

**\*\*Sent to all North Yorkshire & Humber Community Pharmacies including Regional Contacts on 11/11/20\*\***

Dear Pharmacy Colleague,

We would like to thank you for all your work over the past months and for your continued work to ensure that patients have access to local services.

This email is to provide further detail on the section in the latest Pharmacy SOP regarding the operating Model (detailed in Section 5.1, pages 6 – 8 in the attached SOP document).

We continue to monitor the local situation across the North Yorkshire & Humber region and to ensure national guidance is applied. We recognise the challenges you continue to face and are seeking to take a pragmatic approach to managing any changes to opening hours. Please ensure that you communicate with us any concerns regarding opening hours as early as possible, so that we can work to plan services and ensure you are supported locally.

Should you have a requirement due to concerns over safety or efficacy of service delivery, at times of extreme pressure, require to implement the SOP allowance to work behind closed doors or to apply to amend your opening hours or temporarily close, the following processes should be undertaken:

### **WORKING BEHIND CLOSED DOORS FOR ONE DAY**

If you think you need to implement behind closed doors working allowance **for one day only – NO prior consent from the North Yorkshire and Humber NHS England & Improvement Team needs to be obtained in advance.**

***However the following points should be followed-***

- This decision is a Professional Decision taken by the Responsible Pharmacist, and should be regarded as such, with the decision and the reasons behind this decision recorded (where possible on the Responsible Pharmacists Log)
- The Responsible Pharmacist should contact NHS England by emailing the North Yorkshire and Humber generic inbox to inform us that this action has been taken with a brief description of the reasoning and circumstances – [england.pharmacyreturns@nhs.net](mailto:england.pharmacyreturns@nhs.net) - this is in order for NHS England to record these amendments to contractual arrangements and monitor provision of services across our areas.
- Your Superintendent Pharmacist / Area Manager etc should be contacted and informed of this decision to allow them to support you to resolve the concerns
- You **MUST** maintain access for patients as detailed in the SOP and ensure there is information available to patients as to how to do this
- The allowance is only for a **maximum** of up to two and a half hours per day and must be utilised within the guidance below

- **This is to allow the pharmacy to continue to provide services behind closed doors and not to facilitate a cessation of all services during that period**

**WORKING BEHIND CLOSED DOORS FOR MORE THAN ONE DAY** – (word document attached)

If the Responsible Pharmacist determines that the working behind closed doors may be required to be enacted **for a period of more than one day - prior consent from North Yorkshire and Humber NHS England & Improvement Team needs to be obtained in advance.**

***The following points should be followed-***

- This decision is a Professional Decision taken by the Responsible Pharmacist and should be recorded as a professional decision with the reasons behind this outcome recorded
- The Responsible Pharmacist should **APPLY to NHS England for consent** to take this action using a Temporary Opening Hours Application Form (as attached) detailing that you need to enact the “Working Behind Closed Doors” policy . This can be emailed to the generic inbox to inform us that this action is required and why. Please mark your email with the title “URGENT – Working behind closed doors policy application” [england.pharmacyreturns@nhs.net](mailto:england.pharmacyreturns@nhs.net)
- Your Superintendent Pharmacist / Area Manager etc should be contacted and informed of this decision to allow them to support you to resolve the concerns
- You **MUST** maintain access for patients as detailed in the SOP
- The allowance is **ONLY** for a maximum of up to two and a half hours per day and must be utilised within the guidance below
- This is to allow the pharmacy to continue to provide services behind closed doors and not to facilitate a cessation of all services during that period
- NHS England will determine the date period within which these actions can be taken after which the pharmacy must revert to normalised working patterns and hours or submit a further application.

***Where a pharmacy needs to work behind doors closed to the public it can do so for up to 2.5 hours a day before 10am, between midday and 2pm or after 4pm.***

***100-hour pharmacies needing to work behind closed doors due to extreme pressure, can do so before 10am, between midday and 2pm or after 6pm.***

### **TEMPORARY SUSPENSION OF SERVICE (UNEXPECTED CLOSURE)**

If you have a **Temporary Suspension of Service** for circumstances outside of your control – e.g. Responsible Pharmacist calls in sick or Locum Pharmacist is delayed, etc please continue to inform NHS England via an planned temporary suspension of services form or sending the necessary details via email to [england.pharmacyreturns@nhs.net](mailto:england.pharmacyreturns@nhs.net)

**APPLICATION TO TEMPORARILY AMEND OPENING HOURS OR CLOSE A BRANCH TEMPORARILY-(Sch 4 Paragraph 27)** – (word document attached)

If you need to apply for a **Temporary Amendment to Contractual Opening Hours or Temporary Closure**

- Please complete a Temporary Opening Hours Application Form (as attached) and apply to NHS England fully detailing the circumstances via [england.pharmacyreturns@nhs.net](mailto:england.pharmacyreturns@nhs.net) within 24 hours
- NHS England will consider the application and inform you of their decision.
- If the application is refused the pharmacy must revert to full contractual hours immediately.
- If you are considering applying for, or have an approval to temporarily close a pharmacy, you should follow the PSNC guidance document <https://psnc.org.uk/wp-content/uploads/2020/03/PSNC-Briefing-019.20-Emergency-closure-checklist-for-community-pharmacy.pdf>

**IN ANY OF THE CIRCUMSTANCES ABOVE - PLEASE ENSURE YOU AMEND YOUR DOS PROFILE VIA THE DOS UPDATER – see appendix A in attached Pharmacy SOP**

If you are unsure as to any of the above please contact NHS England [england.pharmacyreturns@nhs.net](mailto:england.pharmacyreturns@nhs.net) or your Local Pharmaceutical Committee (LPC) who will be able to provide advice.

Link to PSNC Guidance:

<https://psnc.org.uk/our-news/temporary-closures-during-the-covid-19-outbreak/>

Attached for your convenience is:

- Covid-19 Pharmacy SOP – Oct 2020
- Schedule 4 Paragraph 27 application form - pertaining to the SOP working behind closed doors and temporarily amending opening hours or to close pharmacy

Kind regards,

**Fi**

Business Support Officer  
Primary Care Team

NHS England and NHS Improvement North East and Yorkshire (North Yorkshire & Humber)

Help us help you  
get the treatment  
you need.

