Pharmacy Business Continuity Plan (BCP)

Implementation Checklist

Purpose: To help pharmacy contractors confirm that the Business Continuity Plan is implemented, accessible, and understood by all staff.

Action	Yes	Action Required
Staff Awareness & Training		
All staff have seen, read, and understood the Business Continuity Plan Staff know what the BCP is, why it exists, and what their role is if something goes wrong.		
The BCP is included in staff onboarding/induction process New starters are shown the BCP and told where to find it, rather than just being told it exists.		
Staff awareness is refreshed regularly (recommended annually) This could be through a team meeting, short briefing, or annual reminder.		
Record kept of staff training/acknowledgement This could be a sign-off sheet, training log, or meeting notes.		
Access to the Business Continuity Plan		
Staff know where to access a hard copy <u>outside</u> the pharmacy For example, on a shared drive or personal device if the pharmacy cannot be entered.		
Staff know how to access an electronic copy <u>outside</u> the pharmacy This ensures access if the building is closed or computers are unavailable.		
Staff know where to access a hard copy <u>inside</u> the pharmacy e.g. In the SOP folder or business continuity file.		
Staff know how to access an electronic copy <u>inside</u> the pharmacy So they can quickly refer to it during an incident.		
Secure Storage of Key Documents		
The BCP is saved in a secure cloud or shared drive So it can be accessed remotely if needed.		
Standard Operating Procedures (SOPs) are stored securely online So it can be accessed remotely if needed.		
An up-to-date emergency contacts list is stored securely and can be accessed remotely Including staff, GP practices, ICB, CPSY, wholesalers, and other support services.		
Passwords or access instructions are stored securely and can be accessed if required Only by authorised staff and in line with information governance.		
Staff know how to access these documents remotely		
NHS Systems & Digital Access		
All relevant staff can access the NHS shared mailbox		
Staff can access the NHS shared mailbox on personal devices if required For example, if pharmacy computers are unavailable.		
Staff know how to update the NHS Profile Manager remotely Including from a personal device if required.		
Staff understand they must update the Profile Manager daily if the pharmacy is closed. This is a terms or service requirement and must be done for each day that the pharmacy is closed		

Escalation & External Support Contacts		
Staff know how to contact the ICB Primary Care Team For reporting closures, incidents, or asking for guidance.		
Staff know how to contact the Local Pharmaceutical Committee (LPC) For support, advice, or signposting during disruption.		
Contact details are accessible even if the pharmacy premises cannot be entered		
Internal Communications		
There is a clear way to contact staff quickly in an emergency For example, a call tree or named person responsible for communications.		
WhatsApp, SMS, or emergency contact groups are set up and kept up to date So messages reach the right people quickly.		
Staff know who is responsible for making decisions during an incident Including who takes the lead and who supports.		
Patient Communication		
There is a clear process for informing patients of disruption or closure So patients receive consistent and accurate messages.		
A signage template is available and can be accessed remotely For use on doors or windows if the pharmacy is closed.		
There is a process for updating social media or the pharmacy website If these are used to communicate with patients.		
Staff know who is responsible for communicating with patients To avoid confusion or mixed messages.		
External Stakeholders to Notify (If Pharmacy Is Closed or Inaccessible)		
Local GP surgeries are informed if EPS prescriptions cannot be downloaded So prescriptions can be redirected if needed.		
Substance misuse services are informed if service users need prescriptions sent elsewhere To protect continuity of care.		
Wholesalers are informed if deliveries cannot be accepted To prevent wasted or failed deliveries.		
All relevant contact details can be accessed remotely Without needing to enter the pharmacy.		
Review & Assurance		
This checklist has been completed and reviewed		
Any gaps identified have a clear action plan Including who is responsible and when it will be completed.		
The BCP is reviewed after incidents or near misses		

Last reviewed: _____

Reviewed by: _____

Next review due: _____