

Briefing: 022/24: Bank holidays, pharmacy opening hours in 2025 and for the remainder of 2024

This briefing provides guidance for community pharmacy owners on the Terms of Service opening hours requirements for bank holidays in 2025 and the remainder of 2024.

Pharmacy owners can close their pharmacies on days which are specifically mentioned in the Regulations, namely Christmas Day, Good Friday and Easter Sunday and on other days that have been designated as a 'bank holiday', unless directed to by an Integrated Care Board (ICB).

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

2024

Name of Holiday	Date in 2024	Day of the week
Christmas Day	25 December 2024	Wednesday
Boxing Day*	26 December 2024	Thursday

2025

Name of Holiday	Date in 2024	Day of the week
New Year's Day*	1 January 2025	Wednesday
Good Friday	18 April 2025	Friday
Easter Sunday	20 April 2025	Sunday
Easter Monday*	21 April 2025	Monday
Early May bank holiday*	5 May 2025	Monday
Spring bank holiday*	26 May 2025	Monday
Summer bank holiday*	25 August 2025	Monday
Christmas Day	25 December 2025	Thursday
Boxing Day*	26 December 2025	Friday

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



Pharmacy owners must ensure their pharmacy profiles are comprehensive and accurate for their pharmacy premises on the [NHS website](#) and [DoS](#). Pharmacy owners must also verify and where necessary update the information contained in those profiles at least once each quarter of the financial year using the [NHS Profile Manager](#). These are Terms of Service requirements.

These requirements include updating your pharmacy's profile with the opening hours for bank holidays, Christmas Day, Good Friday and Easter Sunday. Pharmacy owners are encouraged to do this update as early as possible for any bank holiday period to allow ICBs to plan pharmacy provision. If an ICB is not able to determine sufficient pharmacy coverage, its options include issuing directions to one or more pharmacies, requiring them to open. If a pharmacy is going to be open but has not updated its profile, an ICB may direct other pharmacies to open where this is not needed.

Once the ICB has issued a direction, pharmacy owners have 30 days in which they can make an appeal against the decision for their pharmacy premises to open on a bank holiday or other day. If the appeal is successful, the pharmacy premises will not have to open. However, if the appeal is unsuccessful, the pharmacy premises must open in accordance with the direction.

FAQs

1. Can I close my pharmacy early on Christmas Eve?

If the hours that the pharmacy 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 to the ICB is needed. The success of an application will depend on many factors, and a pharmacy owner should ensure evidence is provided to show that the pharmacy will either:

- maintain the existing level of NHS pharmacy provision for the people in the area or other likely users of the pharmacy; or
- maintain a sustainable level of adequate NHS pharmacy provision for the people in the area or other likely users of the pharmacy, where maintaining the existing level of provision is either unnecessary or not realistically achievable.

Unless you have notified an ICB of changes to your supplementary hours at least five weeks before the date or applied and been granted an amendment to core hours, you are unlikely to be able to close early.





More information on opening hours is available [HERE](#).

2. Can I close my pharmacy on a bank holiday if the ICB has issued a direction?

If the ICB has issued a direction for the pharmacy to open, pharmacy owners must open the pharmacy premises in accordance with that direction, unless it has been successfully appealed.

Further Information

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

After reading this briefing and the information and resources on our website you have further queries about bank holiday opening hours, or if you require more information, please contact the [Regulations Team](#).

