**Checklist for when a temporary suspension occurs**

Below is a checklist in the event of a temporary suspension which could be used to check that relevant actions are implemented, as set out in your *Business Continuity Plan for Temporary Suspensions* and can be used as evidence of what you have competed.

|  |  |
| --- | --- |
| **Completed on:** |  |
| **By:** |  |
| **Pharmacy name:** |  |

|  |  |
| --- | --- |
| **Implement your business continuity plan:** | **Tick when complete** |
| **I have notified other NHS pharmacies and NHS GP practices as appropriate.**  *Refer to your business continuity plan to see which NHS pharmacies and NHS GP practices you need to notify.* |  |
| **I have displayed the patient notice (not a requirement for Distance Selling Premises (DSP) pharmacies.**  *The notice must be in accordance with the* [***approved particulars***](https://www.england.nhs.uk/long-read/approved-particulars-community-pharmacy-displaying-notices-regarding-a-temporary-suspension/) *and must be displayed at the pharmacy premises so that it is visible from the outside. Our template poster at* [***cpe.org.uk/BCP***](https://cpe.org.uk/quality-and-regulations/clinical-governance/emergency-planning/) *complies with the requirements for use once completed and properly displayed.*  *Refer to your business continuity plan to see where the notice is displayed.* |  |
| **I have implemented the actions 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.**  *Refer to your business continuity plan to see which urgent services are being provided and the actions that need to be taken if the service cannot be provided.* |  |
| **I have implemented the actions on continuity of care for people who anticipate or are accustomed to using the pharmacy.**  *Refer to your business continuity plan to see which services are being provided and the actions that need to be taken if the service cannot be provided.* |  |
| **I have advised any other relevant parties as appropriate.**  *Refer to your business continuity plan to see which other parties e.g. local commissioners should be notified and to access their contact details.* |  |
| **I have updated the pharmacy NHS Profile Manager (specifically the Directory of Services (DoS)).**  *If you are unsure who can update NHS Profile Manager, refer to your business continuity plan to see who is named as the person who should do this.* |  |
| **I have updated the pharmacy’s website (only a requirement for DSP pharmacies)**  *Distance Selling Premises (DSP) pharmacies must provide information on the temporary suspension and its anticipated duration that is clearly visible to any user of the website when they first access the website.*  *While this is only a requirement for DSP pharmacies, it may be helpful for patients if non-DSP pharmacies also complete this action.*  *If you are unsure who can update your pharmacy’s website, refer to your business continuity plan to see who is named as the person who can do this.* |  |
| **I have notified my ICB**  *The ICB pharmacy contract team should be emailed to notify them of the closure/suspension. Contact email address can be found at:* [***england.nhs.uk/primary-care/pharmacy/pharmacy-contract-teams/***](http://england.nhs.uk/primary-care/pharmacy/pharmacy-contract-teams/)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/)**.**  *A template notification (Annex 18), which includes the required information to be emailed can be found at:* [**england.nhs.uk/primary-care/pharmacy/pharmacy-manual/pharmacy-template-forms/**](http://england.nhs.uk/primary-care/pharmacy/pharmacy-manual/pharmacy-template-forms/)  *If you are unsure who should email the ICB, refer to your business continuity plan to see who is named as the person who should do this.* |  |
| **I have contacted my ‘buddy’ pharmacy (only relevant if you have one – this is not a Terms of Service requirement).**  *Refer to your business continuity plan to see if your pharmacy has an agreed buddy and their telephone number.* |  |
| **Actions for dealing with urgent prescriptions, NHSmail and EPS nominations:** | |
| **I have identified any ‘urgent’ prescriptions which are awaiting dispensing, collection, or delivery and taken appropriate action.**  *For example, acute prescriptions for antibiotics or analgesics. Consider whether it is possible to dispense these and deliver them to the patient or have them ready for collection by the patient (having contacted the patient to let them know of the closure) or ask the patient if they would like to collect the prescription from another pharmacy.*  *Refer to your business continuity plan to see any additional details on how to manage this type of situation.* |  |
| **I have checked our NHSmail shared inbox for any urgent emails that require attention and have set an ‘out of office’ message.**  *The inbox owner/administrator should set an ‘out of office’ message on the shared inbox so that everyone is aware that the pharmacy is closed. If the owner/administrator of the shared mailbox is unavailable, email the NHSmail Pharmacy Admin team (pharmacyadmin@nhs.net) from any of the email addresses that are linked to the shared mailbox and request that they add a message on your behalf.* |  |
| **I have returned any EPS prescriptions, which have not yet been dispensed to the Spine.**  *This should include any batches of electronic Repeat Dispensing (eRD) prescriptions which have not yet been dispensed. Your system supplier may be able to support you with returning appropriate scripts to the Spine. The more you can do before leaving the pharmacy, the easier it will be for your patients to continue to obtain their medicines while the pharmacy is temporarily closed.* |  |
| **I have considered appropriate action for patients with EPS nominations**  *Depending on the potential duration of the closure/suspension, consider whether you need to let certain nominated patients know about the pharmacy closure/suspension. Nominations are set for patients against a pharmacy’s ODS code. If you use the EPS ‘automatic prescription download’ feature in your PMR system you may be able to switch it off yourself; if not, your system supplier should be able to help you turn off this feature.* |  |

Complete any further actions in accordance with your business continuity plan.