




Devon LPC
Business Continuity Information

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<p>This informal briefing gives links to online resources that will help with business continuity in the event of something disrupting business-as-usual at a pharmacy and includes contact numbers for safeguarding, local authorities and CCGs alongside links pharmacists should use to notify NHS England in the event of unplanned closures or amended opening hours. <i>If possible, please also communicate closure or other changes with your local practices and other relevant bodies i.e. CCG or Local Authority</i></p>	
CCG	<p>https://devonlpc.org/nhs-england/ https://devonccg.nhs.uk/</p>
Local Authorities in Devon	<p>Devon – Main Contact: Public Health Contracting Tel: 01392 383000 (ask for Public Health) Email: Publichealth-mailbox@devon.gov.uk </p> <p>Torbay – Main Contact: Ian Tyson Tel: 01803 207314 Email: publichealth@torbay.gov.uk </p> <p>Plymouth – Main Contact: Public Health Service Contracting Tel: 01752 398606 Email: odph@plymouth.gov.uk </p>
NHS England Area Team	<p>For all enquires please email: england.pharmacysouthwest@nhs.net (primary contact) NHS England and NHS Improvement – South West Peninsula House, Kingsmill Road Tamar View Industrial Estate Saltash, PL12 6LE Tel: 01138248842 (for urgent enquiries) Pharmacy contract manager: Jenny Collins</p>
Local NHS Digital Lead	<p>NHS Digital enquiries email which will then signpost you to the correct person. enquiries@nhsdigital.nhs.uk</p>
Local Registration Authority Smartcard coordinator	<p>For any Smartcard related requests, such as a new user, replacement Smartcard or change of location Email: d-ccg.smartcards@nhs.net</p>

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Local GP surgeries	https://www.nhs.uk/service-search/GP/LocationSearch/4
Other local pharmacies	<p>https://www.nhs.uk/service-search/find-a-pharmacy/.</p> <p>To find pharmacies in your PCN area : https://devonlpc.org/primary-care-networks/</p>
Local Safeguarding Contact details	<p>If you are concerned about a child or young person in Devon and want to speak to someone, contact Multi-Agency Safeguarding Hub (MASH) on 0345 155 1071 or email mashsecure@devon.gov.uk and give as much information as you can.</p> <p>Concerns regarding adults - 0345 155 1007 or email csc.caredirect@devon.gov.uk.</p> <p><u>Torbay</u> Concerns regarding adults - https://www.torbayandsouthdevon.nhs.uk/services/safeguarding-adults/ Concerns regarding children - http://torbaysafeguarding.org.uk/</p> <p><u>Plymouth</u> Concerns regarding adults - https://www.plymouth.gov.uk/adultsandchildrensocialcare/adultcareandhealth/adultsafeguarding Report adult abuse or neglect - https://www.plymouth.gov.uk/reportabuse Report child abuse or neglect - https://www.plymouth.gov.uk/schoolseducationchildcareskillsandemployability/childrenfamilieschildcareandearlyyearstrainingandsupport/reportchildabuseorneglect</p> <p>If a child or adult is at immediate risk contact the police on 999.</p> <p>Advice on when to suspect child maltreatment: http://www.nice.org.uk/guidance/cg89 http://devonlpc.org/pharmacy-resources/document-library-n-z/safeguarding-children/ https://www.devonsafeguardingadultspartnership.org.uk/</p>
Local policies on unplanned closures or amendment of opening hours	<p>In the event of an unplanned closure, all contractors should immediately complete the 'reporting an unplanned closure' service on PharmOutcomes. If possible, please also communicate closure or other changes with your local practices and other relevant bodies i.e. CCG or Local Authority</p> <p>Once full pharmaceutical services have resumed the 'pharmacy reopening' service form should be completed.</p> <p>https://pharmoutcomes.org/pharmoutcomes/</p> <p>The forms can be found under the 'services' tab under 'reporting an unplanned closure'.</p> <p>Changes to core & supplementary opening hours, and planned suspensions of service provision – email england.pharmacysouthwest@nhs.net</p>