

# Havant & Waterlooville PCN Community Pharmacy Business Continuity Support Plan

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

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	
<b>Pharmacy Name: Tesco</b>	<b>ODS Code:FHE91</b>
<b>Address: SOLENT ROAD, Tesco Havant</b>	<b>Postcode:PO9 1TR</b>
<b>Primary contact number in case of closure (Public): 02392941034 –Tesco Pharmacy</b>	
Escalation Contact (Non-public):	
SANDY JACK – 07841887769 Regional Manager	
Top level plan or arrangements in case of unplanned closure:	
<ol style="list-style-type: none"> <li>1. Refer to the emergency process for operating in the absence of a responsible pharmacist.</li> <li>2. If appropriate display the ‘Pharmacy is closed’ notice where it can be seen by customers from the outside of the building and the pharmacy counter</li> <li>3. Endeavour to open reduced hours, whenever possible and notify customers accordingly on the ‘reduced opening hours’ pharmacy customer poster.</li> <li>4. Update customer services in the store</li> <li>5. Before closing, consider if prescriptions already dispensed can be delivered.</li> <li>6. Arrange immediate cover by ringing locum’s – numbers attached in the BCP</li> <li>7. Notify the Regional Pharmacy Manager and the NHS, follow SOP 4. Remember NHS 111 for CPCS (England).</li> <li>8. Notify all local surgeries, by phone, of any closure longer than one hour.</li> <li>9. A member or colleague must remain in the pharmacy to signpost customers to the nearest open pharmacy.</li> <li>10. Divert phone lines</li> <li>11. Consider if pharmacy colleagues are required in a nearby Tesco Pharmacy</li> </ol>	

12. Deliveries should still be received by the store (Duty Manager) and stored securely in the pharmacy.

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

Pharmacy name: BOOTS BOSMERE	Postcode:PO9 1DQ
Pharmacy name: BOOTS WEST STREET	Postcode:PO9 1PG
Pharmacy name: OCTAPHARM	Postcode:PO9 2AZ
Pharmacy name:	Postcode:

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

1. Pharmacies will contact us explaining details of the closure i.e. length the pharmacy will be closed for
2. Prescriptions that are urgent will be put back on the spine and if the customer wishes to collect from us they will be informed to come to our pharmacy to collect the script
3. Any paper FP10 scripts that our local pharmacies have that need dispensing will be arranged to be collected and will be dispensed from our pharmacy

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

Surgery name: Bosmere Medical Centre  
Surgery name: Homewell Medical Centre  
Surgery name: Staunton Medical Centre  
Surgery name: Park Lane Medical Centre

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

1. Surgeries will let us know ASAP if they need to close, the reason and the length of time of the estimated closure
2. In the event of several doctors needing to self-isolate the e-consult service would still be operational and we would receive prescriptions in the normal way
3. If a large number of doctors fell ill locum doctors would be contracted
4. Some surgeries may have a linked surgery where patient records can be accessed if so patients may be seen here instead
5. If there is an unforeseen closure and doctors are not available, we would refer patients to 111 or administer emergency supplies where appropriate

**Pharmacy Details**

Pharmacy Name: TUCKERS	ODS Code:FH427
Address:61 LONDON ROAD COWPLAIN	Postcode:PO8 8UJ

<b>Primary contact number in case of closure (Public): 02392262267 ERIC</b>	
<b>Escalation Contact (Non-public):07795548120 SUPERINTENDENT</b>	
<b>Top level plan or arrangements in case of unplanned closure:</b>	
<p>We have a store level BCP provided by our company Paydens.          In the event of a store closure extra staff would be sent to the store from our head office          We would work alongside pharmacies within the local area to pool resources of premises, people and products, in order to maintain the provision of essential pharmaceutical services for local communities.</p>	
<b>Pharmacies that could be affected in the event of an unplanned closure:</b>	
Pharmacy name: ROWLANDS PHARMACY	Postcode:
Pharmacy name:	Postcode:
Pharmacy name:	Postcode:
Pharmacy name:	Postcode:
<b>Top level plan or arrangements in the event of one or more of the above pharmacies closing:</b>	
<p>We can arrange extra staff straight away from head office,          We can use SCR to help Patients and give emergency supplies and try and success scripts on the spine          We can lease with the pharmacy that has had to close to ensure no patients suffers from the closure</p>	
<b>Practices that could be affected in the event of an unplanned closure</b>	
Cowplain family practice	
<b>Top level plan or arrangements in the event of one or more of the above practices closing:</b>	
<p>We would ensure we had extra staff and restart bp checks as required by patients,          We would work with local pharmacies to ensure no patients are left without meds</p>	

<b>Pharmacy Details</b>	
Pharmacy Name: BOOTS BOSMERE	ODS Code:FFR00
Address: SOLENT ROAD, Havant	Postcode:PO9 1DQ
Primary contact number in case of closure (Public): the pharmacy at Solent Road	

<b>Escalation Contact (Non-public): 07980414110 store manager</b>	
<b>Top level plan or arrangements in case of unplanned closure:</b>	
We would still be able to use our midnight hatch to serve customers or we can redirect to boots havant	
<b>Pharmacies that could be affected in the event of an unplanned closure:</b>	
Pharmacy name: TESCO	Postcode:PO9 1TR
Pharmacy name: BOOTS WEST STREET	Postcode:PO9 1PG
Pharmacy name:	Postcode:
Pharmacy name:	Postcode:
<b>Top level plan or arrangements in the event of one or more of the above pharmacies closing:</b>	
Prescriptions could be returned back to the spine and pulled down for customers.	
<b>Practices that could be affected in the event of an unplanned closure</b>	
Bosmere medical centre solent road	
<b>Top level plan or arrangements in the event of one or more of the above practices closing:</b>	
Patients must have a nominated pharmacy so if using out of hours gps scripts will come to our pharmacy	

*Copy and paste additional pharmacy details tables as required.*

<b>Pharmacy Details</b>	
Pharmacy Name: Davies Pharmacy HAVANT	ODS Code:FCD94
Address:12 WEST STREET,HAVANT	Postcode:PO9 1PF
Primary contact number in case of closure (Public): 02392475577	
Escalation Contact (Non-public):Superintendent 07961392150	
<b>Top level plan or arrangements in case of unplanned closure:</b>	
<b>Pharmacies that could be affected in the event of an unplanned closure:</b>	

Pharmacy name: Tesco Havant	Postcode:PO9 1TR
Pharmacy name: BOOTS HAVANT	Postcode:PO9 1PG
Pharmacy name: BOOTS BOSMERE	Postcode: PO9 1DQ
Pharmacy name:	Postcode:
<b>Top level plan or arrangements in the event of one or more of the above pharmacies closing:</b>	
<b>Practices that could be affected in the event of an unplanned closure</b>	
Homewell	
Bosmere	
Staunton, Park Lane	
<b>Top level plan or arrangements in the event of one or more of the above practices closing:</b>	

<b>Pharmacy Details</b>	
<b>Pharmacy Name: Boots Havant Park Parade</b>	<b>ODS Code:FJA00</b>
<b>Address: 17 PARK PARADE</b>	<b>Postcode:PO9 5AA</b>
<b>Primary contact number in case of closure (Public): Pharmacy- staff to answer phone calls</b>	
<b>Escalation Contact (Non-public): Pharmacist Store Manager 07507210265</b>	
<b>Top level plan or arrangements in case of unplanned closure:</b>	
<p>Refer patients to pharmacies next nearby.  Continuity plan set up with ORION centre in order to be able to supply substance misuse patient's prescriptions through alternative pharmacy (Greywell pharmacy).  Staff member to remain in shop to answer calls and return Rx where appropriate.</p>	
<b>Pharmacies that could be affected in the event of an unplanned closure:</b>	
Pharmacy name: Greywell Pharamacy	Postcode: PO9 5AL
Pharmacy name: DAVIES PHARMACY	Postcode:PO9 5AA
Pharmacy name:BOOTS BOSMERE	Postcode:PO9 1DQ
Pharmacy name:	Postcode:
<b>Top level plan or arrangements in the event of one or more of the above pharmacies closing:</b>	
<p>Enable access of Summary Care Records (SCR) in order to supply appropriate medication to affected patients.  Attempt contact with affected pharmacy (ies) and request relevant Rxs to be returned to NHS spine where appropriate.</p>	
<b>Practices that could be affected in the event of an unplanned closure</b>	

PARK LANE PRACTICE
HOMEWELL PRACTICE
STAUNTON SURGERY,BOSMERE MEDICAL CENTRE
<b>Top level plan or arrangements in the event of one or more of the above practices closing: Access SCR in order to be able to check medication info for patients requesting advice. Actively use EPS tracker to determine whether prescriptions have been issued. Email practice's prescription team with non-urgent queries to be resolved when practice reopens.</b>

Pharmacy Details	
Pharmacy Name: Rowlands Pharmacy Bedhampton	ODS Code:FGC16
Address:86 Bedhampton road	Postcode:PO9 3EZ
Primary contact number in case of closure ( <i>Public</i> ): 01903242240	
Escalation Contact ( <i>Non-public</i> ):Regional Leader Charley Mitchell 07483384130	
Top level plan or arrangements in case of unplanned closure:	
<p>The plan is a reference to provide a prompt for action and a summary of priorities and resource requirements that can be adapted and focused for the management of any service disruption. This means that critical services can continue to be delivered with further services recovered to the point that service provision returns to normal. In the event of an emergency or service disruption the pharmacy will endeavour to maintain services at acceptable standards. In instances when temporary service disruption occurs, the Responsible Pharmacist should assess the situation and make appropriate adjustments to ensure that patients and the general public are inconvenienced as little as possible.</p> <ul style="list-style-type: none"> <li>• The Regional Leader and Head Office must be informed</li> <li>• A poster will be displayed on the main entrance/front window to advise of the temporary closure</li> <li>• The 3 tier priority system which categorises pharmacies will be activated which outlines <ul style="list-style-type: none"> <li>- Which pharmacies are critical</li> <li>- Other pharmacies in the local area</li> <li>- High item volume</li> </ul> </li> </ul> <p>Should this not become possible, the Responsible Pharmacist will decide which priority services must be continued and which can be reduced or suspended. The Superintendent Pharmacist will be informed/consulted of any changes to the normal service.</p>	

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

Pharmacy name:Rowlands pharmacy middlepark way	Postcode:PO9 4AB
Pharmacy name:	Postcode:
Pharmacy name:	Postcode:
Pharmacy name:	Postcode:

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

Rowlands unplanned closure

- Contact pharmacies within the PCN to advise, giving an indication of estimated closure period
- Contact the PCN Lead to advise
- PCN Lead to advise of the signposted pharmacy within the PCN
- Display a poster on the main entrance/front window to advise of the temporary closure
- Divert telephone to agreed signposted pharmacy
- Return any scripts to the spine
- Request CPCS temporary withdrawal

PCN pharmacy unplanned closure

- Staffing levels - arrange for any relief staff in the area to be redeployed into Rowlands
- Accept diverted telephone calls if Rowlands are the chosen signposted pharmacy
- Work with the pharmacy to support on services where possible

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

BOSMERE MEDICAL PRACTICE
PARK LANE MEDICAL CENTRE
HOMEWELL CURLEW PRACTICE
STAUNTON SURGERY

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

Rowlands unplanned closure

- Contact pharmacies within the PCN to advise, giving an indication of estimated closure period
- Contact the PCN Lead to advise
- PCN Lead to agree a signposted pharmacy within the PCN
- Display a poster on the main entrance/front window to advise of the temporary closure
- Divert telephone to agreed signposted pharmacy
- Return any scripts to the spine
- Request CPCS temporary withdrawal
- Contact the Practices to advise of disruption to business
- Advise Practices of the signposted pharmacy

Practice unplanned closure

- Consult Practice website for further details
- Telephone the Practice as there may be recorded messages giving further details
- Share information with PCN via agreed channels

**Pharmacy Details**

Pharmacy Name:Octapharm	ODS Code:FMR92
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<b>Address:</b> Havant Health Centre,Civic Centre Road,Havant	<b>Postcode:</b> PO9 2AZ
<b>Primary contact number in case of closure (Public): 02392450818</b>	
<b>Escalation Contact (Non-public):Superintendent Pharmacist 02392 450818</b>	
<b>Top level plan or arrangements in case of unplanned closure:</b>	
<p>Contact surgeries, PCN, LPC, suppliers and relevant patients to notify of closure and anticipated time of reopening.  Signpost patients to other pharmacies where necessary.  Return non-dispensed EPS to spine – make sure auto download is not active.  Change status on NHS websites and inform / discuss with NHSEI.  Check and update status on shared NHS mailbox.</p>	
<b>Pharmacies that could be affected in the event of an unplanned closure:</b>	
Pharmacy name: Davies West Street	Postcode:
Pharmacy name:	Postcode:
Pharmacy name:	Postcode:
Pharmacy name:	Postcode:
<b>Top level plan or arrangements in the event of one or more of the above pharmacies closing:</b>	
Davies West Street to follow their own business continuity procedure.	
<b>Practices that could be affected in the event of an unplanned closure</b>	
Homwell Practice	
<b>Top level plan or arrangements in the event of one or more of the above practices closing:</b>	
Homewell & Staunton GP practices to follow their own business continuity procedures.	

<b>Pharmacy Details</b>	
<b>Pharmacy Name:</b> Boots Havant 1441	<b>ODS Code:</b> FND65
<b>Address:</b> 22-24 West Street,Havant	<b>Postcode:</b> PO9 1PG
<b>Primary contact number in case of closure (Public): 02392 471071</b>	
<b>Escalation Contact (Non-public): Store Manager 07814746616</b>	



**Top level plan or arrangements in case of unplanned closure:**

We will follow our Boots Emergency Store Closure checklist. For closures greater than 24 hours, we will contact the Boots Store Emergency Team and the Boots Area Manager and inform the local NHS team, LPC, neighbouring pharmacies, and commissioners of our locally commissioned services of the closure. Following the checklist, we will contact key vulnerable patients we have the contact details for to inform them of the closure and actions to take and we will end any EPS prescriptions to be dispensed back to the spine. We will review any booked appointments and cancel/reschedule as appropriate. We have an agreement with another Boots store/another pharmacy to act as a supporting pharmacy and will transfer prescriptions to this locality. A poster will be displayed to advise customers of the supporting pharmacy and any neighbouring pharmacies. GP surgeries and key clinics will be informed of the closure also, and NHS DoS will be updated.

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

Pharmacy name: Davies Havant	Postcode:PO9 1PF
Pharmacy name: Tesco Havant	Postcode:PO9 1TR
Pharmacy name: Boots Bosmere	Postcode: PO9 1DQ
Pharmacy name:	Postcode:

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

We would contact the Area Manager and arrange for relief staff to work in our store or see if we can borrow staff from other stores. If we were the supporting pharmacy for the closing store, we would engage with them and allocate a space in our dispensary for their uncollected prescriptions to ensure they are segregated from ours. We would display a poster to state we were the supporting pharmacy. We would consider amending our opening hours to accommodate the extra workload.

We would communicate with the local GP practice, and any other relevant healthcare professionals. We would consider what parts of the NHS SOP may need to be used, and any out of hours activities if this can be accommodated.

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

Bosmere Medical Centre Solent Road
Homewell Medical Centre
Staunton Medical Centre
Park Lane Medical Centre

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

We would work with local pharmacies to ensure no patient are left without meds. Surgeries have linked surgery where patient records can be accessed, they confirmed they will always be available.

If there is a sudden close of GP, patient can be referred to 111.

We will engage with the surgery/practice to ascertain their Business Continuity Plan and see how we can support them with this. It may be a case of helping to signpost their patients to another surgery so they can register temporarily in the interim or assisting them via CPCS/OTC consultations, minor ailments services where commissioned, and the provision of pharmacy services.

We will support the surgery/ practice identifying patients that may be suitable for eRD, which will enable the pharmacy to support more patients if the surgery is unable.

*Copy and paste additional pharmacy details tables as required.*

Pharmacy Details	
Pharmacy Name: Rowlands Pharmacy Leigh Park	ODS Code:FCM84
Address: 1 Middle Park Way	Postcode: PO9 4AB
Primary contact number in case of closure ( <i>Public</i> ): 02392 483831	
Escalation Contact ( <i>Non-public</i> ):CHARLEY MITCHELL 07483384130	
Top level plan or arrangements in case of unplanned closure:	
<p>The plan is a reference to provide a prompt for action and a summary of priorities and resource requirements that can be adapted and focused for the management of any service disruption. This means that critical services can continue to be delivered with further services recovered to the point that service provision returns to normal. In the event of an emergency or service disruption the pharmacy will endeavour to maintain services at acceptable standards. In instances when temporary service disruption occurs, the Responsible Pharmacist should assess the situation and make appropriate adjustments to ensure that patients and the general public are inconvenienced as little as possible.</p> <ul style="list-style-type: none"> <li>- The Regional Leader and Head Office must be informed</li> <li>- A poster will be displayed on the main entrance/front window to advise of the temporary closure</li> <li>- The 3 tier priority system which categorises pharmacies will be activated which outlines               <ul style="list-style-type: none"> <li>- Which pharmacies are critical</li> <li>- Other pharmacies in the local area</li> <li>- High item volume</li> </ul> </li> </ul> <p>Should this not become possible, the Responsible Pharmacist will decide which priority services must be continued and which can be reduced or suspended. The Superintendent Pharmacist will be informed/consulted of any changes to the normal service.</p>	
Pharmacies that could be affected in the event of an unplanned closure:	
Pharmacy name: Rowlands Bedhampton	Postcode:PO9 3EZ
Pharmacy name:	Postcode:
Pharmacy name:	Postcode:
Pharmacy name:	Postcode:
Top level plan or arrangements in the event of one or more of the above pharmacies closing:	
<p>Rowlands unplanned closure</p> <ul style="list-style-type: none"> <li>- Contact pharmacies within the PCN to advise, giving an indication of estimated closure Period</li> </ul>	

- Contact the PCN Lead to advise
  - PCN Lead to advise of the signposted pharmacy within the PCN
  - Display a poster on the main entrance/front window to advise of the temporary closure
  - Divert telephone to agreed signposted pharmacy
  - Return any scripts to the spine
  - Request CPCS temporary withdrawal
- PCN pharmacy unplanned closure
- Staffing levels - arrange for any relief staff in the area to be redeployed into Rowlands
  - Accept diverted telephone calls if Rowlands are the chosen signposted pharmacy
  - Work with the pharmacy to support on services where possible

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

Park Lane Medical Practice

Bosmere Medical Practice

Homewell, Curlew Practice

Staunton Surgery

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

Rowlands unplanned closure

- Contact pharmacies within the PCN to advise, giving an indication of estimated closure period
  - Contact the PCN Lead to advise
  - PCN Lead to agree a signposted pharmacy within the PCN
  - Display a poster on the main entrance/front window to advise of the temporary closure
  - Divert telephone to agreed signposted pharmacy
  - Return any scripts to the spine
  - Request CPCS temporary withdrawal
  - Contact the Practices to advise of disruption to business
  - Advise Practices of the signposted pharmacy
- Practice unplanned closure
- Consult Practice website for further details
  - Telephone the Practice as there may be recorded messages giving further details
  - Share information with PCN via agreed channels

**Pharmacy Details**

**Pharmacy Name:**Asda Pharmacy Havant

**ODS Code:**FNM66

**Address:**Larchwood Ave, Bedhampton, Havant

**Postcode:**PO9 3QW

**Primary contact number in case of closure (Public):** 02392445800

**Escalation Contact (Non-public):**AREA MANAGER 07583147209

**Top level plan or arrangements in case of unplanned closure:**

In the event of pharmacist absence, the Central Locum bookings team will support with finding locum cover. In the event of dispenser or counter staff shortages, an emergency colleague cover

SOP has been created which provides basic legal and data protection training to be able to man the pharmacy counter. Colleagues will also be shared between local Asda Pharmacies. Local surgeries and pharmacies will be informed of any service disruption via telephone and/or NHS mail. The LAT will also be informed. Asda pharmacy will work collaboratively with any local practice or pharmacy that is experiencing service disruption, to support patients. Any positive cases in Asda are reported to the Asda Emergency Incident Centre who will co-ordinate any required closure and/or cleaning required

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

Pharmacy name: Asda Waterlooville PO7 7XR	Postcode:
Pharmacy name:	Postcode:
Pharmacy name:	Postcode:
Pharmacy name:	Postcode:

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

As above, Asda Pharmacy will work collaboratively to support service provision. Additional Pharmacist resource can be arranged via the Central Locum Bookings team if required and colleagues and stock can be shared between local Asda pharmacies. The emergency colleague cover SOP allows non-pharmacy colleagues to support in the most basic capacity.

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

Bosmere Medical Practice
Havant Health Centre
Vine Medical Group
Park Lane Medical Centre

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

As above, Asda Pharmacy will work collaboratively to support service provision. Additional Pharmacist resource can be arranged via the Central Locum Bookings team if required and colleagues and stock can be shared between local Asda pharmacies. The emergency colleague cover SOP allows non-pharmacy colleagues to support in the most basic capacity. Pharmacy teams can use SCR to support patients where practices are closed.

Pharmacy Details	
Pharmacy Name: Boots Denmead	ODS Code:FXH93
Address:HAMBLEDON ROAD,DENMEAD	Postcode:PO7 6NU
Primary contact number in case of closure (Public): 02392255937	
Escalation Contact (Non-public):07753263528-SALLY	
Top level plan or arrangements in case of unplanned closure:	

We will follow our Boots Emergency Store Closure checklist. For closures greater than 24 hours, we will contact the Boots Store Emergency Team and the Boots Area Manager and inform the local NHS team, LPC, neighbouring pharmacies, and commissioners of our locally commissioned services of the closure. Following the checklist, we will contact key vulnerable patients we have the contact details for to inform them of the closure and actions to take and we will end any EPS prescriptions to be dispensed back to the spine. We will review any booked appointments and cancel/reschedule as appropriate. We have an agreement with another Boots store/another pharmacy to act as a supporting pharmacy and will transfer prescriptions to this locality. A poster will be displayed to advise customers of the supporting pharmacy and any neighbouring pharmacies. GP surgeries and key clinics will be informed of the closure also, and NHS DoS will be updated.

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

Pharmacy name:BOOTS WATERLOOVILLE	Postcode:PO7 7DS
Pharmacy name:	Postcode:
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 contact the Area Manager and arrange for relief staff to work in our store or see if we can borrow staff from other stores. If we were the supporting pharmacy for the closing store, we would engage with them and allocate a space in our dispensary for their uncollected prescriptions to ensure they are segregated from ours. We would display a poster to state we were the supporting pharmacy. We would consider amending our opening hours to accommodate the extra workload. We would communicate with the local GP practice, and any other relevant healthcare professionals. We would consider what parts of the NHS SOP may need to be used, and any out of hours activities if this can be accommodated.

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

DENMEAD HEALTH CENTRE

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

We will engage with the surgery/practice to ascertain their Business Continuity Plan and see how we can support them with this. It may be a case of helping to signpost their patients to another surgery so they can register temporarily in the interim or assisting them via CPCS/OTC consultations, minor ailments services where commissioned, and the provision of pharmacy services.

We will support the surgery/ practice identifying patients that may be suitable for eRD, which will enable the pharmacy to support more patients if the surgery is unable.

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<b>Pharmacy Details</b>	
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Pharmacy Name: Cowplain Pharmacy	ODS Code:FD183
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Address:26-30 London Road	Postcode:PO8 8DL
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Primary contact number in case of closure ( <i>Public</i> ): 02392255777
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<b>Escalation Contact (<i>Non-public</i>):</b>
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Hardik Patel 07935812728
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<b>Top level plan or arrangements in case of unplanned closure:</b>
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1) Signposting – Referring service user to nearer pharmacy that provide similar/flu vaccine services. 2) Display notice beard outside of pharmacy; informing service user about closure and available service nearby. 3) Update on NHS profile & DoS profile. 4) Communicate with local GP surgeries and pharmacy and update them with temp closure and possible reopening days.
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<b>Pharmacies that could be affected in the event of an unplanned closure:</b>
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Pharmacy name: Tuckers Pharmacy	Postcode: , PO8 8UJ
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Pharmacy name: Boots Pharmacy	Postcode:PO7 7DS
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Pharmacy name: Asda Pharmacy	Postcode:PO7 7RX
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Pharmacy name: Rowlands Pharmacy	Postcode:PO7 8NS
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<b>Top level plan or arrangements in the event of one or more of the above pharmacies closing:</b>
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1) Addition staffing provision 2) Appoint additional locum/relief pharmacist to cope with extra workload 3) May consider extended opening hours to cope with service requirements. 4) Call other staff colleague from branch pharmacy 5) May implement appoint system to copy with workload on non-emergency service like blood pressure check, diabetes testing.
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<b>Practices that could be affected in the event of an unplanned closure</b>
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Surgery name: Oaks Healthcare, PO8 8DL Surgery name: The Village Practice, PO8 8XL Surgery name: Vine medical Group, PO7 7AH Surgery name: The Horndean Surgery, PO8 0BN
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<b>Top level plan or arrangements in the event of one or more of the above practices closing:</b>
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1) Signposting to nearest open service 2) Make provision of emergency supply of meds. 3) Refer patients to NHS 111 services
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Pharmacy Details	
Pharmacy Name :GREYWELL PHARMACY	ODS Code:FA810
Address:46 GREYWELL ROAD,LEIGH PARK,HAVANT	Postcode:PO9 5AL
Primary contact number in case of closure ( <i>Public</i> ): 02392471781	
Escalation Contact ( <i>Non-public</i> ):	
KAUSH THAKRAR COMPANY DIRECTOR -07740178166	
Top level plan or arrangements in case of unplanned closure:	
<p>TEAMING UP WITH NEIGHBOURING PHARMACIES e.g Boots Leigh Park and Parade Pharmacy Leigh Park</p>	
Pharmacies that could be affected in the event of an unplanned closure:	
Pharmacy name: BOOTS PHARMACY, 17 PARK PARADE,HAVANT	Postcode:PO9 5AA
Pharmacy name: PARADE PHARMACY,35 PARK PARADE,HAVANT	Postcode:PO9 5AA
Pharmacy name:	Postcode:
Pharmacy name:	Postcode:
Top level plan or arrangements in the event of one or more of the above pharmacies closing:	
<p>TO CONTACT MY PCN AND LIASE WITH TWO 24 HOUR PHARMACIES WHICH ARE SLIGHTLY FURTHER AWAY FROM US E.G TESCO PHARMACY,HAVANT AND ASDA PHARMACY,HAVANT</p>	
Practices that could be affected in the event of an unplanned closure	
HOMEWELL CURLEW PRACTICE,HAVANT	
BOSMERE MEDICAL PRACTICE	
PARK LANE MEDICAL CENTRE	
Top level plan or arrangements in the event of one or more of the above practices closing:	
TO CONTACT NHS 111 AND MY PCN LEADER	

Pharmacy Details	
Pharmacy Name: PARADE	ODS Code:FVA11
Address: 35 Park Parade	Postcode:PO9 5AA
Primary contact number in case of closure ( <i>Public</i> ): 02392483146	
Escalation Contact ( <i>Non-public</i> ):SUPERINTENDENT 07961392150	
Top level plan or arrangements in case of unplanned closure:	
<p></p>	

<b>Pharmacies that could be affected in the event of an unplanned closure:</b>	
Pharmacy name: Boots Leigh Park Pharmacy Name: Greywell	Postcode:
Pharmacy name:	Postcode:
Pharmacy name:	Postcode:
Pharmacy name:	Postcode:
<b>Top level plan or arrangements in the event of one or more of the above pharmacies closing:</b>	
<b>Practices that could be affected in the event of an unplanned closure</b>	
Surgery name: Homewell Surgery name: Bosmere. Surgery name: Staunton. Surgery name: Park Lane	
<b>Top level plan or arrangements in the event of one or more of the above practices closing:</b>	

<b>Pharmacy Details</b>	
Pharmacy Name: Brook Pharmacy	ODS Code:FEJ13
Address:8 WESTBROOK Centre, Grassmere Way,Cowplain, Waterlooville	Postcode:PO7 8SE
Primary contact number in case of closure ( <i>Public</i> ): 02392263015	
Escalation Contact ( <i>Non-public</i> ):VAISHALI SHINGDIA(PHARMACY MANAGER)	
07961462564	
<b>Top level plan or arrangements in case of unplanned closure:</b>	
<p>DIVERT AND SIGNPOST PATIENTS WHO NEED URGENT MEDICAL CARE TO OUR NEAREST PHARMACIES. TO ENABLE SMOOTH OPERATION AND CONTINUITY OF MEDICINES SUPPLY TO PATIENTS, WE WOULD NOTIFY THOSE PHARMACIES (NEAREST TO US) AND GP PRACTICES OF OUR TEMPORARY CLOSURE.</p>	
<b>Pharmacies that could be affected in the event of an unplanned closure:</b>	
Pharmacy name: COWPLAIN PHARMACY	Postcode:PO8 8DL
Pharmacy name: ROWLANDS PHARMACY	Postcode: PO7 8NS
Pharmacy name: TUCKERS PHARMACY	Postcode: PO8 8UJ



Pharmacy name:	Postcode:
<b>Top level plan or arrangements in the event of one or more of the above pharmacies closing:</b>	
<p>-WE WOULD ENHANCE AND MODIFY OUR DISPENSING PROCEDURE TO LATER FOR THE POTENTIAL EXTRA WORKLOAD</p> <p>-WE HAVE THE CAPACITY TO BRING IN EXTRA STAFF FROM OUR OTHER BRANCH TO HANDLE THE INCREASED WORKLOAD</p> <p>-WE WOULD INFORM LOCAL SURGERIES TO SIGNPOST PATIENTS TO US AS WE ARE OPEN.</p>	
<b>Practices that could be affected in the event of an unplanned closure</b>	
VINE MEDICAL GROUP	
OAKS HEALTHCARE	
THE VILLAGE SURGERY	
PORTSDOWN GROUP	
<b>Top level plan or arrangements in the event of one or more of the above practices closing:</b>	
<p>-WE WOULD MAINTAIN REGULAR CONTACT WITH GP SURGERY STAFF VIA NHS SECURE EMAIL SYSTEM</p> <p>-WORK COLLABORATIVELY WITH OTHER PHARMACIES, TO THAT WE CAN HELP EACH OTHER AND ENSURE CONTINUITY OF MEDICINES.</p> <p>-PATIENTS MAY NOT BE ABLE TO ACCESS THE GP,SO MAY RUN OUT OF MEDICINES, SO EMERGENCY SUPPLY REQUESTS MAY INCREASE.</p>	