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COVID-19 RELATED

PHARMACY BUSINESS CONTINUITY CHECKLIST

(What to do if the Pharmacy needs to close)

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IN PREPARATION FOR A PHARMACY CLOSURE RESULTING FROM COVID-19 INFECTION, PLEASE ENSURE THAT A COPY OF THIS DOCUMENT IS AVAILABLE WITHIN THE PHARMACY AND THAT ALL STAFF ARE AWARE OF IT AND WHERE TO FIND IT.

PLEASE NOTE:

- This guidance applies to reduced service and also pharmacy closure.
- It is extremely unlikely that the pharmacy will require emergency evacuation. You should have time to make safe arrangements, subject to Public Health England (PHE) advice.
- Close the doors to the public, being mindful to try to speak to patients safely if they present at the pharmacy before you leave.
- Put a sign in the widow stating why the pharmacy has closed and where to access the nearest pharmacy.
- Signpost, redirect or supply medicines already dispensed.
- Consider vulnerable or elderly patients, insulin dependent diabetics, epileptic patients etc., who might suffer significant harms if they miss a dose of medication. (See below for notifying prescribers)

☐ **REVIEW the PSNC emergency closure guide:**

https://psnc.org.uk/wp-content/uploads/2020/03/PSNC-Briefing-019.20-Emergency-closure-checklist-for-community-pharmacy.pdf

Patient Safety Considerations

☐ **Owings, part dispensed items and dispensed items awaiting collection or delivery**

- ☐ Can they be completed and safely delivered? If sent out for delivery, ensure that any medicines can be returned to the pharmacy if the patient is not available.
- ☐ For medicines not supplied, create a list for each GP which includes the names and address of each patient and medicines retained by the pharmacy.
- ☐ Check the fridge and Controlled Drugs cabinet for any items
- ☐ Contact the surgeries to advise of the closure and the specific patient issues. Using your NHS.mail account, email that list to the surgery **or** otherwise arrange safe delivery to the surgery if possible, without infection risk

☐ **EPS scripts**
- ☐ Make attempts to return scripts to Spine if possible
- ☐ Notify practices of the list of patients where EPS cannot be returned and advise that the patient may require a duplicate script
- ☐ Be clear that the pharmacy will be closed due to COVID and that the surgery should not send the duplicate script by EPS to your pharmacy. This may require the practice to issue a Green paper copy FP10
- ☐ Switch off EPS automatic downloads for your pharmacy or ask your system provider to switch it off

☐ **Substance misuse prescriptions**
- ☐ Attempt to notify each patient directly if possible
- ☐ Notify the local substance misuse service provider that prepares and supplies the prescriptions
- ☐ Provide each patient's details, the supplies made against the current prescription and the number of outstanding supplies for that script.
- ☐ Please indicate when the patient is due to collect next
- ☐ Advise where the patient should collect from in the meantime, if known

☐ **Closure or Reduced service delivery**
- ☐ Use of PPE and infection control
- ☐ NOTIFY the Commissioner NHSE/I as soon as practicable. Inform your situation and requirements. Local discussions and resolutions.
  - ☐ You email includes a contact number for all further contact as normal Pharmacy line may not be the appropriate route to contact the branch if closed
  - ☐ Operational impact and any mitigating actions, including:
  - ☐ Compliance with Infection Prevention and Control guidance
  - ☐ Report to CCG or NHSE/I Regional Incident Coordination Centre: england.eprrnw@nhs.net
  - ☐ Inform local prescribers / stakeholders and inform them of steps taken to mitigate risk and support patients.
  - ☐ Process for reinstating full services when safe to do so
- ☐ Update Directory of Service (DoS) or notify local DoS lead. Update NHS Website only if closing permanently or for greater than 24-hours
- ☐ Ensure patient facing communications are in place and advise on how to access services and/or of a closure e.g. pharmacy website, posters, voicemail.
- ☐ Ensure all pharmacy staff contact details are up to date and available to managers
- ☐ Have a nominated and a backup contact for staff who are contacted by 'Test and Trace'

- ☐ Ensure that all staff know that if contacted by the Test and Trace team they inform the caller that they work in a pharmacy **and** ask for the call to be escalated to someone more senior to discuss next steps
- ☐ *COVID-19: guidance for households with possible coronavirus infection*
  https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance

- ☐ *NHS test and trace: how it works*
  https://www.gov.uk/guidance/nhs-test-and-trace-how-it-works
- ☐ COVID-19 Personal Protective Equipment (PPE)
  https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/879108/T3_poster_Recommended_PPE_for_ambulance_staff_paramedics_transport_pharmacy.pdf

- ☐ Review national guidance:
  COVID-19: management of staff and exposed patients or residents in health and social care settings
  https://www.gov.uk/government/publications/covid-19-management-of-exposed-healthcare-workers-and-patients-in-hospital-settings/covid-19-management-of-exposed-healthcare-workers-and-patients-in-hospital-settings

- ☐ Ensure the team know how to order a test from the 'Test and Trace' service
  www.nhs.uk/coronavirus

Further details via:

LPC: https://lpc-online.org.uk/#

PSNC: https://psnc.org.uk/the-healthcare-landscape/covid19/

Public Health England: https://www.gov.uk/government/collections/coronavirus-covid-19-list-of-guidance

NW NHS England email contact details:

Lancashire and South Cumbria: england.lancsat-pharmacy@nhs.net

Greater Manchester: england.gmtop@nhs.net

Cheshire and Mersey: england.cmpharmacy@nhs.net

Do you have an up to date business continuity plan in place?

Have you tested your business continuity plan during Covid-19?