

# **Access to medicines and pharmacy services outside working hours**

**Ref PHARM-0002-011-v3.0**

**Status: Approved**

**Document type: Procedure**

## Contents

---

<b>1</b>	<b>Purpose .....</b>	<b>3</b>
<b>2</b>	<b>Related documents.....</b>	<b>3</b>
<b>3</b>	<b>What are normal working hours? .....</b>	<b>3</b>
<b>4</b>	<b>Access to an emergency drug cupboard .....</b>	<b>3</b>
<b>5</b>	<b>Access to clozapine.....</b>	<b>3</b>
<b>6</b>	<b>Transferring medicines between wards .....</b>	<b>3</b>
<b>7</b>	<b>Access to dispensing services out of core hours .....</b>	<b>4</b>
<b>8</b>	<b>Borrowing of Controlled Drugs.....</b>	<b>4</b>
<b>9</b>	<b>Contacting a Pharmacist.....</b>	<b>4</b>
<b>10</b>	<b>Appendix 1: access to medicines out of hours .....</b>	<b>5</b>
<b>11</b>	<b>Appendix 2 – Community Pharmacy &amp; FP10 Access.....</b>	<b>6</b>
11.1	Middlesbrough (RPH) .....	6
11.2	Darlington (WPH).....	7
11.3	Durham (LRH) .....	8
11.4	Scarborough (CLH).....	9
11.5	Harrogate (HDG) .....	10
11.6	Hartlepool (SWP).....	11
11.7	Bishop Auckland (AP).....	12
11.8	York and Selby .....	13
<b>12</b>	<b>Document control .....</b>	<b>15</b>

## 1 Purpose

---

Following this procedure will help the Trust to:

- Provide personalised care through the effective prescribing of medicines
- Comply with legal and professional requirements in the authorised supply of medicine

## 2 Related documents

---

This procedure describes what you need to do to implement the Access to medicines and pharmacy services outside normal working hours section of the [Medicines Overarching Framework](#).



The Medicines Overarching Framework defines compliance requirements for prescribing and initiating treatment safely which you must read, understand and be trained in before carrying out the procedures described in this document.

This procedure also refers to:-

- ✓ [Controlled drugs standard operating procedures](#)

## 3 What are normal working hours?

---

There are three pharmacies providing medicines for in-patients and community services. One pharmacy is based in each locality (CDD = Darlington, NYY = York, Tees = Middlesbrough)

The standard opening hours for the pharmacies in each locality are:

- 9am-5pm (Mon-Fri)

On a weekend, only 1 dispensary will be open (on a rotational basis).

- 9am-1pm (Sat & Sun)

## 4 Access to an emergency drug cupboard

---

Emergency drug cupboards containing a range of medicines for use outside normal working hours are located at:

- Darlington: West Park Hospital
- Durham: Lanchester Road Hospital
- Hartlepool: Sandwell Park Hospital
- Middlesbrough: Roseberry Park Hospital
- Scarborough: Cross Lane Hospital
- York: Peppermill Court

Refer to local standard operating procedures for use of emergency cupboards.

## 5 Access to emergency clozapine

---

Emergency clozapine supplies are available to access on each site with an AMH or MHSOP ward. Please see this [link](#) for the correct process.

## 6 Transferring medicines between wards

---

When transferring medicines the complete container must be transferred to the receiving ward (note – the container does not need to be full). Medicines must never be transferred into another container. Use the medication [transfer book when transferring medicines](#) to record the audit trail of medicines.

The Designated Practitioners in Charge of both wards must keep signed records of the transfer of medicines.

NOTE: controlled drugs must NOT be transferred using this procedure – see [Controlled Drugs Standard Operating Procedures](#).

## **7 Access to dispensing services out of core hours**

---

Available community pharmacies within each area (including opening times) can be found on NHS Choices by clicking [here](#).

A quick guide to local extended hours pharmacies for each area is available in appendix 2. This information was correct as of September 2019.

## **8 FP10 access**

---

Each ward has a FP10 pad which will be stored securely with controlled access. The use of FP10s will be monitored regularly by pharmacy.

Note: F1 doctors cannot legally prescribe on an FP10.

## **9 Borrowing of Controlled Drugs**

---

See section 15 [Controlled Drugs Standard Operating Procedures](#).

## **10 Contacting a Pharmacist**

---

Contacting a pharmacist outside of normal opening hours should be restricted to situations where accessing urgently required medicines via the usual alternative routes has been unsuccessful, or in situations where professional pharmacy advice on the use of medicines is required urgently. Contact with the on-call pharmacist should only be made after checking appropriateness with the senior registered nurse on site.

Full details can be found on the pharmacy intranet pages [here](#).

## 11 Appendix 1: Access to medicines out of hours



## 12 Appendix 2: Community Pharmacy & FP10 Access

12.1 Middlesbrough (RPH)						
Distance (miles)	Pharmacy	Address	Tel no	Mon – Fri	Saturday	Sunday
2.0miles	Morrison's Pharmacy	Teesside Retail Park Thornaby. Stockton on Tees TS17 7BP	01642 607 074	08.30 – 20.00	08.00 – 19.00	11.00 – 17.00
0.8miles	Lloydspharmacy	386 Linthorpe Road Middlesbrough TS5 6HA	01642 2812993	08.00 – 23.00	08.00 – 23.00	09.00 – 19.00
3.5miles	Tesco Pharmacy	Parkway Shopping Centre, Coulby Newham, Cleveland, TS8 0TJ	01642 385647	Mon: 08.00 - 23.30 Tues- Fri: 06.30 - 23.30	06.30 - 23.30	10.00 - 16.00
2.2miles	Lloyds Pharmacy	Low Grange Health Village, Normanby Road, Middlesbrough, TS6 6TD	01642 452066	08.00 - 22.30	08.00 - 22.30	08.00 - 21.00
2.3miles	Boots	Goodwood Sq. Teesside Retail Park, Stockton On Tees, TS17 7BW	01642 605956	08.30 - 00.00	08.30 - 00.00	10.30 - 17.00
2.0miles	Asda Pharmacy	Asda Superstore, Portrack Lane, Stockton-On-Tees, TS18 2PB	01642 623300	Mon - 08.30 - 23.00 Tues - Fri 07.00 - 23.00	07.00 - 22.00	10.00 - 16.00
3.0miles	Tesco Pharmacy	Trunk Road, Middlesbrough, TS6 9HB	0345 6719468	Mon: 08.00 - 23.30 Tues- Fri: 07.00 - 23.30	07.00 - 23.30	10.00 - 16.00
Out of Hours FP10s						
Where stored?		Access				
Mediwell		There is a set of FP10's for crisis team staff and a set of FP10's for non-crisis staff. Only staff trained to access Mediwell can access.				

12.2 Darlington (WPH)						
Distance (miles)	Pharmacy	Address	Tel no	Mon – Fri	Saturday	Sunday
0.8miles	Cockerton Pharmacy	5 West Auckland Road, Cockerton, Darlington, DL3 9EJ	01325 484828	06.30 – 21.30	06.30 – 21.30	08.00 – 18.00
1.6miles	Denmark Street Pharmacy	Denmark Street Surgery, Denmark Street, Darlington, DL3 0PD	01325 482498	07.00 – 23.30	07.00 – 23.30	10.00 – 17.00
2.1miles	LloydsPharmacy <i>Inside Sainsbury's</i>	150 Victoria Road, Darlington, DL1 5YJ	01325 481964	07.00 – 23.00	07.00 – 22.00	10.00 – 16.00
2.3miles	Well Darlington	125 Victoria Road, Darlington, DL1 5JH	01325 281049	07.00 – 23.00	08.00 – 22.00	10.00 – 16.00
2.7miles	Asda Pharmacy	Whinbush Way, Darlington, DL1 3RB	01325 373410	Mon – 08.00 – 23.00 Tues-Fri – 07.00 - 23.00	07.00 – 22.00	10.00 – 16.00
0.3miles	Boots	47-53 Northgate Darlington DL1 1TT	01325 465644	08.30 – 17.30	08.30 – 17.30	10.30 – 16.30
<b>Out of Hours FP10s</b>						
<b>Where stored?</b>			<b>Access</b>			
Mediwell			Only staff trained to access Mediwell can access them.			

<b>12.3 Durham (LRH)</b>						
<b>Distance (miles)</b>	<b>Pharmacy</b>	<b>Address</b>	<b>Tel no</b>	<b>Mon – Fri</b>	<b>Saturday</b>	<b>Sunday</b>
1.4miles	LloydsPharmacy <i>inside Sainsbury's</i>	Arnison Retail Centre, Pity Me, DH1 5GD	0191 384 5028	08.00 – 22.00	08.00 – 21.00	10.00 – 16.00
1.7miles	Tesco Pharmacy	Rennys Lane, Dragonville Industrial Estate, Durham, DH1 2XQ	0345 6779201	Mon – 08.00 – 22.30 Tues-Fri – 06.30 – 22.30	06.30 – 22.00	10.00 – 16.00
5.9miles	Asda Pharmacy	Front Street, Stanley, DH9 0NB	01207 288 810	Mon – 08.00 – 23.00 Tues-Fri - 07.00 – 23.00	07.00 – 22.00	10.00 – 16.00
2miles	Boots	Arnison Retail Centre Pity Me Durham DH1 5GB	0191 3740664	09.00 – 17.00	09.00 – 18.00	10.30 – 16.30
<b>Out of Hours FP10s</b>						
<b>Where Stored?</b>			<b>Access</b>			
Mediwell cabinet on Farnham ward			Staff nurses on Farnham and Tunstall Ward can access FP10s on behalf of a doctor. Crisis team FP10s are also stored in the cabinet which can be accessed by crisis team nurses on behalf of a doctor.			



12.4 Scarborough (CLH)						
Distance (miles)	Pharmacy	Address	Tel no	Mon – Fri	Saturday	Sunday
0.15miles	Boots	100 Westborough Scarborough YO11 1LN	01723 374455	08.30 – 17.30	08.30 – 17.30	10.30 – 16.30
0.5miles	LloydsPharmacy	Gallows Close Falsgrave Road Scarborough YO12 5EA	01723 507618	07.00 – 23.00	07.00 – 22.00	10.00 – 16.00
1.4miles	Cohens Chemist	1a Belgrave Crescent, Scarborough, YO11 1UB	01723 379659	Mon – 09:00 – 23:00 Tues-Fri – 08:00 – 23:00	09:00 – 23:00	11:00 – 23:00
Out of Hours FP10's						
Where Stored?			Access			
Emergency cupboard on Danby Ward			Access is by a Nurse requesting the E.C. keys from the Danby Ward Key Holder then signing out the script on a log kept in the cupboard			

<b>12.5 Harrogate (HDG)</b>						
<b>Distance (miles)</b>	<b>Pharmacy</b>	<b>Address</b>	<b>Tel no</b>	<b>Mon – Fri</b>	<b>Saturday</b>	<b>Sunday</b>
0.2miles	Boots	26-28 Cambridge Street Harrogate HG1 1RX	01423 566437	08.30 – 18.00	08.30 – 18.00	08.30 – 18.00
0.8miles	Asda	Bower Road, Harrogate, HG1 5DE	01423 704510	08:30 - 22:00	08:30 - 22:00	10:00 - 16:00
3.0miles	Boots	Unit 4a St James Retail Park, Grimbald Crag Road, Knaresborough, HG5 8PZ	01423 860197	08:30 – 19.00	08.45 – 17.00	08.45 – 17.00
<b>Out of Hours FP10s</b>						
<b>Where stored?</b>			<b>Access</b>			
Controlled Drug cabinet on Cedar Ward			By Doctors and logged with patient and prescribing details against the FP10 used at the time.			

<b>12.6 Hartlepool (SWP)</b>						
<b>Distance (miles)</b>	<b>Pharmacy</b>	<b>Address</b>	<b>Tel no</b>	<b>Mon – Fri</b>	<b>Saturday</b>	<b>Sunday</b>
0.1miles	Boots	Middleton Grange Shopping Ctr, Hartlepool TS24 7RW	01429 272718	09.00 – 17.30	09.00 – 17.30	10.00 – 16.00
0.2miles	Boots	Marina Way, Hartlepool TS24 0XR	01429 224068	08.15 - 20:00	08.15 – 20.00	08.15 – 20.00
0.2miles	Asda	Asda Superstore, Marina Way, Hartlepool, TS24 0XR	01429 865613	08:30 - 22:00	08:30 - 20:00	19:00 - 16:00
0.8miles	Boots	One Life Hartlepool, Park Road, Hartlepool, Cleveland TS24 7PW	01429 860871	07:00 - 23:00	07:00 - 21:00	10:00 - 17:00
1miles	Tesco	Bell Vue Way Hartlepool TS25 1UP	0191 693 3245	Monday 08.00 20.00 Tue – Fri 08.00 – 21.00	08.00 – 21.00	10.00 – 16.00
<b>Out of Hours FP10s</b>						
<b>Where Stored?</b>			<b>Process</b>			
Drug cupboard on Wingfield Ward			Contact ward			
Crisis Team			Ward access only until 8pm			

<b>12.7 Bishop Auckland (AP)</b>						
<b>Distance (miles)</b>	<b>Pharmacy</b>	<b>Address</b>	<b>Tel no</b>	<b>Mon – Fri</b>	<b>Saturday</b>	<b>Sunday</b>
0.5miles	Asda	South Church Road, Bishop Auckland, County Durham, DL14 7LB	01388 600 210	Mon - 08:00 - 23:00 Tues-Fri - 07:00 - 23:00	07:00 - 22:00	10:00 - 16:00
0.15miles	Boots	31 Newgate Street Bishop Auckland DL14 7EW	01388 603140	09:00 – 17.30	09.00 – 17.30	09.00 – 17.30
1.2miles	Lloyds pharmacy <i>Inside Sainsbury's</i>	Bishop Auckland Ind Est Bishop Auckland, DL14 9AE	01388 663236	07:00 - 23:00	07:00 - 22:00	10:00 - 16:00
1.2miles	Tesco	St Helen Auckland Industrial Estate, Bishop Auckland DL14 9AB	01388 401021	Mon - 08:00 - 22:30 Tues-Fri - 06:30 - 22:30	06:30 - 22:00	10:00 - 16:00
5.0miles	Tesco	Greenwell Road, Newton Aycliffe, County Durham DL5 4DH	01325 506 847	Mon - 08:00 - 22:30 Tues-Fri - 06:30 - 22:30	06:30 - 22:00	10:00 - 16:00
<b>Out of Hours FP10s</b>						
<b>Where stored?</b>			<b>Access</b>			
No OOH FP10's						

<b>12.8 York and Selby</b>						
<b>Distance (miles)</b>	<b>Pharmacy</b>	<b>Address</b>	<b>Tel no</b>	<b>Mon – Fri</b>	<b>Saturday</b>	<b>Sunday</b>
0.9miles	Monkbar Pharmacy	3 Goodramgate, York, YO1 7LJ	01904 626181	07:30 - 22:30	07:30 - 22:30	08:30 - 18:30
0.8miles	Living Care Pharmacy	57 Blossom Street. York YO24 1AZ	01904 622761	09.00 – 18.00	09.00 – 13.00	Closed
2.3miles	ASDA Pharmacy	York Supercentre Jokey Lane Monks Cross York YO32 9LF	01904 689410	09.00-21.00	09.00-21.00	10-16.00
2.4miles	Tesco	Askham Bar, Tadcaster Road York YO24 1LW	01904 887447	Mon - 08:00 - 22:30 Tues-Fri - 06:30 - 22:30	06:30 - 22:00	10:00 - 16:00
2.7miles	Huntington Pharmacy	Huntington Surgery, 1 North Lane, Huntington York YO32 9RU	01904 928120	07:00 - 23:00	07:00 - 19:00	09:00 - 17:00
4.1miles	Copmanthorpe Pharmacy	Unit8 The Shopping Precinct, Main Street York YO23 3GG	01904 701315	09.00 – 18.00	09.00 – 18.00	09.00 – 18.00
0.50miles	Boots	1 Kings Square, York YO1 8BH	01904 671204	9.00 – 17.30	08.30 – 18.00	11.00 – 17.00
0.32miles	Boots	York Coppergate	01904 635559	9.00 – 17.30	09.00-17.30	10.30 – 16.30

		5 St. Mary's Square York. YO1 9NY				
0.2miles	Boots	42 Coney Street. York. YO1 9QL	01904 6353657	8.30am – 18.00	08.30 – 18.00	11.00 – 17.00
<b>Out of Hours FP10s</b>						
<b>Where stored?</b>			<b>Access</b>			
Crisis Team Safe, Peppermill (stores only out of hours FP10s) Acomb Gables In-Patient Unit Reception			Doctors know the code for accessing the cabinet			

## 13 Document control

Date of approval:	26 September 2019 (for publication on 4 November 2019)	
Next review date:	01 October 2022	
This document replaces:	Version 2.3	
Lead:	Name	Title
	Christopher Williams	Chief Pharmacist
Members of working party:	Name	Title
	Group members	Pharmacy Leadership Team
This document has been agreed and accepted by: (Director)	Name	Title
	Ruth Hill	Chief Operating Officer
This document was approved by:	Name of committee/group	Date
	Drug and Therapeutics Committee	26 September 2019
An equality analysis was completed on this document on:	Standard Pharmacy EA	
Amendment details:	<p>28/7/16 - Version 2: flow charts added in appendix 1 and 2. Appendix 3 new. Amendments throughout. York access added.</p> <p>20/6/17 - Version 2.1: on call contact number updated</p> <p>18/9/17 - Version 2.2: Updated location of York FP10s in section 10 &amp; 11.9</p> <p>30/8/18 – Version 2.3: Appendix 4 removed as no longer used. Updated for York to align with the rest of TEWV.</p> <p>26/9/19: Version 3.0: updated removing references to Lloyds pharmacy. List of community pharmacies updates. Note: approved 26 September 2019 for publication on 4 November 2019.</p>	