

West Yorkshire, Harrogate and Rural District

Pharmacy Opening Hours – 2020/21

**Pharmacy Opening Hours**

**Spring Bank Holiday, Monday 25th May 2020**

Version number: 1.0

Date: 14th May 2020

Prepared by: Primary Care Team

**Please note we are mindful of the changing situation for all healthcare providers and would encourage the use of** [**www.nhs.uk**](http://www.nhs.uk) **and contacting pharmacies to check for specific pharmacy opening times.**

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# Background

**1.1 Bank Holidays 2020/21**

A pharmacy must open to provide pharmaceutical services for its core contractual and supplementary hours each week. Where the pharmacy would ordinarily be open on a Bank Holiday (including Good Friday, Easter Sunday and, Christmas Day) the hours that it would ordinarily be open will, on those days, be treated as having been open for the purpose of counting the core contractual hours that week.

In England, it is not anticipated that pharmacies will be required to open on 25th May 2020 Bank Holiday.

**1.2 Direct to Open**

Pharmacy contractors are encouraged to inform NHS England & Improvement whether their premises will be open on Bank Holidays. This information is of critical importance to NHS England & Improvement to enable planning and commissioning of pharmacy provision during holiday periods.

To ensure sufficient provision of Pharmaceutical services NHS England & Improvement may direct a pharmacy or pharmacies to open if the needs of people in the area are not met through voluntary or commissioned Bank Holiday opening hours, NHS England & Improvement is able to issue a direction requiring the pharmacy to open but must if doing so ensure the pharmacy receives reasonable remuneration.

**Please note we are mindful of the changing situation for all healthcare providers and would encourage the use of** [**www.nhs.uk**](http://www.nhs.uk) **and contacting pharmacies to check for specific pharmacy opening times.**

**1.3 NHS Community Pharmacist Consultation Service (CPCS)**

The NHS Community Pharmacist Consultation Service (CPCS) is being commissioned as an Advanced Service from 29 October 2019. This service was developed following two pilot services which were part of the work to integrate community pharmacy into local NHS urgent care pathways, as an element of the Pharmacy Integration Fund programme. These pilots were known as the Digital Minor Illness Referral Service (DMIRS) and the NHS Urgent Medicines Supply Advanced service (NUMSAS). These pilots have shown good progress, with patients consistently referred and reporting high satisfaction rates. Episodes of care are completed safely and appropriately instead of patients having to wait for a GP appointment and with the understanding that patients will be escalated to an appropriate service if necessary.

The service is based on a referral from NHS 111, following an assessment by a call advisor, leading to the patient being transferred for a consultation with a community pharmacist instead of being booked for an urgent GP appointment, out of hours GP appointment, or signposted to their own GP, depending on the time of day.

The objectives of CPCS are to:

* Manage appropriately NHS111 requests for urgent medicines supply and for Minor Illnesses;
* Reduce demand for the rest of the urgent care system;
* Resolve problems leading to patients running out of their medicines; and
* Increase patient’s awareness of electronic repeat dispensing.

All the above are helping to relieve some pressure on urgent and emergency care services, saving money and shortening the patient pathway.

CPCS are accurate at the time of publication (please refer to the date on Page 2 of this document).

**1.4 Minor Ailment Scheme Providers (MAS)**

The treatment of minor ailments has been found to account for 18 - 20% of GP workload, with 90% of such consultations being solely for a minor ailment. It has also been shown that 8% of emergency department consultations involve consultations for minor ailments. Many of these consultations could be dealt with by Community Pharmacy staff who are already trained and competent in this area of care.

The scheme will encourage everyone to consult Pharmacy staff as a first point of call for a minor ailment. For a defined list of minor ailments, medication considered necessary for treatment will be provided free of charge for those patients who are exempt from prescription charges. Those who would usually pay for their prescriptions will still be encouraged to purchase their medication, as many of the treatments will cost less than the prescription charge.

**Aims and intended outcomes**

• To improve primary care capacity by reducing medical practice workload related to minor ailments.

• To improve access and choice for people with minor ailments by:

* Promoting self-care through the pharmacy, including provision of advice, printed information relevant to the minor ailment and where appropriate medicines without the need to visit the GP practice;
* Operating a referral system from local medical practices; and
* Supplying appropriate medicines at NHS expense to patients who are exempt from prescription charges

**1.5 Palliative Care Providers**

To enable the prompt supply of specialist palliative care medicines, the demand for which may be urgent and/or unpredictable some pharmacies within West Yorkshire are commissioned by NHS England & Improvement to maintain a stock in the event that they are required.

The pharmacy contractor is commissioned to stock a locally agreed range of palliative care medicines and makes a commitment to ensure that users of this service have prompt access to these medicines at all times.

The pharmacy also provides information and advice to the user, carer and clinician. They may also refer to specialist centres, support groups or other health and social care professionals where appropriate.

Palliative Care Providers are highlighted for ease of reference.

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| **2.0 Bradford & Craven – Monday 25th May 2020 Bank Holiday Opening Hours** |
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| **3.0 Harrogate & Rural District- Monday 25th May 2020 Bank Holiday Opening Hours** |
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| **4.0 Calderdale - Monday 25th May 2020 Bank Holiday Opening Hours** |
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| **5.0 Leeds - Monday 25th May 2020 Bank Holiday Opening Hours** | |
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| **6.0 Greater Huddersfield - Monday 25th May 2020 Bank Holiday Opening Hours** |
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| **7.0 North Kirklees - Monday 25th May 2020 Bank Holiday Opening Hours** |
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| **8.0 Wakefield - Monday 25th May 2020 Bank Holiday Opening Hours** |
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