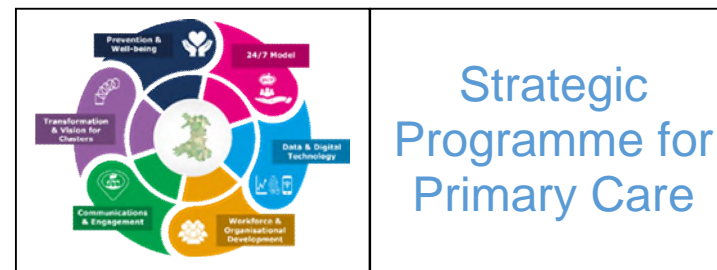


## Community pharmacy pressure levels and escalation plans

Community pharmacy:

Cluster:

Health board:



Level & triggers (The triggers are given as 'and/or' scenarios)	Pharmacy level actions	Cluster actions	Health board actions
<b>Level 1: Business as usual</b> <ul style="list-style-type: none"> <li>➤ Provision of all services (essential, enhanced and advanced) at expected levels and sufficient availability to meet demand</li> <li>➤ Staffing levels sufficient to maintain all services (essential, enhanced and advanced)</li> <li>➤ Open to public all contracted hours</li> </ul>			
<b>Level 2: Increased workload</b> <ul style="list-style-type: none"> <li>➤ Provision of all services (essential, enhanced and advanced) with demand at higher than expected levels but sufficient availability to meet demand</li> <li>➤ Reduced staffing levels but sufficient to maintain all services (essential, enhanced and advanced)</li> <li>➤ Open to public all contracted hours</li> </ul>			
<b>Level 3: Significant increase in workload</b> <ul style="list-style-type: none"> <li>➤ Provision of services at higher than expected levels and impact on service delivery e.g. unable to provide enhanced or advanced services</li> <li>➤ Reduction in staffing levels which is impacting on service delivery e.g.: <ul style="list-style-type: none"> <li>○ Sickness</li> <li>○ Unfilled vacancy</li> <li>○ Other e.g. Staff access due to adverse weather</li> </ul> </li> <li>➤ Business continuity issues affecting business as usual processes e.g.:</li> </ul>			

<ul style="list-style-type: none"> <li>○ Interruption to utilities including electricity, water and telephony</li> <li>○ IT Systems</li> <li>○ Other e.g. Service user access due to adverse weather</li> <li>➤ Partly utilising flexible working guidelines where applicable e.g. COVID-19 opening flexibility</li> </ul>			
<p><b>Level 4: Workload impacting on patient services</b></p> <ul style="list-style-type: none"> <li>➤ Provision of services at higher than expected levels and significant impact on service delivery e.g. unable to maintain essential services</li> <li>➤ Reduction in staffing levels causing increased pressure, which is significantly impacting on service delivery, e.g.: <ul style="list-style-type: none"> <li>○ Sickness</li> <li>○ Unfilled vacancy</li> <li>○ Other e.g. Staff access due to adverse weather</li> </ul> </li> <li>➤ Business continuity issues significantly affecting business as usual processes e.g.: <ul style="list-style-type: none"> <li>○ Interruption to utilities including electricity, water and telephony</li> <li>○ IT Systems</li> <li>○ Other e.g. Service user access due to adverse weather</li> </ul> </li> <li>➤ Significant issue with access to key partners in health and social care system resulting in increased demand on services and/or difficulties with onward referral</li> <li>➤ Excess demand / escalation level not expected to reduce within the next 7 days without external support</li> <li>➤ Fully utilising flexible working guidelines where applicable e.g. COVID-19 opening flexibility or unplanned closure for part of the day</li> </ul>			
<p><b>Level 5</b></p> <ul style="list-style-type: none"> <li>➤ Closed in normal business hours – with no services being provided for a minimum period of 24 hours</li> </ul>			