

Avon Valley PCN Community Pharmacy Business Continuity Support Plan

Local Pharmaceutical Committee (LPC): Community Pharmacy South Central (Hampshire and Isle of Wight LPC)	
Contact number: 01252 413778	Email: artur.pysz@cpsc.org.uk
NHS England and NHS Improvement Regional Team (Pharmacy Contracts):	
Contact number:	Email: ENGLAND.southeastcommunitypharmacy@nhs.net

In the event of a pharmacy closure:

- The pharmacy contractor will first contact the NHS England and NHS Improvement regional team and the LPC to notify them of the issue. They should also share information on the issue and the length of time the pharmacy is expected to be closed for with the relevant pharmacies and general practices in the PCN.;
- If a pharmacy is closed and no information on this has yet been received from the pharmacy contractor, in the first instance, contact the pharmacy directly. Use the Escalation contact details only if you are unable to get through to the pharmacy via the usual phone number;
- Beyond the first escalation point, please contact the LPC who may be able to assist; and
- As a last resort, contact the NHS England and NHS Improvement regional team.

Pharmacy details, escalations, plans and potentially impacted organisations

Pharmacy Details	
Pharmacy Name: Boots Pharmacy	ODS Code: FMP74
Address: 3 Oak Tree Parade, Bransgore	Postcode: BH23 8AB
Primary contact number in case of closure (<i>Public</i>): 01425 672511	
Escalation Contact (<i>Non-public</i>):	
07850 997430 Area Manager	
Top level plan or arrangements in case of unplanned closure:	
Place a closure sign upon the door to inform local customers on the temporary closure and the nearest locations of pharmacies to offer a prescription	

Arrange a small team to man the pharmacy between certain points throughout each day.
 Inform GP practices of the closure & redirect urgent prescriptions to a pharmacy that is currently open if needed when the pharmacy is closed.

Pharmacies that could be affected in the event of an unplanned closure:

Pharmacy name: Boots Pharmacy, Ringwood	Postcode: BH24 1HB
Pharmacy name: Day Lewis Pharmacy, Burton	Postcode: BH23 7JN
Pharmacy name:	Postcode:
Pharmacy name:	Postcode:

Top level plan or arrangements in the event of one or more of the above pharmacies closing:

Confer with local GP practices if additional work load can be ascertained and completed in store for the period in question.
 Asses the increased workload to see if extra staffing or opening extensions were needed

Practices that could be affected in the event of an unplanned closure

Twin Oaks GP Practice
 Christchurch Medical Centre

Top level plan or arrangements in the event of one or more of the above practices closing:

Speak to the GP practice as both have alternate locations, to enquire of the length of time and any extra measures that need to be put into place
 Send Prescription request electronically rather than using paper request and again direct customers to alternate locations or surgeries to aid in completing prescriptions for patients

Pharmacy Details	
Pharmacy Name: Fordingbridge Pharmacy	ODS Code: FR042
Address: 22 High Street	Postcode: SP6 1AX
Primary contact number in case of closure (<i>Public</i>): 01425654539	
Escalation Contact (<i>Non-public</i>):	
01425654539	
Top level plan or arrangements in case of unplanned closure:	
<p>Patients referred to the nearest pharmacy if needing urgent care</p> <p>Patients and surgery to be updated of when the pharmacy will resume normal service</p> <p>Where possible try and work remotely</p>	
Pharmacies that could be affected in the event of an unplanned closure:	
Pharmacy name: Lloyds Pharmacy, Fordingbridge	Postcode: SP6 1AB
Pharmacy name: Downton Pharmacy	Postcode: SP5 3PG
Pharmacy name:	Postcode:
Pharmacy name:	Postcode:
Top level plan or arrangements in the event of one or more of the above pharmacies closing:	
<p>Increase number of staff to meet demand. We have recruited a pool of temporary staff</p> <p>Patients and surgery to be updated of when the pharmacies will resume normal service</p> <p>Where possible try and work remotely</p> <p>Find out when normal service will resume</p>	
Practices that could be affected in the event of an unplanned closure	
Fordingbridge Surgery	
Downton Surgery	

Top level plan or arrangements in the event of one or more of the above practices closing:

Find out when normal service will resume

Inform patients and service users of the delay

Increase number of staff to meet demand. We have recruited a pool of temporary staff

Where possible try and work remotely

Pharmacy Details

Pharmacy Name: Lloyds Pharmacy

ODS Code: FWH79

Address: The Close, Ringwood

Postcode: BH24 1JY

Primary contact number in case of closure (*Public*): 01425474196

Escalation Contact (*Non-public*):

02476 432100 opt 2 opt 1

Top level plan or arrangements in case of unplanned closure:

Inform relevant parties such as GP Practices, and other Pharmacies

Return prescriptions to NHS spine

Contact patients expecting appointments

Pharmacies that could be affected in the event of an unplanned closure:

Pharmacy name: Boots Pharmacy

Postcode: BH24 1HB

Pharmacy name: Lloyds Pharmacy, Poulner

Postcode: BH24 1SD

Pharmacy name:

Postcode:

Pharmacy name:

Postcode:

Top level plan or arrangements in the event of one or more of the above pharmacies closing:

Share resources throughout Lloyds pharmacy to keep some branches open.

Boscombe branch to become dispensing hub

Practices that could be affected in the event of an unplanned closure

Ringwood Medical Centre

Cornerways Medical Centre

Top level plan or arrangements in the event of one or more of the above practices closing:

Use the Dealing with patients requests for medicines without prescription during the Covid-19 Pandemic guidance to maintain supply to patients

Pharmacy Details

Pharmacy Name: Lloyds Pharmacy

ODS Code: FTH24

Address: 6 Parker's Close, Poulner

Postcode: BH24 1SD

Primary contact number in case of closure (*Public*): 01425483643

Escalation Contact (*Non-public*):

02476432100 opt 2

Top level plan or arrangements in case of unplanned closure:

Notify affected GP practices of closure and to put a notice up informing the public of when we are likely to open. Notify nearby pharmacies likely to be impacted by the closure. To reschedule any booked appointments.

Pharmacies that could be affected in the event of an unplanned closure:

Pharmacy name: Boots Pharmacy	Postcode: BH24 1HB
Pharmacy name: Lloyds Pharmacy, Ringwood	Postcode: BH24 1JY
Pharmacy name:	Postcode:
Pharmacy name:	Postcode:

Top level plan or arrangements in the event of one or more of the above pharmacies closing:

We would liaise with the GP practices likely to be impacted to send prescriptions to nearby pharmacies that are opened.

Practices that could be affected in the event of an unplanned closure

- Ringwood Medical Centre
- Cornerways Medical Centre

Top level plan or arrangements in the event of one or more of the above practices closing:

Inform affected patients needing appointments to contact NHS 111, and to make use of emergency supply of medications regulation where clinically appropriate.

To find out when the practice is likely to be opened