Covid-19 Risk Assessment – Pharmacy Activities & Consultation Rooms.

<table>
<thead>
<tr>
<th>Scope</th>
<th>Commentary</th>
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<tbody>
<tr>
<td>Areas Included / Not Included</td>
<td>Pharmacy activities</td>
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<td>Last Reviewed and Updated</td>
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| Undertaking routine activity in the pharmacy | Survival and presence of the virus on surfaces and hand touch points transmitting to hands of colleagues | Colleagues | • Detailed cleaning with approved cleaning chemical daily by contract cleaners  
• Touchpoint cleaning with Aseptopol undertaken throughout the day by pharmacy team  
• Signage displayed reminding colleagues and customers that if they have Covid-19 symptoms they should not enter the store. If someone does enter and state they have symptoms of Covid-19 they should be sent home or if too unwell an ambulance should be called and they would need to be isolated in a room.  
• Guidance issued to wash hands with soap and water frequently  
• Provision of alcohol hand gel and gloves as necessary  
• Work is predominantly side by side not face to face  
• Spread activity out as much as possible in the pharmacy area to maintain 2m social distancing  
• Team aim to have own workspace and area clean and sanitise before “handing over” to another colleague, split team into bubbles if feasible.  
• Provision of face masks for all colleagues. It is mandatory in England, Scotland and Wales to wear Type 2 fluid resistant masks  
• Whilst on the shop floor e.g. start and end of shift, colleagues follow the controls found below in Wearing face masks and face coverings (Whilst on the Shop floor)  
• However, once in the Pharmacy. colleagues follow the controls found below Wearing of face masks (whilst in the Pharmacy)  
• If routinely moving between the pharmacy and the main shop floor and back again follow the guidance described below in Wearing of face masks (whilst in the Pharmacy)  
• Colleagues working in the pharmacy to be offered individual occupational health assessment should they wish to complete one.  
• Colleagues can use C-19 Lateral Flow testing kits in countries where they are made available by the NHS. Tests are for identification of asymptomatic colleagues. Tests to be conducted twice a week and results are updated onto the appropriate NHS Portal.  
• Pharmacy colleagues across the whole of the United Kingdom have the option to receive a C19 vaccination from January 2021. | • COSHH Risk Assessments and Material Safety Data Sheets  
• Coronavirus - gloves, masks and visors – Information and guidance - Stores Help Centre  
• WHO video guide on when and how to put on face mask  
• Disposable Face masks – Information and Guidance for use in English Pharmacies - Stores Help Centre  
• Novel Coronavirus (COVID19) standard operating procedure Community Pharmacy issued by NHS England Test Trace Protect guidance issued to Wales, Scotland and England  
• Using C-19 Lateral Flow Tests in Pharmacy support pack. | • Safe and legal audits  
• Completed questions on safe and legal MPro5  
• Completed questions on safe and legal MPro5 |
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| Working on the pharmacy counter supporting customers                    | Checkout payment handling and close proximity to customers and colleagues unable to maintain the 2 m social distancing guidance | Colleagues, customers                                                           | • Posters on how to hand wash have been communicated to colleagues and instructions to not to touch face/mouth etc.  
• Perspex screens and till dividers installed on payment areas for pharmacy  
• WHO Guidance indicates that there is limited evidence to confirm or disprove whether Covid-19 can be transmitted through coins or banknotes.  
• Gloves are optional but have also been made available to all colleagues that work in these areas  
• Customers encouraged to use contactless payments where possible  
• Increase of the contactless limit to move from £30 to £45 – checkouts in process of being re-programmed  
• Floor vinyls to indicate where customers should stand                                                                 | WHO guidance of limited spread of virus on money – GPS SharePoint  
• Covid-19 Point of sale Brochure – Stores Help Centre  
• Coronavirus – gloves, masks and visors – information and guidance – Stores Help Centre  
• WHO video guide on when and how to put on face mask  
• Disposable Face masks – Information and Guidance for use in English Pharmacies – Stores Help Centre | Safe and legal audits  
• Completed questions on safe and legal MPro5 |
| Increased levels of absent colleagues due to Covid-19                   | Insufficient number of colleagues to maintain safe working             | Colleagues, customers                                                           | • Pharmacies able to operate with only the Pharmacist present whilst following their governing body guidance.  
• NHS has provided pharmacies with flexibility in opening hours to manage workload.  
• Where no Pharmacist is present, the pharmacy will temporarily close and customers will be re-directed to the nearest open pharmacy  
• Pharmacist to use their professional judgement if staffing levels are low and use the Pharmacy Business Continuity Plan to support any decisions for closure                                                                 | Business Continuity document for maintaining pharmacy services – GPS SharePoint  
• Standard operating procedure for when a Pharmacist has not arrived – GPS SharePoint  
• NHS Community pharmacy standard operating procedure – In pharmacy  
• Point of Sale for Pharmacy closures – GPS SharePoint  
• Pharmacy Business Continuity Plan                                                                                              | Safe and legal audits  
• Completed questions on safe and legal MPro5 |
| Lack of skilled colleagues in operational area e.g. pharmacy, back door, petrol filling station, phone shop | Colleagues, customers                                                    | Training platform provided for multi-skilling colleagues on more specialist roles - My Learning Curriculum, including reviewed training and validations e.g. petrol filling station, backdoor, pharmacy, customer service desk, cash office and payroll  
• Fast track induction for temporary pharmacy support colleagues  
• Area to be closed if insufficient competent trained staff to an appropriate level to support the operation                                                                 | Business Continuity document for maintaining pharmacy services – GPS SharePoint  
• Standard operating procedure for when a Pharmacist has not arrived – GPS SharePoint  
• Point of Sale for Pharmacy closures – GPS SharePoint  
• Induction pack for temporary pharmacy colleagues                                                                                     | Safe and legal audits  
• NA                                                                 |
| Not meeting our legal obligations for refresher training                | Colleagues                                                              | Pharmacy training – service specific training will continue to be undertaken as necessary |                                                                                                                                                                                                                                                                  |                                                                                                           | NA                                             |
| Cleaning and hygiene consumables/equipment and processes                | Presence and survival of Covid-19 virus on touch points throughout pharmacy area | Colleagues                                                                      | • Increased supply of alcohol hand gel sent into stores for colleague use  
• Alcohol hand gel, hand soap, wipes, approved cleaning chemical and blue roll are orderable by the stores  
• Posters displayed regarding Hand washing and Toilet hygiene                                                                                                                                   | COSHH Risk Assessments and Material Safety Data Sheets  
• Coronavirus – gloves, masks and visors – information and guidance – Stores Help Centre  
• WHO video guide on when and how to put on face mask  
• Disposable Face masks – Information and Guidance for use in English Pharmacies – Stores Help Centre                                                                                         | Safe and legal audits  
• Completed questions on safe and legal MPro5 |
| Disposal of contaminated cleaning products or face coverings after use   | Colleagues                                                              | Contaminated wipes, blue towel etc. to be bagged and placed in usual waste or into a lidded bin.                                                                                                                                                                 | Coronavirus – gloves, masks and visors – information and guidance – Stores Help Centre  
• WHO video guide on when and how to put on face mask  
• Disposable Face masks – Information and Guidance for use in English Pharmacies – Stores Help Centre                                                                                         | Safe and legal audits  
• Completed questions on safe and legal MPro5 |
| Cleaning and hygiene supply not available e.g. Alcohol hand gel/wipes re-directed to the NHS or supplier unable to maintain supply | Colleagues                                                              | Alternative suppliers or consumables being sought if current suppliers unable to maintain demand  
• COSHH assessments will be completed and new/amended cleaning cards produced prior to sending in any new chemicals into stores  
• Products auto delivered to stores so availability is always met                                                                                                                                     | COSHH Risk Assessments and Material Safety Data Sheets  
• Coronavirus – gloves, masks and visors – information and guidance – Stores Help Centre  
• WHO video guide on when and how to put on face mask  
• Disposable Face masks – Information and Guidance for use in English Pharmacies – Stores Help Centre                                                                                         | Safe and legal audits  
• Completed questions on safe and legal MPro5 |
| Potential allergic reaction to wipes and Alcohol hand gels              | Colleagues                                                              | All Tesco sourced Alcohol hand gels and wipes are always without allergenic/sensitising properties  
• COSHH Information held for all products used                                                                                                                                                   | COSHH Risk Assessments and Material Safety Data Sheets  
• Coronavirus – gloves, masks and visors – information and guidance – Stores Help Centre  
• WHO video guide on when and how to put on face mask  
• Disposable Face masks – Information and Guidance for use in English Pharmacies – Stores Help Centre                                                                                         | Safe and legal audits  
• NA                                                                 |
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<td>Managing a queue of people wishing to use the consultation service</td>
<td>Unable to maintain the 2m social distancing guidance</td>
<td>Colleagues, patients</td>
<td>• Colleagues should manage the queue and ensure that fire exits are not blocked • Consultations should be pre-booked where possible • Pharmacy colleagues will encourage consultation by other means and only open the consultation room as a last resort • Floor vinyls and barriers to indicate where customers should stand</td>
<td>• Coronavirus – gloves, masks and visors – information and guidance – Stores Help Centre • WHO video guide on when and how to put on face mask • Disposable Face masks – Information and Guidance for use in English Pharmacies – Stores Help Centre</td>
<td>NA</td>
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<td>Wearing of face masks (Whilst in the Pharmacy)</td>
<td>Wearing of the face mask incorrectly</td>
<td>Colleagues</td>
<td>• Guidance issued on the correct wearing of a face mask and a WHO World Health Organisation video link shared to support the correct methodology to wear • Guidance issued to change every shift or after a break and not to touch the face • Guidance issued on how to dispose of a used face mask to include being placed in a bag or in a lidded bin • whilst in the Pharmacy only face masks of the correct grade Type I, Type II or Type IIR fluid resistant mask) are to be worn at all times • Face masks for pharmacies are sourced from either PHE or from Tesco’s approved suppliers • Face visors can be worn in addition to the correct pharmacy face mask • Exemptions to the rules for colleagues wearing face masks are described in Wearing face masks and face coverings (Whilst on the Shop floor/back area) below</td>
<td>• Coronavirus – gloves, masks and visors – information and guidance – Stores Help Centre • Coronavirus – gloves, masks and visors – information and guidance – Stores Help Centre • WHO video guide on when and how to put on face mask • Disposable Face masks – Information and Guidance for use in English Pharmacies – Stores Help Centre • Scotland – Face Coverings guidance 08.07.20 – GPS SharePoint • <a href="https://www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control-face-recommendations-for-primary-and-community-health-care-providers-in-england">https://www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control-face-recommendations-for-primary-and-community-health-care-providers-in-england</a> •</td>
<td>NA</td>
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<td>Wearing face masks and face coverings (Whilst on the Shop floor/back areas)</td>
<td>Wearing of the face mask incorrectly</td>
<td>Colleagues</td>
<td>• Unless medically exempt, it is mandatory for face coverings to be worn at all times by all colleagues in all parts of a store, this includes: o All back areas including the colleague room, except when eating or drinking o When working behind a screen o In all external areas o In offices and meeting rooms when more than one person is present • Face visors can be worn in addition to the correct pharmacy face mask • Guidance issued on how to dispose of a used face mask being placed in a waste bag or lidded bin • Colleagues are permitted to wear disposable masks, face coverings such as scarves, re-usable textile/cloth coverings • Reusable cloth face coverings have been issued to each store. Four face coverings per colleague have been issued with instructions on how to clean and maintain them. However, colleagues can choose to wear their own. • Guidance issued on the correct wearing of a face mask and a WHO World Health Organisation video link shared to support the correct methodology to wear • Guidance issued to change every shift or after a break and not to touch the face • Exemptions to the rules for wearing face coverings include: o Colleagues or customers with health conditions who cannot put on, wear or remove a face covering because of any physical or mental illness or impairment or disability or without severe distress. o If colleagues or customers need to take medication or to eat or drink where reasonably necessary. o For customers with a hearing impairment and those who lip-read, colleagues should remove face coverings, as necessary, to provide advice, information or assistance. o If colleagues or customers need to remove it to avoid harm or injury, either to themselves or others – for example to get somebody’s attention about a danger (excluding Scotland)</td>
<td>• Tesco and USDAW joint letter on the importance of face coverings for all colleagues (25.08.20) • Retail / Metro / Express Daily News – 9th October 2020 – Stores Help Centre (reusable face coverings allocation). • Coronavirus – gloves, masks and visors – information and guidance – Stores Help Centre • WHO video guide on when and how to put on face mask • <a href="https://www.gov.uk/government/publications/facemasks-when-to-wear-one-and-how-to-make-your-own">https://www.gov.uk/government/publications/facemasks-when-to-wear-one-and-how-to-make-your-own</a> • Mandatory face coverings – England, Northern Ireland, Wales – GPS SharePoint and Store Help Centre • Retail daily news – Stores Help Centre</td>
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| **Colleagues undertaking consultations in the consulting room** | Unable to maintain the 2m social distancing guidance | Colleagues, patients | • Re opening checklist to be undertaken before the consultation room is first used  
• Face visors, gloves and masks to be worn for any consultation to be cleaned or disposed of appropriately afterwards  
• Face masks to be handed to patients before they enter the room  
• Only 1 person and the pharmacy colleague to enter the room. Patients reminded to attend appointment alone  
• Colleagues are reminded to maintain the 2m social distancing guidance where possible and to wash hands afterwards | • COSHH Risk Assessments and Material Safety Data Sheets  
• Coronavirus – gloves, masks and visors – Information and Guidance for use in English Pharmacies – Stores Help Centre  
• WHO video guide on when and how to put on face mask  
• Disposable Face masks – Information and Guidance for use in English Pharmacies – Stores Help Centre  
• Re-opening consultation room checklist – GPS SharePoint  
https://support.global.tesco.org/hr/en-us/articles/1/5000747929-Cleaning-Specifications?flash_digest=9f0cc49c93fe9a775f2597 | • NA |
| | Disposal of used face masks and other PPE which are potentially contaminated |  |  |  |  |
| | Presence and survival of Covid 19 virus on touch points throughout pharmacy area |  |  |  |  |
| | Colleagues in close proximity with potential skin contact with patients |  |  |  |  |
| | Lack of ventilation in room |  |  |  |  |
| **Colleagues supporting the flu vaccination service** | Unable to maintain the 2m social distancing guidance | Colleagues, patients | • Appointments are pre-booked and patients pre-screened and consent obtained via online system in order to minimise the contact time between colleague and patient  
• Face visors, medical gloves, splash proof apron and masks to be worn for any consultation  
• Splash proof apron and medical gloves will be single patient use  
• Visors will be personal issue and worn for the vaccination session  
• Face masks to be handed to patients before they enter the room  
• Only 1 person and the pharmacy colleague to enter the room – pre-booked session and advised on the pre-booking  
• Colleagues are reminded to maintain the 2m social distancing guidance where possible and to wash hands afterwards  
• Signage displayed reminding colleagues and customers that if they have Covid-19 symptoms they should not enter the consultation room  
• Chair for the patient should be positioned to be side onto pharmacy colleague  
• Consultation services to be booked where possible  
• Cleaning of touch points in consultation room to take place between patients – asceptopol cleaning and using wipes to clean the computer  
• Cleaning of touch points in waiting area between patient and pharmacy colleague  
• No aerosol generating tasks to be undertaken  
• Appropriate waste bins – clinical waste and sharps bin and normal waste provided  
• Reminder to not attend with Covid-19 symptoms is clearly on the booking process to book a consultation  
• Perspex screens will be provided for rooms where there is sufficient space to utilise them  
• Chair for the patient should be positioned to be side onto pharmacy colleague  
• Consultation services to be booked where possible  
• Cleaning of touch points in consultation room to take place between patients – asceptopol cleaning and using wipes to clean the computer  
• Cleaning of touch points in waiting area between patient and pharmacy colleague  
• No aerosol generating tasks to be undertaken  
• Appropriate waste bins – clinical waste and sharps bin and normal waste provided  
• Reminder to not attend with Covid-19 symptoms is clearly on the booking process to book a consultation  
• Perspex screens will be provided for rooms where there is sufficient space to utilise them | • COSHH Risk Assessments and Material Safety Data Sheets  
• Coronavirus – gloves, masks and visors – Information and Guidance for use in English Pharmacies – Stores Help Centre  
• WHO video guide on when and how to put on face mask  
• Disposable Face masks – Information and Guidance for use in English Pharmacies – Stores Help Centre  
• Flu vaccination clinical support pack  
• Flu vaccination training  
• Updated BLS training | • NA |
<p>| | Disposal of used face masks which are potentially contaminated |  |  |  |  |
| | Presence and survival of Covid 19 virus on touch points throughout pharmacy area |  |  |  |  |
| | Colleagues in close proximity with potential skin contact with patients |  |  |  |  |
| | Lack of ventilation in room |  |  |  |  |</p>
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<td><strong>Colleagues supporting the C-19 vaccination service (England and Wales only)</strong></td>
<td>Unable to maintain the 2m social distancing guidance</td>
<td>Colleagues, customers</td>
<td>Delivery of the vaccination service is in line with relevant elements of the suite of NHS England Wales Standard Operating Procedures, the relevant National Protocols for C-19 vaccination and the relevant Patient Group Directions. Appointments are pre-booked and customers are pre-screened if currently displaying symptoms of C19. Unless medically exempt, customers must wear face masks/coverings. In-store signage advising customers displaying symptoms not to enter the store or attend for vaccination. Symptoms of C19 checked for on arrival. If symptoms are present customers are excluded from the service. Social distancing to be maintained on greeting and in any waiting area, any seating will be spaced accordingly. Colleagues providing the service can be vaccinated before providing the service. Colleagues providing the service can use lateral flow tests for asymptomatic testing twice a week. In line with NHS guidance, minimum PPE requirement for colleagues providing the vaccination service is a Type 2R face mask. Colleagues may choose to wear further PPE if they prefer. If a visitor is worn, it will be personal issue and worn for the vaccination session. To minimise contact time, before entering the consultation area customers should remove coats, jumpers etc and have their identification and NHS number ready. Only 1 customer to enter the vaccination area at one time. Customers are asked to avoid any touchpoints apart from the chair they intend to sit in. Chair for the customer should be positioned to be side onto pharmacy colleague. Vaccination close contact time should be minimised to 3-5 mins per customer. Clinical consent questions printed on a laminated sheet and placed on the desk for reading by the customer. Consideration given to leaving a door ajar to avoid touching and to give ventilation without compromising patient confidentiality. Vaccine administered in accordance with the NHS SOP for coronavirus vaccination. Clean the chair and any touch points if there are any. In consultation room between customers. Colleagues can opt to not undertake this procedure. No aerosol generating tasks to be undertaken. Resuscitation will be managed in line with updated BLS training pharmacists have taken. This service is only provided by trained Tesco colleagues Colleagues are reminded to maintain the 2m social distancing guidance where possible and to wash hands afterwards or use alcoholic hand wash. Standard Operating Procedure for needle stick injuries</td>
<td>NHS England C19 Standard Operating Procedures: <a href="https://www.spo.nhs.uk/home/covid-19-vaccines/astra-zeneca-vaccine/astra-zeneca-handling-in-pcns/">https://www.spo.nhs.uk/home/covid-19-vaccines/astra-zeneca-vaccine/astra-zeneca-handling-in-pcns/</a> Patient Group Direction for the administration of the AZ C-19 vaccination: <a href="https://www.england.nhs.uk/coronavirus/publication/patient-group-direction-for-covid-19-vaccine-astrazeneca-chado11s-recombinant/">https://www.england.nhs.uk/coronavirus/publication/patient-group-direction-for-covid-19-vaccine-astrazeneca-chado11s-recombinant/</a> National Protocol for the administration of C-19 vaccination: <a href="https://www.gov.uk/government/publications/national-protocol-for-covid-19-vaccine-astrazeneca-chado11s-recombinant">https://www.gov.uk/government/publications/national-protocol-for-covid-19-vaccine-astrazeneca-chado11s-recombinant</a> Equivalent NHS Wales documentation: <a href="http://www.govwales.org.uk/The-Health-Landscape/Coronavirus-Information-Updates/COVID-19-immunisation-service-19.aspx">http://www.govwales.org.uk/The-Health-Landscape/Coronavirus-Information-Updates/COVID-19-immunisation-service-19.aspx</a> Pre/PHW or NEH/ NEW on-line training modules COSHH Risk Assessments and Material Safety Data Sheets. Coronavirus - gloves, masks and visors – information and guidance – Stores Help Centre WHO video guide on when and how to put on face mask Disposable face masks – Information and Guidance for use in English Pharmacies – Stores Help Centre Tesco C19 vaccination support information Updated BLS training Using C-19 Lateral Flow Tests in Pharmacy support pack.</td>
<td>Responsible Pharmacist supervision and monitoring in store and oscillation process to Regional Pharmacy Manager and Superintendent Pharmacist.</td>
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<td><strong>Colleagues returning to pharmacies after a period of extended absence</strong></td>
<td>Colleagues unfamiliar with the changes which have taken place since the onset of Covid-19 to manage the spread of the virus on touchpoints and not maintaining the social distancing guidelines</td>
<td>Colleagues</td>
<td>All colleagues returning to work in stores complete the ‘Keeping you safe’ online training prior to starting work. All colleagues classed clinically vulnerable or extremely clinically vulnerable to be occupational health screened before return to work and a risk assessment completed with line managers on return to work.</td>
<td>Keeping you safe – Click and Learn</td>
<td>Safe and legal audits Completed questions on safe and legal MPoMS</td>
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<td><strong>Taking in deliveries to the pharmacy</strong></td>
<td>Survival and presence of the virus on surfaces and hand touchpoints transmitting to hands of colleagues</td>
<td>Colleagues and visitors</td>
<td>Whilst on the shop floor colleagues follow the controls found above in Wearing face masks and face coverings (Shop floor). However, once in the Pharmacy the guidance for Pharmacy colleagues is applicable.</td>
<td>COSHH Risk Assessments and Material Safety Data Sheets</td>
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| Unable to maintain the 2m social distancing guidance from other colleagues | | | • Only face masks of the correct grade have been purchased (type 2R fluid resistant mask) for use in pharmacy  
• Face masks or visors must be worn to receive the tote box. Face visors must be accompanied with suitable face covering which covers the mouth and nose, e.g. face mask.  
• Clean the tote box before handling | | | | |
| Delivery to patients | Volunteers delivering to the houses of vulnerable people | Volunteers, customers and colleagues | • Use only designated volunteers for the service  
• Volunteers briefed how to maintain social distancing when making the deliveries | • NHS Medicines Delivery Service  
• Standard Operating Procedures for Emergency Medicine Delivery | NA |
| Test & Trace Activity | Insufficient number of colleagues to maintain safe working | Colleagues, customers | • Pharmacies able to operate with only the Pharmacist present whilst following their governing body guidance.  
• Where no Pharmacist is present, the pharmacy will temporarily close and customers will be re-directed to the nearest open pharmacy  
• Regional manager workshops to support the process for Test and Trace process and mitigation.  
• Escalate any positive cases identified to Regional Pharmacy Manager who will advise on how to identify close contacts. Store team to complete the part B contact tracing process.  
• Pharmacist to use their professional judgement if staffing levels are low and use the Pharmacy Business Continuity Plan to support any decisions for closure  
• NHS has provided pharmacies with flexibility in opening hours to manage workload | • PHE Symptomatic worker: flowchart describing return to work following a SARS-CoV-2 test  
• Business Continuity document for maintaining pharmacy services – GPS SharePoint  
• Standard operating procedure for when a Pharmacist has not arrived – GPS SharePoint  
• Point of Sale for Pharmacy closures – GPS SharePoint  
• Test, Trace, Protect England, Test, Trace, Protect Wales, Test, Trace, protect Scotland.  
• Decision Tree for Test and Trace  
• Serious Incident Escalation Process for Pharmacy  
• Pharmacy Business Continuity Plan  
• NHS Community pharmacy standard operating procedure – in pharmacy | NA |