# PharmOutcomes®

# **Operational Status Reporting**

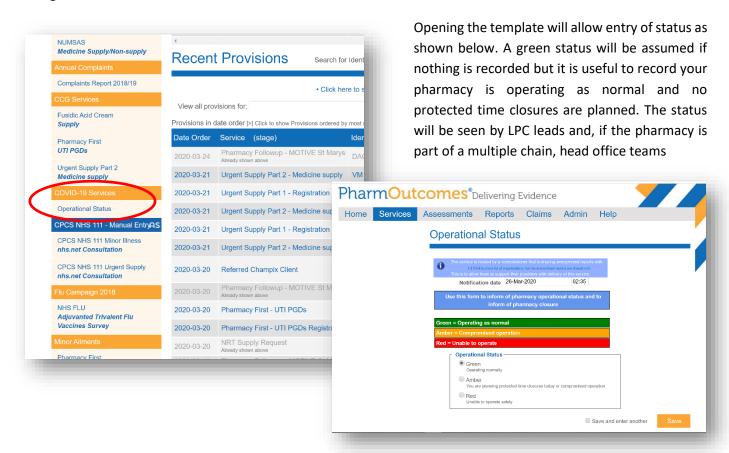
Reporting operational difficulties and closures



Following publication of the COVID-19 SOP for community pharmacy Pinnacle Health has made available an operational status reporting tool for pharmacy teams to record difficulties with operation and closures. This information if recorded daily can be used to inform local LPC leads of service availability and issues such as supply chain problems and surgery closures. This information is invaluable at this challenging time.

### **Recording Operational Status**

The template works on a simple RED, AMBER, GREEN principal. You will find the template on your services tab under heading COVID 19 services





## Reporting operational difficulties and closure

### Recording an AMBER status

Record an AMBER status if you are experiencing operational difficulties. Operational difficulties can arise due to any

Operational Status Amber
You are planning protected time closures today or cor Please let us know what has caused your operational problems? -Please tick ALL that apply Increased pressure Local surger closed

Local pharmacy closed Reduced wholesaler delivery frequency ■ Wholesaler credit limit reached All suppliers out of stock of more than 40 key dispensing lines Quota limits reached on more than 10 lines Staff daily hours significantly reduced Prescription numbers significantly increased By more than 10% GPs have increased period of treatment ☐ Significant number of dispruptive or abusive patients Other Is the pharmacy operational but closing its doors to the today at any times for protected time in line with vised COVID-19 SOP? Closures planned? Yes No Additional feedback

number of factors and the user can record more than one factor by ticking multiple boxes here.

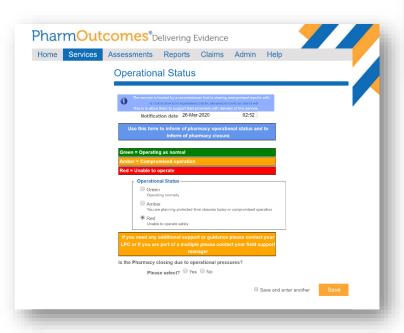
The recently published COVID 19 SOP for community pharmacy allows for up to 2.5 hours of protected time each day where the pharmacy can close its doors to the public to catch up – See PSNC website for more details.

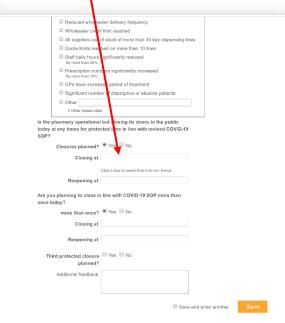
You can record planned protected time here and this again will inform LPCs and pharmacy head offices if appropriate. Up to three planned protected time closures can be recorded

Save and enter another

## Recording a RED Status - Pharmacy Closure

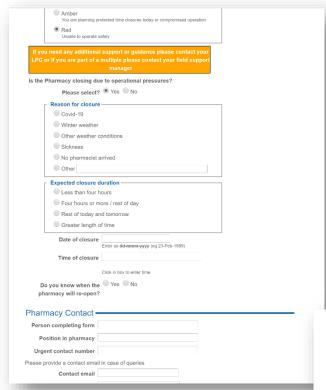
Record a RED status if the pharmacy is closing







If the pharmacy is closing because it can no longer operate safely, a closure notice must be sent to the regional NHS England team and the Directory of Services (DOS) team must be informed. You can generate a closure notice by completing the template after recording the pharmacy is closing. All of the information requested here is in line with

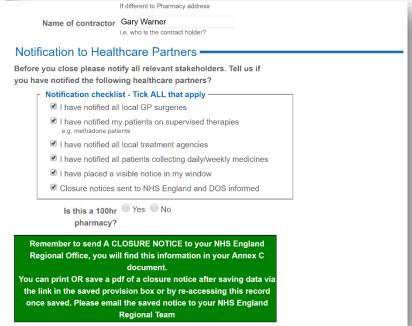


Tick the boxes to show actions completed. These will prepopulate the closure form to reflect the actions carried out before closure. Annex 14 of the pharmacy manual - Reporting an unplanned closure.

Complete all fields including information on time of closure and, if you know it, the planned date and time the pharmacy will reopen.

The last part of the template is an aid memoire list of actions you should consider before closing such as:

- i. Informing the local GP practices
- ii. Notifying patients collecting methadone
- iii. Notifying local treatment agencies
- iv. Notifying patients collecting daily pick ups
- Place a visible sign in the pharmacy window ٧.
- Inform NHS England and the DOS team vi.



When the form has been saved, a link to the

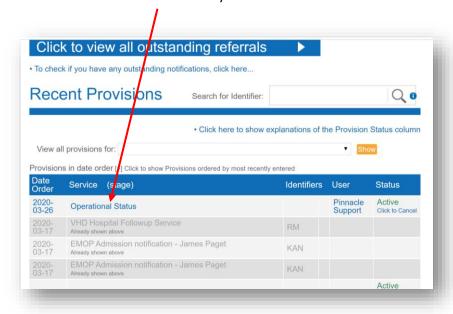
closure notice will be visible in the green confirmation box. Click the link to print or save the form as a pdf for onward

submission to NHS England. Refer to your "Annex C" information regional office contact information

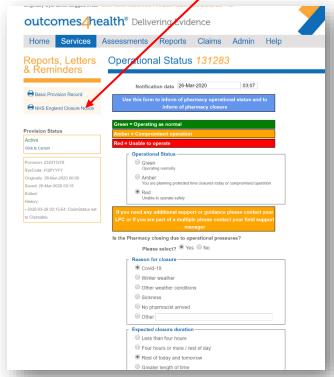
<ul> <li>Operational Status provision successfully entered and saved</li> </ul>			
• The following system generated provision report letters are available     ■ Basic Provision Record     ■ NHS England Closure Notice			
Provide Services	Provision List Options  Show patient identifiable details		
Click here to show all accredited services including ones that are normally hidden	Received Referrals Service (stage)	Identifiers User	Status Pending Referral



The closure notice can also be accessed from the saved record if you progress past the stage shown above. Access the saved record from the service history



The closure notice link appears in the left-hand side bar, click to open and save or print. Submit the form to your Regional NHS England team by email or other means.



If your pharmacy re-opens before the reported date and time re-access the template and record a green status.

