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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

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

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

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

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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

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.

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