

# TEMPORARY SUSPENSION OF SERVICE

## ACTIONS TO BE TAKEN

### Report Suspension of Service to the Commissioner

- Login to **Manage Your Service (MYS)** and complete the form on MYS to report the temporary suspension of service and confirm all business continuity plans have been actioned.
- Notify other pharmaceutical service providers, GPs and local drug and alcohol service providers.
- Display information to patients regarding the suspension and re-arrange any booked appointments with patients.

### Update the Directory of Service (DoS)

- Login to **Profile Manager** to update the Directory of Services (DoS) and NHS Website.
- Amend opening times to reflect suspension of service.
- Amend availability of any services that will not be offered during the suspension e.g. Pharmacy First, flu vaccinations, New Medicine Service (NMS), Lateral Flow Device Supply Service (LFD).

### Update Internet / Social Media

- Update any links to searches on the internet which refer to opening hours.
- Update any pharmacy website opening hours etc.
- Update any social media posts referring to opening hours.