

NHS England - South (Wessex)  
Oakley Road  
Southampton  
Hampshire  
SO16 4GX

## To Community Pharmacies in the Wessex area

27 November 2018

Dear Colleague

### **RE: Signposting patients to an alternative pharmacy when closed**

Following a review across NHS England South, it has been identified that not all pharmacies in the region have notices displayed providing information to patients of other pharmacies that are open when they are closed.

The NHS Pharmaceutical Services and Local Pharmaceutical Services Regulations 2013 as amended schedule 4, part3, paragraph 23(4)(b) states:-

“at times when the premises are not open, a notice based on information provided by the NHSCB, where practicable legible from outside the premises, specifying—

the addresses of other NHS pharmacists and the days on which and times at which drugs and appliances may be obtained from those addresses, and

the addresses of LPS chemists in the area, the type of local pharmaceutical services which those LPS chemists provide, and the days on which and times at which their premises are open.”

The NHS England Pharmacy Contract Managers have worked together to find a solution to this issue. This will ensure a consistent approach across the South region and assist Community Pharmacies in complying with this Term of Service.

With the development of technology and the wide spread public use of smart phones, it has been agreed with the NHS England Central Team that a notice, which directs the patients to the NHS website and gives them the number for NHS 111, will meet the requirements of this terms of service. As a result of all the work carried out by Community Pharmacies in updating and maintaining their NHS website profiles, this is the most effective way to signpost patients.

Attached is a notice for all South Community Pharmacies to use. ***Please print and display this, by Friday 7th December 2018***, where it can be seen by patients when the pharmacy is closed, where practicable. This will ensure appropriate signposting is in place before the start of the holiday period.

Multiples wishing to customise the template with their corporate branding are able to do so.

If your pharmacy is unable to display a notice visible from outside, please notify us at [england.wessexpharmacy@nhs.net](mailto:england.wessexpharmacy@nhs.net) by Friday 7th December 2018, providing details of what makes it impracticable to do this. We will then work with you to agree a practicable solution. If we don't hear from your pharmacy we will assume that you are able to display the poster.

The LPC's have been notified of NHS England's intention to develop and distribute an electronic version of this notice and have been sent a copy for reference.

Local Healthwatch teams in the NHS England South regions will be notified of this and sent a copy of the notice.

The notice has also been shared with CCGs and A&E Delivery Boards as part of winter planning.

NHS England envisages this will support the national and local focus on enabling patients to access care at the most appropriate service and help manage the winter pressures.

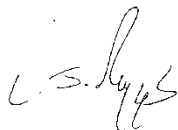
Whilst this requirement has been part of the terms of service since 2013, NHS England has not checked compliance systematically. Consequently in the first instance of a reported non-compliance after mid-December 2018, NHS England will work to support the pharmacy in appropriately displaying this notice. If, however, there is persistent non-compliance and no information has been received regarding practicality (see above), NHS England will then consider taking formal contractual action.

Recognising the additional pressure on the local health system over the Christmas and New Year period, please note you will still receive information detailing pharmacy opening times in your area. Please display this over the Christmas and New Year period, as normal.

NHS England South wishes to work with all Community Pharmacies across the region, to ensure you continue to meet your Terms of Service and in enabling patients to access pharmaceutical services.

Many thanks for your continuing support,

Yours sincerely



Les Riggs  
Contracts manager (Pharmacy and Optometry)