

# Bitterne PCN Community Pharmacy Business Continuity Support Plan

<b>Local Pharmaceutical Committee (LPC): Hampshire &amp; IoW (CPSC)</b>	
<b>Contact number: 01252 413778</b>	<b>Email: <a href="mailto:deborah.crockford@cpsc.org.uk">deborah.crockford@cpsc.org.uk</a></b>
<b>NHS England and NHS Improvement Regional Team (Pharmacy Contracts): NHS England and NHS Improvement South East</b>	
<b>Contact number:</b>	<b>Email: <a href="mailto:ENGLAND.southeastcommunitypharmacy@nhs.net">ENGLAND.southeastcommunitypharmacy@nhs.net</a></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

<b>Pharmacy Details</b>	
<b>Pharmacy Name: Pharmacy Direct</b>	<b>ODS Code: FG654</b>
<b>Address: 18 Commercial Street, Southampton</b>	<b>Postcode: SO18 6LW</b>
<b>Primary contact number in case of closure (Public): 023 8044 0593</b>	
<b>Escalation Contact (Non-public):</b>	
Arun Sharma 023 8036 0095 or Manager 078 4202 1714	
<b>Top level plan or arrangements in case of unplanned closure:</b>	
If the pharmacy was to temporarily close all urgent queries and prescription collections and deliveries can be processed by Pharmacy Direct in Weston Lane Centre for Health Living 023 8044 7700	
<b>Pharmacies that could be affected in the event of an unplanned closure:</b>	
Pharmacy name: Lloyds Pharmacy	Postcode: SO18 6AP
Pharmacy name: Superdrug Pharmacy	Postcode: SO18 5RR
Pharmacy name: Bitterne Pharmacy	Postcode: SO18 6TG
Pharmacy name: Sangha Pharmacy	Postcode: SO18 5TQ
<b>Top level plan or arrangements in the event of one or more of the above pharmacies closing:</b>	
If one of the above pharmacies was to close the extra work could be taken on by ourselves. As before the other stores can help with staffing to aid with the increased	

workload. This is always done to ensure a safe working environment.
<b>Practices that could be affected in the event of an unplanned closure</b>
Harefield Surgery
Chessel Practice
Bitterne Surgery, Ladies Walk Surgery
<b>Top level plan or arrangements in the event of one or more of the above practices closing:</b>
<p>111 services online/Phone</p> <p>Pharmacy Emergency Supply ( SCR access if required )</p> <p>CPCS services</p> <p>Delivery to Patient when prescription arrives.</p> <p>Minor Ailments service.</p> <p>EHC service</p> <p>Extra supporting staff from Pharmacy and other branches.</p>

<b>Pharmacy Details</b>	
<b>Pharmacy Name: Superdrug Bitterne</b>	<b>ODS Code: FMN78</b>
<b>Address:401-403 Bitterne Road, Southampton</b>	<b>Postcode: SO18 5RR</b>
<b>Primary contact number in case of closure (Public): 023 8044 1842</b>	
<b>Escalation Contact (Non-public):</b>	
Regional Healthcare Manager 074 4639 43411	
<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: Bitterne Pharmacy,	Postcode: SO18 6TG
Pharmacy name: Pharmacy Direct,	Postcode: SO18 6LW
Pharmacy name: Lloyds Pharmacy	Postcode: SO18 6AP
Pharmacy name: Sangha Pharmacy,	Postcode: SO18 5TQ
<b>Top level plan or arrangements in the event of one or more of the above pharmacies closing:</b>	
<p>If additional staff members are needed, team members from the store can support if they are trained • If store staff are not trained to do so, a local Superdrug pharmacy can be contacted for additional staffing support. • We would be able to accept phone calls diverted to our pharmacy number if set up by the pharmacy who has had to temporarily close. • The Drug and Alcohol team will be made aware of the temporary closure and any updates. We will continue to provide support and maintain the provision of the services.</p>	
<b>Practices that could be affected in the event of an unplanned closure</b>	
Bitterne surgery	

Chessel Practice
Peartree Practice, Woolston lodge Surgery
<b>Top level plan or arrangements in the event of one or more of the above practices closing:</b>
<ul style="list-style-type: none"> <li>• Sharing information with pharmacies in the PCN via the mailing group / telephone</li> <li>• Check the surgery website.</li> <li>• Call the surgery for further information or support to continue service provision.</li> <li>• Sign post patients to other relevant organisations if needed.</li> </ul>

<b>Pharmacy Details</b>	
<b>Pharmacy Name: Lloyds Pharmacy Bitterne</b>	<b>ODS Code: FF129</b>
<b>Address:10a Dean Road, Bitterne, Southampton</b>	<b>Postcode: SO18 6AP</b>
<b>Primary contact number in case of closure (Public): 023 8068 5464</b>	
<b>Escalation Contact (Non-public):</b>	
<b>Staff will be on premises if closed during opening hours 02380 685464</b>	
<b>Top level plan or arrangements in case of unplanned closure:</b>	
<p>These procedures are laid down by head office, they would be responsible for contacting relevant authorities. If the premises is safe then staff would be on site to redirect to alternative pharmacies in the local area (pharmacy direct, bitterne pharmacy, well pharmacy, townhill lloyds).</p> <p>Further information on wider closures across the company would be a matter for our head office and regional team.</p>	
<b>Pharmacies that could be affected in the event of an unplanned closure:</b>	
Pharmacy name: Pharmacy Direct	Postcode: SO18 6LW
Pharmacy name: Bitterne Pharmacy	Postcode: SO18 6TG
Pharmacy name: Lloydspharmacy Townhill	Postcode: SO18 3RA
Pharmacy name:	Postcode:
<b>Top level plan or arrangements in the event of one or more of the above pharmacies closing:</b>	
Normal business procedures would apply. No arrangements are in place to automatically cover other pharmacies in the event of their closure but systems such as emergency supply legislation and contact with GPs would be used to ensure continuity of care for local patients.	
<b>Practices that could be affected in the event of an unplanned closure</b>	
West end road	
Ladies walk	
Southampton CGL, Peartree Practice	
<b>Top level plan or arrangements in the event of one or more of the above practices closing:</b>	
Our business would operate as normal with any of these surgeries closed. Normal legal provisions emergency supply of medication would come in to effect. Contact details for local out of hours are available in branch. Staff have access to SCR if necessary to provide	

safe care.

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