-particulars-community-pharmacy-notification-of-a-temporary-suspension-or-a-likely-temporary-suspension/)*, of any temporary closure/suspension and its anticipated duration (and for any likely temporary suspension).* |

**Additional information**

Notification must be made in the event of:

* A temporary closure/suspension (this could be (a) in advance, (b) when it’s happening and is ongoing, or (c) after it’s ended); and
* Where the prospect of a temporary suspension has become likely.

You must also notify in accordance with NHS England’s [**approved particulars**](https://www.england.nhs.uk/long-read/approved-particulars-community-pharmacy-notification-of-a-temporary-suspension-or-a-likely-temporary-suspension/), both in terms of:

* Where the **notification** is made to (this will be to your ICB); and
* The **information** required.

**Notification** is by email to the email address of your ICB pharmacy contract team as detailed the pharmacy contract e-mail addresses listed at:  [**england.nhs.uk/primary-care/pharmacy/pharmacy-contract-teams/**](https://www.england.nhs.uk/primary-care/pharmacy/pharmacy-manual/pharmacy-template-forms/)

**Information** required as part of the notification is:

1. The name of the contractor/pharmacy owner;
2. The ODS code (also known as the F code) of the contractor/pharmacy owner;
3. The address and contact phone number of the pharmacy premises;
4. The date(s) and time(s), so far as practicable, of:

* the likely temporary suspension(s) of pharmaceutical services; or
* the temporary suspension(s) of pharmaceutical services and the anticipated duration(s), ideally before the start of the suspension(s);

1. The reason(s) for the temporary suspension(s) or likely temporary suspension(s);
2. The key actions taken to limit the impact on those anticipating or accustomed to using the pharmacy premises, so far as practicable (and for likely temporary suspensions the key actions that are appropriate or proportionate to the likelihood of the suspension);
3. The actions taken to ensure that the provision of pharmaceutical services is able to resume promptly;
4. The name of the person completing the notification;
5. The contact telephone number and email address for the contractor/pharmacy owner; and
6. The date of the notification.

[**(NHS England Approved Particulars: *Community Pharmacy: Notification of a temporary suspension or a likely temporary suspension)*.**](https://www.england.nhs.uk/long-read/approved-particulars-community-pharmacy-notification-of-a-temporary-suspension-or-a-likely-temporary-suspension/)

Also, NHS England is updating its template notification for temporary suspensions (Annex 18) which should be used for reporting likely temporary suspensions. Using the NHS England template form is optional and not mandatory, but notification in accordance with the approved particulars is mandatory. NHS England template forms are at [**england.nhs.uk/primary-care/pharmacy/pharmacy-manual/pharmacy-template-forms/**](http://www.england.nhs.uk/primary-care/pharmacy/pharmacy-manual/pharmacy-template-forms/)

Consider how you will notify the ICB and who will do this, for example, the pharmacy owner or a person at head office.

The provision of all the information in the NHS England template form (and required by the approved particulars) should ensure that ICBs do not routinely seek additional information about a temporary closure/suspension (provided that it is considered to be for illness or another reason beyond the control of the pharmacy owner). Alternative notification forms that are in effect questionnaires asking many additional questions, are generally optional, and not mandatory under the Terms of Service.

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| **Questions** | **Tick when complete** |
| **Q. Has someone been appointed or are you aware of who is responsible for notifying the ICB for your pharmacy?** |  |
| **Q. Have you listed the name(s) of the people or added contact details of the person who can do this (e.g. if they are a head office contact) to your business continuity plan (or added these to the table below)?** |  |
| **Q. If you have updated/reviewed your existing business continuity plan to include the details of who should notify the ICB for your pharmacy what page is this listed on in the plan?** | **Pg** |

The table below can be used to record details of who can notify the ICB for your pharmacy and contact details if this person does not work at the pharmacy e.g. head office contact.

|  |  |
| --- | --- |
| Name | Contact details |
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**Optional considerations**

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| **Consideration 1:**  *The pharmacy has considered a ‘buddying’ arrangement with one or more local pharmacies who can support your patients if your pharmacy closes.* |

**Additional information**

An agreed ‘buddy’ pharmacy may be able to help your patients with immediate pharmaceutical/medical needs if your pharmacy is closed or services suspended. For pharmacy owners with more than one pharmacy this might be another of their pharmacies nearby.

It is important **not** to assume the other pharmacy owner/pharmacy can do whatever you want without agreeing it with them first. If you don’t already have an established ‘buddy’ in place, you could speak with your Local Pharmaceutical Committee (LPC) which may be able to link you up with another pharmacy in your area who could help.

(**Note**: This is no longer a requirement of the Terms of Service but may still be a good option to adopt/continue.)

The below table can be used to record details of an agreed ‘buddy’ pharmacy.

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| **Pharmacy name** | **Telephone number** |
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| **Consideration 2:**  *Consider the anticipated duration of the temporary suspension and how this may affect what is done.* |

**Additional information**

The reason you are closing and how long you are closing for will affect whether you can take certain actions and what actions you might take first.

If you need to close the pharmacy because of an emergency situation, it is important that you do as much as you can before you leave the premises, if safe to do so. This is to ensure everything is in place to enable patients to access their prescriptions, where practicable, and that your business can resume easily and effectively in due course. You should not put yourself, your staff, or your patients at any unnecessary risk.

Most emergencies are likely to be local, but if not, such as widespread flooding, or weather making travel inadvisable, the ICB Emergency, Preparedness, Resilience and Response team or the plans/arrangements the team has developed should be consulted.

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| **Questions** | **Tick when complete** |
| **Q. Is there someone who is willing to be the contact if there are queries or questions as highlighted above?** |  |
| **Q. Have you listed the name(s) of the people or added contact details of the person (e.g. if they are a head office contact) to your business continuity plan (or added these to the table below)?** |  |
| **Q. If you have updated/reviewed your existing business continuity plan to include the details of who could be contacted for your pharmacy what page is this listed on in the plan?** | **Pg** |

The table below can be used to record details of who can be added as a contact person for your pharmacy and contact details.

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| **Name** | **Contact details** |
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| **Consideration 3:**  *Have accurate, up to date and easy-to-find standard operating procedures (SOPs) for someone unfamiliar with your pharmacy.* |

**Additional information**

Emergency numbers will be crucial. Normal, everyday business continuity issues are likely to arise, and anyone on-site needs to know how to address them.

For example: Which wholesalers do you deal with? What time do orders have to be submitted by? What happens if there’s no internet connection or your phone line goes down? How do you contact your patient medication record (PMR) system supplier? etc.

If the pharmacist on duty that day has not arrived, do staff know what to do and what not to do; and whether the pharmacy will stay open without a Responsible Pharmacist to sell non-medicines. NHS services must not be provided and medicines (including GSLs) must not be sold or supplied (or delivered) without a Responsible Pharmacist. Also, if a locum pharmacist new to the pharmacy is coming, is there sufficient information about the pharmacy systems and practices (which may include an induction by staff) to enable safe and effective practice. For example, is there a handover file or diary and does it need updating?

If you have more than one pharmacy, can the pharmacy staff be moved to another pharmacy to help with the increased workload (if they will be affected by the temporary suspension).

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| **Questions** | **Tick when complete** |
| **Q. Have you considered who else needs to be contacted?** |  |
| **Q. Have you listed the name(s) of the people or added contact details of the person (e.g. if they are a head office contact) to your business continuity plan (or added these to the table below)?** |  |
| **Q. If you have updated/reviewed your existing business continuity plan to include the details of who could be contacted for your pharmacy what page is this listed on in the plan?** | **Pg** |
| **Where are your SOPs kept?**  **Location:** | |