Winter and Festive Season Checklist

As we prepare for the festive season, here are some reminders to help you give great patient care and keep everything running smoothly.

☐ **Update Your Pharmacy Profile Manager**
Ensure your opening hours and services you provide are accurate

☐ **Christmas and New Year Rota**
Print off and have a copy available for patients when you're closed. Post it in the window, on your website, and social media to keep everyone informed. Download from our webpage

☐ **Substance Misuse Prescriptions**
Ensure you have legally valid prescriptions for your patients over Christmas and New Year and that service users know when you will be closed. Contact your local drug service early if you spot any errors and provide them with your opening hours over the festive period

☐ **Prepare for Pharmacy First (PF)**
Plan for extra patients through PF (both referrals and walk-ins). Check your medicine stocks and consider staffing needs. You could use this as an opportunity to offer other services such as a blood pressure check

☐ **Special Stock Checks**
If you're commissioned to hold palliative care, anti-viral, or COVID medications, remember to complete your monthly stock early in December and report any shortages. If you provide the commissioned service, ensure you have enough stock available

☐ **Communication with local GP Practices**
Touch base with GP practices on holiday hours, your current staffing levels and any changes in referral processes, especially if they impact patient care

☐ **Reminder for Patients**
Remind patients to order any medications in advance and to take with them if travelling over Christmas

☐ **Review and update your Business Continuity Plan**
Share with the team working over Christmas and New Year

☐ **Signposting**
Ensure your local signposting information is up to date

☐ **Pharmacy IT**
Check that staff working over Christmas and New Year have access to PharmOutcomes and the shared mailbox

☐ **Wellbeing**
Check out CPE's wellbeing resources during the busy season to help make sure you and your team stay well