

# MODEL HOURS OF SERVICE SCHEME



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# MODEL HOURS OF SERVICE SCHEME

Scheme prepared by Lanarkshire Health Board (hereon in referred to as the Board) after consultation with the Area Pharmaceutical Committee under Regulation 11(1) of The National Health Service (Pharmaceutical Services) (Scotland) Regulations 2009, as amended (hereon in referred to as the regulations) and approved by the Scottish Ministers for securing that one or more places of business on the Pharmaceutical List in each locality shall be open at all reasonable times, and specifying the arrangements for the dispensing of medicines and the provision of other pharmaceutical services required urgently at other times.

## 1. Model Hours of Service

Except as provided in paragraph 2, 3 & 8 all pharmacies on the Pharmaceutical List shall be open for the supply of drugs and prescribed appliances, or for the supply of prescribed appliances (as the case may be), on the days and at the hours following:-

Definition of 'Model Hours'	<ul style="list-style-type: none"><li>• 09.00 to 18:00 - Monday to Friday</li><li>• 09:00 to 17:00 - Saturday</li></ul>
Monday to Friday 09.00 – 18.00 enables community pharmacies to respond to prescriptions generated by GP surgeries. Saturday 09:00 – 17:00 is the traditional expectation.	

And at any other time when a pharmacist's place of business is open for the purpose of supplying drugs or appliances they shall supply drugs or prescribed appliances which are ordered under the regulations.

The Model Hours of Service Scheme details the principles and procedures for determining contracted opening hours for community pharmacies. These principles and procedures are likely to remain stable for a long time.

A sister document detailing the Pharmaceutical Care Services Plan (PCSP) (Appendix I) is available. This PCSP is an evolving document which defines the need for pharmaceutical services within each locality (Appendix II) throughout the conventional working week, weekend and public holiday period. Changes to the PCSP may occur following significant service change e.g. a change in location of Primary Care Emergency Centres providing out of hours care.

Within a locality no one pharmacy needs to provide all the services all the time but between them the pharmacies need to provide the agreed level of service. Where necessary pharmacies may be required to participate in rotas to assure the required level of service provision (Appendix III).

Applications from an individual pharmacy to vary their contracted hours will be considered in relation to the Model Hours of Service Scheme and the needs and current provision within the locality.

## **2. Additional Hours of Service**

The PCSP defines the need for pharmaceutical services required in a locality as outlined above, in order to achieve that there may be a need to establish a rota.

Where a rota is necessary every contractor may be required to participate.

## **3. Variations**

If a contractor applies to the Board for permission to vary, or to open for less than the model hours of service set out in paragraph 1, or for relief from duties under paragraph 2, the Board shall have power to consent to the application subject to such conditions (if any) as they think necessary to ensure an adequate pharmaceutical service. Before exercising such power the Board shall consult the Chief Pharmacist, Primary Care and Area Pharmaceutical Committee.

All applications received will be assessed by the Chief Pharmacist, Primary Care and Area Pharmaceutical Committee independently against the criteria in this scheme to determine whether the cumulative service falls below that required by the PCSP. Following the assessment if there is unanimous agreement the application will be approved or refused as appropriate and if approved the pharmacy's contracted hours of service changed.

If conflicting views are received the application shall be passed to the Primary Care Pharmaceutical Committee (PCPC) which is a standing committee of the Board (Appendix IV). The PCPC may approve or refuse the application and if approved the pharmacy's contracted hours of service will be changed.

## **4. Alternative Arrangements**

If, for a temporary period, a pharmacist is prevented by illness or other reasonable cause from complying with the requirements of this scheme and or rota, they shall make arrangements to the satisfaction of the Board that one or more pharmacists, whose premises are on the Pharmaceutical List and are situated in the locality, shall comply on their behalf with the requirements of this scheme and or rota. They shall publicise the location(s) of the contractors with which such arrangements have been made. The Board shall also make a temporary update to the Pharmaceutical List posted on NHS Lanarkshire's public website and advise NHS24.

If for a temporary period a pharmacy is prevented from opening the process for notifying the reasons for the closure is attached (Appendix V).

## **5. Urgent Prescriptions**

Schedule 1, Paragraph 6 (2) of the regulations requires that a sign should be exhibited at each place of business indicating the facilities available for securing the dispensing of medicines urgently required when the premises are not open. Within Lanarkshire it is agreed that this is no longer appropriate or effective e.g. because most pharmacies require non transparent shutters for security reasons.

Alternative systems of securing the supply of urgently required medicines have been in place for 10 years and are shown to be effective. This includes the availability of late night and Sunday opening pharmacies which are well publicised via NHS Lanarkshire and NHS 24 systems and the NHS Lanarkshire Out of Hours Medical Service which holds supplies of

commonly needed medicines (Appendix VI). There is also a pharmacy at Glasgow Central Station which is open from 07.00 until midnight Monday – Saturday and 09.00 -18.00 Sunday.

## **6. Notification to Pharmacists, Doctors and Dentists**

- (a) The Board shall send a copy of this scheme to each contractor at each place at which they provide pharmaceutical services and to each medical and dental practitioner giving service under the National Health Service (Scotland) Act 1978, as amended.
- (b) The Board shall send to each contractor with a place of business in a locality in which rota arrangements are in operation, and to each medical and dental practice in such locality, a note of the places of business which are to be open under these arrangements, and the days and hours each place of business is to be open. Notice shall also be provided to the locality, NHS 24 and recorded on our Pharmaceutical List which is also available on our public website.

## **7. Interpretation**

“Rota” means an arrangement whereby two or more pharmacies are required by the Board to open in turn in order to meet the requirements of the PCSP.

## **8. Terms of Service**

The provision of this scheme shall be incorporated in and form part of the terms of service for contractors. This scheme came into force on (DATE) when approved by Scottish Ministers. The provisions apply only to applications to join the Pharmaceutical List of NHS Lanarkshire, or variations to contracted hours of service, after this date. This scheme shall be reviewed annually.

The Board's Pharmaceutical Care Services Plan is currently being updated and information shall be published in due course

Within the legislation that established Health and Social Care Partnerships (HSCP) there was a requirement to establish localities.

North Lanarkshire HSCP has established six localities and South Lanarkshire HSCP has established four localities:

**Localities**

<b>HSCP</b>	<b>Unit</b>	<b>Locality</b>
North	North West	Airdrie
North	North West	Coatbridge
North	North West	North - Cumbernauld, Kilsyth, Chryston & Muirhead
North	North East	Motherwell
North	North East	Bellshill & Viewpark
North	North East	Wishaw, Newmains & Shotts
South	South West	East Kilbride
South	South West	Camglen
South	South East	Hamilton
South	South East	Clydesdale & Mental Health

1.
  - a) As and when any rota is required the rota detailing the order in which additional duties are to fall upon each pharmacist shall be prepared by the Board or an authorised Committee of the Board.
  - b) The order in which these additional duties will fall upon each contractor in respect of each place of business at which they provide pharmaceutical service will be determined by lot: such duties will recur in the order so established.
  - c) The continuing need for a rota or any amendment to it will be determined with reference to the evolving PCSP and other local circumstances e.g. if four pharmacies are participating in a rota but one pharmacy commits to providing the required service the rota could be removed.

The details of any Rota will be publicised via NHS Lanarkshire and NHS 24 systems

In accordance with NHS Lanarkshire Standing Orders and Committee Administrative Arrangements, Appendix I - Scheme of Administrative Arrangements for the Discharge of the Functions of the Board by its Committees in Accordance with the Terms of Standing Order no. 11, the Primary Care Pharmaceutical Committee is a standing committee of the Board.

The Primary Care Pharmaceutical Committee shall consist of a Chairman appointed by the Board from its non-executive members, plus two other Board members, either both non-executive or one non-executive (to deputise in the Chairman's absence) and one executive member. There shall be three professional members appointed by the Area Pharmaceutical Committee.

No business shall be transacted at a meeting of a Standing Committee or Sub-Committee unless at least one third of members are present. The Primary Care Committees must comprise of one professional member and one lay member.

Any member of the Board who may be especially useful to a Standing Committee for the consideration of a remit made to that Committee may, for the purpose of that remit, be co-opted to the Committee.

Any Standing Committee may, with the consent of the Board or any Sub-Committee may, with the consent of their parent committee, co-opt persons not being members of the Board who have some special aptitude or knowledge of the matters referred to that Committee or Sub-Committee. Such co-opted members shall have no voting power, unless otherwise decided by the Board.



Periodically the department receives notification of unplanned disruption of services.

In order to capture the information we require in one contact we have introduced the attached form to standardise the process.

This form should be saved in order to be readily available within the pharmacy and referenced within your business continuity plan. Please also pass on to your area and/or head office as appropriate.

When completing the form please ensure that you provide fulsome information on steps taken to notify patients of the temporary closure and, as a minimum, provide information on the alternative pharmacies where pharmaceutical services can be accessed. You should also outline what steps have been taken to advise patients who may be due to access services at your pharmacy e.g. addiction, prescription uplifts, as well as notifying local medical practices.

The completed form should be returned via e-mail to [pcs@lanarkshire.scot.nhs.uk](mailto:pcs@lanarkshire.scot.nhs.uk) and submission followed by confirmation of when the pharmacy re-opened.

**Notice of unplanned temporary suspension of  
Pharmaceutical Services**



<b>Name of contractor</b>	
<b>Contractor code</b>	
<b>Full address of premises to which the notice relates</b>	
<b>Address for correspondence (if different)</b>	

**Date of temporary suspension:**  
\_\_\_\_\_

**Times at which pharmaceutical services were not provided:**  
\_\_\_\_\_  
\_\_\_\_\_

Please set out in the box below the reasons for the temporary suspension.

Please set out in the box below actions taken to limit the impact on users of the premises.

Please set out in the box below actions taken to limit this occurring in future and/or address the issue.

Name:

Position:

Date:

On behalf of:

Contact email address in case of queries:

Contact phone number in case of queries:

Please return completed form to: [pcs@lanarkshire.scot.nhs.uk](mailto:pcs@lanarkshire.scot.nhs.uk)

The provisions for out of hours services are triaged via NHS 24, this triage services operates from 18:00 to 08:00 Monday to Friday and at weekends from 18:00 Friday to 08:00 Monday. There will be variations required to cover public holidays or local circumstances on an exceptional basis.

At time of publication access to out of hours services is determined by patients' locality of residence.

Excluding patients in CamGlen and Northern Corridor localities, all other Lanarkshire patients triaged will be appointed to a primary care emergency centre at either of the following locations:

- Douglas Street Clinic, Douglas Street, Hamilton, ML3 0DR
- Airdrie Community Health Centre, 88 Graham Street, Airdrie, ML6 6DB

Patients in CamGlen and Northern Corridor localities once triaged will be appointed to a primary care emergency centre at any of the following locations:

- Easterhouse Health Centre, 9 Auchinlea Road, Glasgow, G34 9HQ
- Gartnavel General Hospital, 1053 Great Western Road, Glasgow, G12 0YN
- Greenock Health Centre, 20 Duncan Street, Greenock, PA15 4LY
- Inverclyde Royal Hospital, Larkfield Road, Greenock, PA16 0XN
- New Stobhill Hospital, 133 Balornock Road, Glasgow, G21 3UW
- New Victoria Hospital, 52 Grange Road, Glasgow, G42 9LF
- Royal Alexandra Hospital, Corsebar Road, Paisley, PA2 9PN
- Vale of Leven Hospital, Main Street, Alexandria, G83 0UA
- Queen Elizabeth University Hospital, 1345 Govan Road, Govan, Glasgow, G51 4TF