

## Closure Activity Planner - Countdown

<b>Pharmacy Name:</b>	XXX
<b>ODS Code:</b>	XXX
<b>Planned Closure Date:</b> (enter the date in dd/mm/yyyy format on the right to update the form)	

**Disclaimer:** This list is **NOT exhaustive**. It was designed to help and support the process of your closure and the LPC cannot, in any way whatsoever, be responsible for your use of the information contained in or linked from the web pages given.

Notes	T-Minus Wk	Completion Deadline	Complete
Read PSNC Guidance, NHSE guidance, Consult NPA, LPC and / PSNC as appropriate.			
T-Minus refers to the very last week this activity should be completed - ideally complete as soon as possible as appropriate. Changing the planned closure date will recalculate the deadline by which the tasks need to be completed by.			
Inform NHSE using the official form Annex 1 Chapter 38 NHSE Pharmacy Manual (if 100 hour pharmacy need to give 6 months notice if, standard contract 3 months). <a href="https://www.england.nhs.uk/publication/pharmacy-manual-chapter-38-annex/">https://www.england.nhs.uk/publication/pharmacy-manual-chapter-38-annex/</a> Enquiries: <a href="mailto:england.pharmacy-westmidlands@nhs.net">england.pharmacy-westmidlands@nhs.net</a>	-12	#VALUE!	
Confirm with NHSE who they will inform and who you need to inform: CCG, Council, Directory of Services, NHS Digital	-12	#VALUE!	
Inform any Commissioners, IT Providers or contracted companies - IT suppliers, Landlord, Insurance providers, Council - (Business rates), Banks, Suppliers etc.	-11	#VALUE!	
Inform patients including EPS nomination patient and surgeries of the closure date. Support patients to find alternative pharmacies, manage prescriptions - e.g if doing monitored dosage systems, repeat dispensing or managing ordering of prescriptions, delivering or collecting medicines / prescriptions or supporting any care homes or sheltered housings. This is to be done via posters, patient leaflets, a message on any website and a message on your NHS website profile page.	-11	#VALUE!	
Inform staff as soon as practical and cover all HR issues - redeployments / redundancies / references etc.	-10	#VALUE!	
Arrange transition for any patients who have services from you - e.g. stop smoking, substance misuse etc.	-10	#VALUE!	
Look at stock and reduce holding - retail and dispensary. Consider options for selling remaining stock. Consider discounting any retail stock to clear.	-8	#VALUE!	
Arrange collection for clinical, pharmaceutical waste (NHSE can support).	-8	#VALUE!	
Arrange destructions of out of date / remaining controlled drugs - contact the CDAO team at: <a href="mailto:AGCSU.controlledrugs@nhs.net">AGCSU.controlledrugs@nhs.net</a>	-8	#VALUE!	
Keep NHSE informed of progress in closure process and any problems or anticipated change in closure date.	-8	#VALUE!	
Ensure all outstanding payments and claims are settled before closure date.	-7	#VALUE!	
Arrange any uplifts of stock / kit where you can return or sold.	-6	#VALUE!	
Inform any care homes that you provide services to of closure dates.	-4	#VALUE!	
Follow PSNC ODS change instructions - nomination / prescriptions etc. NHS Choices, DoS, ERD Nominations, Smart Cards, SCR access etc. Pharmacy IT system - stop EPS downloads for day close.	-4	#VALUE!	
Contact NHSmail to remove shared email and any personal NHSmail which is not needed going forward. (email: <a href="mailto:pharmacyadmin@nhs.net">pharmacyadmin@nhs.net</a> )	-4	#VALUE!	
Put arrangements in place for the transfer of disposal or excess stock on the day of the closure. Arrange a final collection of unwanted medicines that have been returned to you under paragraphs 13 and 14, Schedule 4 of the NHS (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013, as amended.	-2	#VALUE!	
Deliver NHS Balances and Owings to Patients. There should now be very few regular patients that have not moved to other pharmacies.	-2	#VALUE!	
Ensure all electronic prescriptions not supplied are undone and returned to the Spine.	-1	#VALUE!	
Ensure that all patient owings are dispensed and do not dispense any other incomplete prescriptions unless owings can be filled and collected/delivered to the patient before closure.	-1	#VALUE!	
Ensure all patients with prescriptions awaiting collection are contacted and if necessary deliver the medication to patient's home.	-3 days	#VALUE!	
If there are still any outstanding owings, inform the patient's GP practice so that new prescriptions can be issued where necessary unless you are assured that the outstanding items can and will be collected or delivered to the relevant patient before closure.	-3 days	#VALUE!	

	Ensure all stock, CDs, waste are transferred / removed / destroyed and safely disposed of.	0	#VALUE!	
	Ensure all patient identifiable material & personell records are archived or destroyed depending on NHS / HR storage requirements.	0	#VALUE!	
	All prescriptions are counted and boxed ready to be sent for payment.	0	#VALUE!	
	Return any prescriptions that have not been collected to the prescriber.	0	#VALUE!	
	Submit all dispensed prescriptions to the NHSBSA for payment with a final FP34A/CD/D.	0	#VALUE!	
	Submit all final enhanced services claims to NHS England.	0	#VALUE!	
	Remove all certificates and personal belongings.	0	#VALUE!	
	Confirm to NHSE, LPC and surgeries that the pharmacy is closed and put a notice on the outside of the pharmacy so it can be seen when closed.	0	#VALUE!	
	Ensure a message is added to the NHS website profile page advertising that the premises are now closed.	0	#VALUE!	
	Ensure any website is closed down.	0	#VALUE!	
	Cash up and bank.	0	#VALUE!	
	Make sure confidential waste is removed.	0	#VALUE!	
	Leave empty CD cabinet(s) open with CD keys inside.	0	#VALUE!	
	Send prescriptions to NHSBSA for payment - provide contact for any queries / returns.	+1 day	#VALUE!	
	Check all claims have been made for services and the commissioner knows it is the last claim.	+1 day	#VALUE!	
	Ensure all building related actions are completed - lease, insurance, general waste, keys etc. and that the premises are left secure and if any medication remains on site that it is securely stored.	+1 day	#VALUE!	
	Ensure all utilities are turned off / meters read for final bills.	+1 day	#VALUE!	
	Dispose of any kit and return all keys to keyholder / Landlord.	+1-3 days	#VALUE!	