



Community
Pharmacy
Scotland

Community Pharmacy Adverse Event and Winter Planning

~~Plan A~~
Plan B



Welcome to Adverse Event Planning

This document has been produced by CPS, with support from our Short Life Working Group of Council Members, our CPS User Groups and Primary Care Colleagues.

We appreciate you will have information and business continuity plans in your own pharmacies. The intention of this document is to provide support, signposting to guidance and general hints & tips and information for working through adverse events and sharing best practice from across Scotland.

All being well, you will not need to use this information often, however, if you do, we hope you will find this useful.

Please send us any additions and feedback you have on the content to [CPS Enquiries](#).

Hints and Tips for Travelling in Adverse Weather

Here are some links to advice from Traveline and Traffic Scotland and Police Scotland– you probably know most of this already, but it is worth a read.

Visit [Traveline Scotland](#) to plan your journeys on foot, by public transport or car. You'll find helpful information on transport operators and downloadable timetables.

[Traveline Scotland](#) and [Traffic Scotland](#) can also keep you up to date on any issues on the roads, so you can plan in extra time to make your journey, or change your route to minimise the stress of winter travel.

In preparation for adverse weather it is a good idea to give your vehicle a check over so it is fit and ready. Check that your brakes, tyres, lights, batteries, windscreens, and wiper blades are in good condition and well maintained. Make sure that your windscreen wash is topped up – it might be a good idea to keep some spare in the car too.

[Police Scotland](#) have lots of great information on keeping your car ready for winter, suggestions of emergency kit items you could keep in your car, and winter driving advice. They also have some brilliant advice to help keep cyclists and pedestrians safe when they are out and about in poor weather and dark mornings and evenings.

Groups

CPS WhatsApp Group




We have a WhatsApp Group for monitoring resource.

The purpose of the group is to be able to quickly highlight areas where there is no pharmacist resource and areas where there may be surplus to support achieving a pharmaceutical service in as many areas as possible. All pharmacies need to be clear on what their requirements are of any pharmacist working in their pharmacies regarding PI Insurance, SOPs, PVG etc. If you need further information or advice about the WhatsApp group get in touch with [Amanda](#).

CPS and Primary Care Lead Group

CPS and the Primary Care Leads from the 14 NHS Boards have a mailing list set up for similar comms to the What's App Group.

Suggested Actions for Community Pharmacies

-  Ensure team members have copies of any Business Continuity Plans available wherever appropriate for reference. Note, this should include how to access these if the pharmacy cannot be reached/opened.
-  Ensure teams can access useful telephone numbers, including Health Board Contacts (see below)
-  Professional to Professional Phone Numbers

Wholesalers, GPhC and RPS

Wholesalers

Will send their own comms directly to their customers.

GPhC and RPS

Will send comms directly to members and on their websites.

Hints and Tips for Medicine Supply

Emergency Supplies

Community Pharmacy Unscheduled Care (CPUS)

For patients registered with a GP in Scotland, the [NHS Scotland Unscheduled Care PGD](#) should be used where appropriate to make a supply of medication where the patient has run out. Be sure to read and sign up to the [latest version](#) of the PGD – there are now very few circumstances under which a supply should be refused (however professional judgement should still be applied!). The medication in question no longer has to be on repeat for the patient to access this service, nor does their doctor's surgery have to be closed.

Remember – often the only alternatives for patients who do not receive a supply are to go without treatment or to access NHS24, who are also likely to be extremely busy during adverse weather events.

Certain drugs are excluded from this type of supply and are detailed in the PGD.

Other Emergency Supplies

If the patient is not registered with a GP in Scotland, in an emergency and under certain conditions, a pharmacist working in a registered pharmacy can supply POMs to a patient without a prescription if a request is made by the patient or a prescriber. Full details are available in the [RPS Medicines, Ethics and Practice](#).

Unplanned Community Pharmacy Closure

Emergency Supplies (continued)

Overseas Patients

EEA and Swiss patients can be given emergency supplies at their own request or the request of the doctor or dentist. Emergency supplies are not allowed for schedule 1, 2 or 3 CDs (including phenobarbitone for epilepsy). Supplies of schedule 4 and 5 CDs are permitted for up to five days' treatment.

Patients from outside the EEA and Switzerland cannot be given emergency supplies and should be directed to appropriate medical services.

Health Services for Overseas Patients Guidance on NHS services and charges for overseas visitors can be found on the Scottish Government website.

www.gov.scot/Topics/Health/Services/Overseas-visitors

NHS Inform have a useful leaflet which explains what NHS healthcare services are available to people holidaying in the UK and what services may be liable to charge

<https://www.nhsinform.scot/care-support-and-rights/health-rights/access/healthcare-for-refugees-and-asylum-seekers-and-overseas-visitors#tourists-and-holidaymakers>

Unplanned Community Pharmacy Closure

It is recognised that due to exceptional circumstances out with your control you may have to close your pharmacy for a portion of the day.

It is essential that if the pharmacy is unexpectedly closed for more than 30 minutes you inform your NHS Board of this closure, and the reason for this closure.

Whilst we would not anticipate that this happens regularly, in the instance that you are in one of the following situations, please follow the advice below.

Situation: Unable to open the pharmacy at the start of the day

Actions Required

- Inform your NHS Board pharmacy team
- Inform local GP surgeries that you are unable to open
- Inform local Community Pharmacies that you are unable to open
- If there is a member of staff in the pharmacy, display a sign on the window signposting patients to the nearest open pharmacy
- Use your individual business continuity plan to ensure that all instalment and dosette patients are informed and have arrangements made for their medications
- Discuss with your Pharmacy Superintendent/line manager/business owner.
- Follow any instructions your NHS Board has sent to you (some have issued templates for display in CPs when closed).

Unplanned Community Pharmacy Closure (continued)

Situation: Pharmacy has been open but is closing early OR pharmacy closed for portion of the day

Considerations



Before informing NHS Board of an early closure, please consider the following:

- Have all ORT patients had their dose for the day? If no, every effort must be made to contact the patient. If you are unable to contact the patient, the prescriber must be informed that the patient has not collected their medication for that day.
- Have all of the day's instalment prescriptions (including dosette trays) been collected/delivered or patients been notified of the period of closure?
- Which other community pharmacies in the area are still open? Does this provide an adequate pharmaceutical service?
- Have you informed the local GP surgeries of closure?

Actions Required



- Inform your NHS Board pharmacy team
- Inform local GP surgeries that you are planning to close
- Inform local Community Pharmacies that you are planning to close
- Inform prescribers of any ORT patients who have been unable to collect their daily dose ahead of closure
- Display a notice on the window signposting patients to the nearest open pharmacy
- Discuss with your Pharmacy Superintendent/line manager/business owner.
- Follow any instructions your NHS Board has sent to you (some have issued templates for display in CPs when closed)

Unplanned Community Pharmacy Closure (continued)

Situation: Pharmacy is unable to open OR is closed for a portion of the day at the weekend

Actions Required 

- All actions as above

Contact details for NHS Boards

Ayrshire & Arran	m.scott@aapct.nhs.uk
Borders	communityPharmacy.Team@borders.scot.nhs.uk
Dumfries & Galloway	catherine.smith4@nhs.net gordon.loughran@nhs.net
Fife	fife-UHB.pces@nhs.net 01592 226930 nhs24providerupdates@nhs24.scot.nhs.uk
Forth Valley	Carol Droubay 01786 457231
Grampian	Pharmacy medicines Unit: nhsg.pmu@nhs.net 01224 556527 Primary care contracts: nhsg.pcctpharmacy@nhs.net 01224 556467
GG&C	janine.glen@ggc.scot.nhs.uk 0141 201 6049 alan.harrison@ggc.scot.nhs.uk 0141 201 6051
Highland	high-uhb.cpsoffice@nhs.net
Lanarkshire	george.lindsay@lanarkshire.scot.nhs.uk 01698 858128 mailto:george.lindsay@nhs.net
Lothian	HUB.LUCS@nhslothian.scot.nhs.uk nhs24providerupdates@nhs24.scot.nhs.uk
Orkney	tbc
Shetland	tbc
Tayside	Rebecca Jacques: rebeccajacques@nhs.net 01382 424027 Fiona Gordon: 01382 424114 (internal 71114) Fax: 01382 424192 fiona.gordon5@nhs.net
Western Isles	tbc

Useful Information Sources

Community Pharmacy Scotland

CPS Website www.cps.scot
Telephone 0131 467 7766

General Pharmaceutical Council

GPhC Website www.pharmacyregulation.org