

Pharmacy Contractor Opening Hours

- Information relating to hours of service that are provided by contractors was preferentially obtained directly from the individual
- Where such information was not provided by contractors it was sourced from NHS England.
- Some discrepancies were highlighted between the hours recorded by NHS England (which should be regarded as the “official” hours) and those declared by contractors, which are the hours of service that the pharmacy actually provides.
- It was not possible to determine how such differences have arisen, but a decision was taken to include in the PNA the opening hours that contractors actually provide, as this is the most relevant information in terms of determining adequacy and gaps in provision.
- Pharmacy contractors are contractually required to provide 40 core hours of service but may choose to provide regular supplementary hours of service. Core hours cannot be amended without written permission from NHS England but supplementary hours can be amended by contractors, after following a contractual process and issuing a notice in advance, advising NHS England of the proposed change(s).
- NHS England may wish to discuss apparent discrepancies between hours recorded and hours delivered, with individual contractors, following publication of the PNA.
- If any changes are subsequently agreed, such information will be published in a Supplementary Statement.
- It is clear from the information supplied by contractors that many are unaware of the split between core and supplementary hours and so a decision was made to record only total opening hours of service in the PNA.

