

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

Recent Provisions

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 Marys		
2020-03-20		Pharmacy First - UTI PGDs		
2020-03-20		Pharmacy First - UTI PGDs Registr		
2020-03-20		NRT Supply Request		
2020-03-20		Already shown above		

Operational Status

The service is hosted by a commissioner that is sharing anonymised reports with:
 (Click to show list of organisations that the anonymised reports are shared with)
 This is to allow them to support their providers with delivery of the service

Notification date: 26-Mar-2020 02:35

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

☐ Save and enter another

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.

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

Please let us know what has caused your operational problems? - Please tick ALL that apply

Increased pressure caused by

☐ Local surgery closed

☐ Local pharmacy closed

☐ Reduced wholesaler delivery frequency

☐ Wholesaler credit limit reached

☐ All suppliers out of stock of more than 40 key dispensing lines

☐ Quota limits reached on more than 10 lines

☐ Staff daily hours significantly reduced
By more than 20%

☐ Prescription numbers significantly increased
By more than 10%

☐ GPs have increased period of treatment

☐ Significant number of disruptive or abusive patients

☐ Other

If Other please state

Is the pharmacy operational but closing its doors to the public today at any times for protected time in line with revised COVID-19 SOP?

Closures planned? ☐ Yes ☒ No

Additional feedback

☐ Save and enter another

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

☐ Reduced wholesaler delivery frequency

☐ Wholesaler credit limit reached

☐ All suppliers out of stock of more than 40 key dispensing lines

☐ Quota limits reached on more than 10 lines

☐ Staff daily hours significantly reduced
By more than 20%

☐ Prescription numbers significantly increased
By more than 10%

☐ GPs have increased period of treatment

☐ Significant number of disruptive or abusive patients

☐ Other

If Other please state

Is the pharmacy operational but closing its doors to the public today at any times for protected time in line with revised COVID-19 SOP?

Closures planned? ☒ Yes ☐ No

Closing at

Click in box to select time in h:mm format

Reopening at

Are you planning to close in line with COVID-19 SOP more than once today?

more than once? ☒ Yes ☐ No

Closing at

Reopening at

Third protected closure planned? ☐ Yes ☒ No

Additional feedback

☐ Save and enter another

Recording a RED Status - Pharmacy Closure

Record a RED status if the pharmacy is closing

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Home Services Assessments Reports Claims Admin Help

Operational Status

The service is hosted by a commissioner that is sharing anonymised reports with you. Click to view list of organisations that the anonymised reports are shared with. This is to allow them to support their processes with delivery of the service.

Notification date 26-Mar-2020 02:52

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

☐ Save and enter another

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 Gary Warner
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

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

Received Referrals	Service (stage)	Identifiers	User	Status
				Pending Referral

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 Already shown above	RM		
2020-03-17	EMOP Admission notification - James Paget Already shown above	KAN		
2020-03-17	EMOP Admission notification - James Paget Already shown above	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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Home Services Assessments Reports Claims Admin Help

Reports, Letters & Reminders

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

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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

Provision Status

Active
Click to Cancel

Provision: 232311278
SysCode: FQPYFYF
Originally: 26-Mar-2020 00:00
Saved: 26-Mar-2020 03:15
Edited:
History:
• 2020-03-26 03:15:54: ClaimStatus set to Claimable

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