

## 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

Opening the template will allow entry of status as shown below. A green status will be assumed if nothing is recorded but it is useful to record your pharmacy is operating as normal and no protected time closures are planned. The status will be seen by LPC leads and, if the pharmacy is part of a multiple chain, head office teams

The screenshot displays the PharmOutcomes web application interface. On the left, a sidebar menu lists various services, with 'COVID-19 Services' highlighted and circled in red. The main content area is divided into two sections. The top section, titled 'Recent Provisions', shows a table of service orders with columns for Date, Order, Service (stage), and Identifier. The bottom section, titled 'Operational Status', contains a form for reporting the pharmacy's current status. It includes a notification date field set to 26-Mar-2020 at 02:35. Below this, there are three status options: Green (Operating as normal), Amber (Compromised operation), and Red (Unable to operate). The Green option is selected with a radio button. At the bottom right of the form, there are 'Save and enter another' and 'Save' buttons.

Date	Order	Service (stage)	Identifier
2020-03-24		Pharmacy Followup - MOTIVE St Marys	DA0
2020-03-21		Urgent Supply Part 2 - Medicine supply	VM
2020-03-21		Urgent Supply Part 1 - Registration	
2020-03-21		Urgent Supply Part 2 - Medicine supply	
2020-03-21		Urgent Supply Part 1 - Registration	
2020-03-21		Urgent Supply Part 2 - Medicine supply	
2020-03-20		Referred Champix Client	
2020-03-20		Pharmacy Followup - MOTIVE St M	
2020-03-20		Pharmacy First - UTI PGDs	
2020-03-20		Pharmacy First - UTI PGDs Registr	
2020-03-20		NRT Supply Request	

### Recording an AMBER status

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

### 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

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
- v. Place a visible sign in the pharmacy window
- vi. Inform NHS England and the DOS team

Amber  
You are planning protected time closures today or compromised operation  
 Red  
Unable to operate safely

If you need any additional support or guidance please contact your LPC or if you are part of a multiple please contact your field support manager

Is the Pharmacy closing due to operational pressures?  
Please select?  Yes  No

**Reason for closure**

Covid-19  
 Winter weather  
 Other weather conditions  
 Sickness  
 No pharmacist arrived  
 Other

**Expected closure duration**

Less than four hours  
 Four hours or more / rest of day  
 Rest of today and tomorrow  
 Greater length of time

Date of closure   
Enter as dd-mm-yyyy (eg 23-Feb-1989)

Time of closure   
Click in box to enter time

Do you know when the pharmacy will re-open?  Yes  No

**Pharmacy Contact**

Person completing form   
 Position in pharmacy   
 Urgent contact number   
 Please provide a contact email in case of queries  
 Contact email

Tick the boxes to show actions completed. These will prepopulate the closure form to reflect the actions carried out before closure.

If different to Pharmacy address

Name of contractor   
i.e. who is the contract holder?

**Notification to Healthcare Partners**

Before you close please notify all relevant stakeholders. Tell us if you have notified the following healthcare partners?

**Notification checklist - Tick ALL that apply**

I have notified all local GP surgeries  
 I have notified my patients on supervised therapies e.g. methadone patients  
 I have notified all local treatment agencies  
 I have notified all patients collecting daily/weekly medicines  
 I have placed a visible notice in my window  
 Closure notices sent to NHS England and DOS informed

Is this a 100hr  Yes  No pharmacy?

Remember to send A CLOSURE NOTICE to your NHS England Regional Office, you will find this information in your Annex C document.

You can print OR save a pdf of a closure notice after saving data via the link in the saved provision box or by re-accessing this record once saved. Please email the saved notice to your NHS England Regional Team

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 for regional office contact information

Operational Status provision successfully entered and saved  
 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

Received Referrals	Service (stage)	Identifiers	User	Status
				Pending Referral

[Click here](#) to show all accredited services including ones that are normally hidden

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

Click to view all outstanding referrals ▶

• To check if you have any outstanding notifications, click here...

### Recent Provisions

Search for Identifier:

• Click here to show explanations of the Provision Status column

View all provisions for:  Show

Provisions in date order | Click to show Provisions ordered by most recently entered

Date Order	Service (stage)	Identifiers	User	Status
2020-03-26	Operational Status		Pinnacle Support	Active Click to Cancel
2020-03-17	VHD Hospital Followup Service <small>Already shown above</small>	RM		
2020-03-17	EMOP Admission notification - James Paget <small>Already shown above</small>	KAN		
2020-03-17	EMOP Admission notification - James Paget <small>Already shown above</small>	KAN		Active

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.

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### Operational Status 131283

Notification date: 26-Mar-2020 03:07

Use this form to inform of pharmacy operational status and to inform of pharmacy closure

**Green = Operating as normal**  
**Amber = Compromised operation**  
**Red = Unable to operate**

**Operational Status**

Green Operating normally

Amber You are planning protected time closures today or compromised operation

Red Unable to operate safely

If you need any additional support or guidance please contact your LPC or if you are part of a multiple please contact your field support manager

Is the Pharmacy closing due to operational pressures?  
Please select?  Yes  No

**Reason for closure**

Covid-19

Winter weather

Other weather conditions

Sickness

No pharmacist arrived

Other:

**Expected closure duration**

Less than four hours

Four hours or more / rest of day

Rest of today and tomorrow

Greater length of time

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

### Notification of unplanned temporary suspension of service

26th Mar 2020

Virtual Community Pharmacy  
101 Chorlton Street  
Manchester M1 3FY  
01983 216699  
VHD03

This pharmacy closed on the above date for the reasons stated below

Closure Information	
Name of Contractor	Gary Warner
Correspondence address if different	86-88 High Street Newport Isle of Wight
Reason for Closure	Covid-19
Expected Closure Duration	Rest of today and tomorrow
Date of closure	27-Mar-2020
Time of closure	10:30
Planned re-opening date	28-Mar-2020
Time of re-opening	09:00
Actions taken to minimise impact	
Action taken	I have notified all local GP surgeries; I have notified my patients on supervised therapies; I have notified all local treatment agencies; I have notified all patients collecting daily/weekly medicines; I have placed a visible notice in my window; Closure notices sent to NHS England and DOS informed
Is this 100hr pharmacy?	No
100hr pharmacy action plan	
Pharmacy staff member reporting closure	
Person informing of closure	Kevin Noble
Position in pharmacy	Manager
Urgent contact number	01983 216699
Urgent contact email	Kevin.noble@phpartnership.com