

Appendix 1



Royal
Pharmaceutical
Society
of Great Britain



EXAMPLE TEMPLATE FOR SERVICE CONTINUITY PLANS

Community pharmacies offer a wide range of important services to patients and the general public. Table 1 features a list of the services that this pharmacy provides in order of priority.

In the event of an emergency or service disruption this pharmacy will endeavour to maintain services at acceptable standards. Should this not become possible, the pharmacist on duty will decide which priority services must be continued and which can be reduced or suspended.

Any decisions made to reduce or stop services must be reported to the Lead Pharmacist in the PCO (insert relevant PCO contact)

Table 1 Example:

Essential services
<ul style="list-style-type: none">• Full dispensing service• Public Health service• Minor Ailment Service (Scotland only)
Repeat dispensing service
Medicines Use Reviews
Enhanced Services
<ul style="list-style-type: none">• Daily dispensing and supervised administration of methadone / buprenorphine• Minor Ailment Service• Needle exchange• Services to Care Homes• Rota and Urgent Care• Compliance aids• Model schemes
<ul style="list-style-type: none">• Over the Counter (OTC) sales

(Add all the core and enhanced services you provide in priority related to patient need)

1. Loss of main pharmacy building

If the pharmacy building is uninhabitable for any reason the services will be provided in suitable alternative premises. If the pharmacy is located within a shopping centre/mall, alternative premises may need to be found outside the mall if the entire area is affected. Any relocation requires approval by the RPSGB and by the PCO under the current NHS regulations governing the provision of pharmaceutical services.

The options open to this pharmacy are:

(Insert the options. These may include arrangements within the community; arrangements to hire Portakabins including where they would be located and how utilities would be

supplied; arrangements with other pharmacies / practices etc. If the building is not owned by the pharmacy then there may be a responsibility for the owner / landlord to provide alternative accommodation)

2. Failure of IT systems

Should the IT system or any stand alone computer fail, the staff will change to a paper back up system to capture important data so this can be recorded onto the electronic system retrospectively. Templates for recording information when the system is unavailable include (enter details) and can be found (enter details)

[Think of all the data that you input, where there is a need to capture this information while the system is unavailable, produce a template and have these available in a designated place. Also consider sales data if the tills are not working]

Dispensing Labels

Labels will need to be hand written if these cannot be printed. A typewriter could be considered as a backup. All required cautionary labels still need to be included.

Loss of hardware or software

If the pharmacy experiences loss of either a computer or software through theft or damage (insert designated post within pharmacy) will contact (insert systems provider help line and hardware supplier).

Protection of computers/servers

During periods of extreme heat ensure that computers/servers are maintained at a temperature that will not cause overheating and subsequent failure.

3. Failure of telecommunications

The telephone system is rented from/provided by/maintained by (insert name of provider and contact details). The telephone lines are supplied by (insert name and contact details) - any fault with the line should be reported to them. If no line fault is identified then contact should be made with the system provider.

If the system is dependent on electricity, check the supply. If found to be an electrical problem, follow the instructions for loss of electricity.

If the land line fails, all incoming calls should be redirected to (insert designated mobile phone). This will require dedicated manning.

4. Failure of electricity supply

The electrical fuse box for this pharmacy is located (insert location of fuse box).

In the event of failure in the electricity supply, our supplier is (insert supplier) and their emergency contact number is (insert emergency contact).

The name and contact details of an emergency electrician are (insert name and contact details).

Emergency torches are stored in (it is recommended that you have a store of torches both hand and head mounted, with spare batteries).

Emergency generators can be obtained from (insert supplier).

In the event of a power failure, first check the trip switches in the fuse box. If this does not rectify the fault, contact the supplier and report the failure. For planning purposes, ask if they are able to give an estimated length of time the power will be off for.

A decision should be made as to whether the pharmacy business can be continued safely, or if relocation to an alternative site will be required to maintain the service.

Contact the PCO on (insert contact) to advise that you have a power failure affecting the pharmacy and what business continuity measures you are putting in place to maintain service.

If it is an electrical fault within the pharmacy contact (insert name and contact details of your chosen electrician or if the premises are rented this may be the responsibility of the landlord).

The systems and appliances that may be affected during a power failure are:

- Lighting
- IT System
- Telephones
- Heating and air conditioning
- Refrigerators
- Diagnostic equipment
- Alarm systems

Each of the above will require specific consideration and you should follow the relevant plan for that system.

Clinical refrigerators – if failure is for a significant period, and likely to be detrimental to the contents of refrigerators, these should be checked and any temperature critical drugs relocated to (insert contingency arrangements) to ensure maintenance at an optimum temperature. Try to minimise the need to open the refrigerator whilst the power is off in order to try and maintain the internal temperature. The NPA Information Department can provide information on stability of medicines stored outside recommended temperatures for various periods.

Heating - If heating loss occurs, assess the effect of the failure related to time of year and general overall temperatures, including forecast temperature. If it is felt that the pharmacy's business will be affected by loss of heating contact (if the premises are rented contact the landlord / owner to request they provide alternative heating), or if the premises are owned by the pharmacy contractor (insert contact of companies within the area who hire out portable heating appliances NB these will need to run off gas cylinders). Assess the risk to staff required to work in such conditions.

Computers - During a mains electrical failure please switch off the computers and EPOS tills to prevent damage from a power surge when the power is restored. This protection may already be built in to the system.

Diagnostic Equipment - If such equipment is entirely dependent on mains electricity, consider the implications of not being able to provide this facility as part of your normal service. If equipment has internal re-chargeable batteries, ensure you know the length of time the equipment can be used between charging periods. See Table 2

Table 2 (insert equipment)

Equipment	Internal Batteries Yes/No	If Yes duration/times it can be used

5. Failure of Gas supply

The gas shut off valve for the pharmacy is located (insert the location).

If there is a failure in the gas supply, contact (insert the emergency contact) to report the failure and to request if the supplier is able to give an estimate of the length of time it will be off to assist with planning.

If heating loss occurs, assess the effect of the failure related to time of year and general overall temperatures, including forecast temperature. If it is felt that the pharmacy’s business will be affected by loss of heating contact (if the premises are rented contact the landlord / owner to request they provide alternative heating), or if the premises are owned by the pharmacy contractor (insert contact of companies within the area who hire out portable heating appliances NB these will need to run off gas cylinders or electricity). Assess the risk to staff required to work in such conditions.

Insert contact details for CORGI-registered heating engineer or British Gas service contract number.

6. Failure of Water supply

The mains water supply shut off valve within the pharmacy is located (insert location) and the mains water stopcock external to the pharmacy is located (insert location).

The water supplier for this pharmacy is (insert name of supplier), and their emergency contact number is (insert emergency number).

For internal plumbing emergencies contact (if the premises are rented this may be the landlord or owner and not the name and contact of your designated plumber. NB: make sure they can respond to emergencies or have cover when they are away).

In the event that water supply fails assess the impact on the premises. Consider:

- Toilets
- Hand Hygiene

- Drinking water
- Heating systems
- Reconstitution of medicines, e.g. antibiotics

Toilets - If toilets are likely to be unavailable for a significant length of time arrange for alternative options, including access to facilities within the neighbourhood or arranging for the hire of portaloos (insert name and contacts of hire companies).

Hand Hygiene – ensure that alternative hand cleansing materials are available e.g. hand gels that do not require water.

Drinking Water - Ensure that the pharmacy has a store of bottled drinking water (insert storage location) and water to reconstitute antibiotic mixtures for use in an emergency situation. (insert post) will be responsible for monitoring the expiry dates and replenishing stocks.

7. Fuel Shortages

In the event of a fuel shortage the ability to maintain services may be affected either by staff being unable to carry out services such as delivery of medicines, home visits, or being unable to travel to the pharmacy.

Each PCO will have a fuel crisis contingency plan, which will be integrated with the multi agency plans. The arrangements for obtaining fuel supplies in these circumstances should be communicated by the PCO.

8. Disruption to supplies

During a major emergency there may be interruptions in the supply of consumables and equipment required by the pharmacy. This may be due to a primary cause of an incident, e.g. a supplier factory fire, or disruption to the transport network such as in a fuel crisis.

In such an event, the (insert post) will be responsible for assessing the impact on the business of the pharmacy.

If there is a need to obtain supplies from another source the options are:

- Mutual aid from another pharmacy or the PCO.
- From the hospital pharmacy network co-ordinated by the PCO.
- Contact another supplier. (list all your suppliers and alternative suppliers in Annex A)

(Insert any mutual aid arrangements with other practices / PCT)

9. Fire

On discovering a fire or on suspicion of a fire, i.e. smell of burning, smoke, smoke alarm etc, raise the alarm by (insert alarm operation) and call 999, clearly stating the full address of the premises and the type of emergency.

In the event of the fire alarm sounding this will be a (insert fire alarm sound and type, e.g. siren/bell etc). All staff have a responsibility to evacuate the premises ensuring that all customers are assisted via the identified fire exits (see table 3). All persons will

congregate at the fire evacuation assembly point (insert designated assembly point), where the (insert post title) will check that all persons have been evacuated.

If you suspect that there are persons still inside do not re-enter the premises.

On arrival of the Fire and Rescue Service (insert post) will greet them and give the following information:

- Location of fire or suspected fire
- Persons suspected of still being inside, with possible location
- Location of any inflammable materials
- Plan of interior of the premises (if available. It may help to have this available)

The exits are located:

Table 3

Area of premises	Nearest identified Exit

10. Staff Shortage

There may be occasions when individual staff members may be incapacitated for a variety of reasons. Their absence will have a varying effect depending on the role they play. In some cases these roles can be covered by other staff by ensuring that knowledge and skills are shared between groups of staff. Other roles may be highly specialised and cover will need more thought and planning especially if a service depends on that person alone.

There may also be a scenario when several members of staff are all incapacitated at the same time such as in an influenza pandemic situation or during severe adverse weather conditions.

On discovering that there will be a staff shortage inform (insert post) who will be responsible for assessing the impact on the business of the pharmacy and the contingency to be employed to maintain continuity of service.

Options available:

- The absence of staff for a short period does not have a significant impact on the business of the pharmacy – monitor the situation only.
- The absence of staff will have direct impact on the front line services/ business of the pharmacy - divert workload to or between other staff that are capable of covering.
- The absence of staff will have a direct impact on the front line services/ business where there is no other employee who is able to cover the role(s). Seek appropriate bank / agency staff to cover.
- The impact of one or a number of staff being incapacitated is such that the pharmacy is unable to continue services - (insert post) will be responsible for assessing the capabilities of the pharmacy and possibly which services will be

reduced (see list of services in priority above) or through mutual aid arrangements be diverted to other pharmacies. (If you are going to invoke mutual aid arrangements with other pharmacies these will need to be pre-arranged, insert these arrangements) Withdraw non-essential services with agreement of the PCO / Head Office.

If there is any reduction in patient services, (insert post) will contact the PCO to inform the Lead Pharmacist's office on (PCO to insert contact) of the situation as soon as possible.

11. Mutual Aid Arrangements with other Pharmacies

(Insert arrangements with other pharmacies, including contacts)

12. Communicating with Customers

In the event that a business interruption is so severe that alternative arrangements for the provision of care need to be communicated to the customers of the pharmacy, this should be done in collaboration with the PCO.

In the event that support from the PCO is required in publicising the alternative arrangements (insert position) will contact (insert PCO contact) at the earliest opportunity to allow sufficient time to communicate changes to customers.

Where customers' prior awareness of contingency planning would be helpful to mitigate the effects of business interruption, the plan should be incorporated into a patient information leaflet for customers within the pharmacy.

It is important to keep customers informed of the situation during any period of business interruption; the aim of the pharmacy will be to reassure the customers with regular updates on the progress being made in returning to normality.

Annex A - Contacts List

Activation of the Plan

Primary	<i>(Position or Name)</i>	<i>(Contact Details)</i>
Deputy		

Staff Contacts

Name	Position	Contacts

(add rows as required)

PCO Contacts

Reason for contact	Department	Contacts
Emergencies		

Utilities / Services Contacts

Service	Provider	Contacts
IT systems		
Telecommunications		
Electricity		
Gas		
Water		

(add rows as required)

Tradesmen

Trade	Provider	Contacts
Electrician		
Plumber		
Heating Engineer		
Builder		

(add rows as required, you may want to list more than one contact for each trade)

Other Pharmacies with whom we have mutual aid arrangements

Mutual aid available	Pharmacy	Contacts

(add rows as required)

Suppliers of products / drugs etc

Product	Supplier	Contacts

(add rows as required)

Thanks go to the following organisations who have assisted with the development of this template:

- NHS Clinical Governance Support Team
- Barry Newell, Emergency Planning Manager, West Sussex PCT
- Surrey PCTs
- National Pharmacy Association