



# **Pharmacy Plan for Community**



Hawke's Bay  
Community Pharmacy  
Pandemic Plan

# Hawkes Bay Community Pharmacy

## Pandemic Plan

### AUTHORITIES INVOLVED

Hawke's Bay Community Pharmacies

### RELATED DOCUMENTS

1. Individual pharmacy's Emergency and Business Continuity Plan.
2. Pharmaceutical Society of New Zealand. Emergency Response and Business Continuity Plan. Pharmaceutical Society of New Zealand, Wellington, 29 May 2014.  
[https://www.psnz.org.nz/Folder?Action=Download&Folder\\_id=86&Folder\\_File=Pharmacyemergencyresponseplantemplate.doc](https://www.psnz.org.nz/Folder?Action=Download&Folder_id=86&Folder_File=Pharmacyemergencyresponseplantemplate.doc)
3. Pharmaceutical Society of New Zealand. Step by Step Workbook. To Prepare your Pharmacy for a Disaster or Other Emergency. Pharmaceutical Society of New Zealand, Wellington, 29 May 2014.  
[https://www.psnz.org.nz/Folder?Action=View%20File&Folder\\_id=86&File=Pharmacyemergencyresponseplanworkbook.pdf](https://www.psnz.org.nz/Folder?Action=View%20File&Folder_id=86&File=Pharmacyemergencyresponseplanworkbook.pdf)

### INTRODUCTION

#### ***Aims and general purpose***

The aim is to maintain the community based dispensing of pharmaceuticals and other services provided by community pharmacies during a pandemic.

These include services to, but not limited to:

- The Public
- Residential care facilities (Rest Homes, IHC homes etc)
- Addiction services (Methadone clients)
- Mental health clients (Clozapine)
- General Practices and other medical facilities
- Hawke's Bay Regional Prison

#### ***Assumptions***

- 1 An influenza pandemic is inevitable.
- 2 There will be little warning. Experts believe there will be between one and six months between the time the novel influenza strain is identified and the time that outbreaks begin in New Zealand.
- 3 Outbreaks are expected to occur simultaneously throughout much of New Zealand.
- 4 The effects on the community will be relatively prolonged compared to most other natural disasters.
- 5 The impact of the next pandemic could have a devastating effect on the health and well being of the public and pharmacy work force. This may affect a pharmacy's ability to provide pharmaceutical services.
- 6 The regular supply of pharmaceuticals to Hawkes Bay may be affected due to world wide production difficulties and transportation problems.
- 7 Pharmacists and staff will be at increased risk due to their frequent contact with the public.

- 8 Illegal attempts by the public to obtain antiviral and antibiotic medications could affect the safety of pharmacy staff. This could result in more aggressive behaviour by some individuals and an increase in pharmacy burglaries.

The Community Pharmacy Pandemic Plan will be implemented at the time the pandemic is identified in New Zealand and Hawke's Bay.

### **Related Legislation**

Emergency legislation modifying the requirements of the Medicines and Misuse of Drugs Acts and their Regulations may be required. While it is not expected that the Pharmaceutical Schedule business rules will be changed an open mind needs to be maintained.

Employment law will be an important consideration and pharmacists should review contracts with their staff and work with them to have an understanding of how they will deal with issues like the temporary closure of a pharmacy.

### **Operational Structure Relevant to this Plan**

The pharmacies of Hawke's Bay are primarily individually owned but are able to work together in a collegial manner in some circumstances.

Each pharmacy has contractual obligations to the HB District Health Board in regards to the provision of pharmaceutical services.

Sector Services reimburse the cost of most medicines and contracted pharmaceutical services, under direction from PHARMAC, from the HBDHB combined community pharmaceutical budget.

### **Communication Plan**

Five communication systems have been organised:

#### **1. HBDHB email / fax system (HealthScape)**

Email and fax messages can be sent to all pharmacies in the HB region through the HealthScape database

Entry point: Chief Pharmacist



878 1314 ☎ 878 8109 ext 2565



[william.allan@hbdhb.govt.nz](mailto:william.allan@hbdhb.govt.nz)

or

Portfolio Manager, Pharmacy



878 1374 ☎ 878 8109 ext 4625



[Gopy.Sundararajah@hbdhb.govt.nz](mailto:Gopy.Sundararajah@hbdhb.govt.nz)

#### **Alternatively:**

#### **2. Fax System**

Fax messages can be sent to all pharmacies in the HB region through an auto-fax system.

Entry point: Tamatea Pharmacy Ltd



843 9729

Or:

#### **3. E-mail System**

E-mail messages can also be sent to all pharmacies in the HB region.

Entry point: Flaxmere Pharmacy



879 8361 📠 879 9880



[timflaxmerepharmacy@xtra.co.nz](mailto:timflaxmerepharmacy@xtra.co.nz)

Any messages relevant to a pandemic can be disseminated quickly using either system or both systems simultaneously.

#### **4. Communication within and between cluster groups.**

In the event that the two above systems are not able to operate the cluster groups will be used (see Appendix). The link pharmacies in the clusters will also liaise with the hospital pharmacy where appropriate.

### **Preparedness**

Each pharmacy should have a pandemic planning document. Pharmacies pandemic plans should consider areas such as the following:

- Strategic aims of New Zealand's Pandemic Plan
- Powers of the Medical Officer of Health in a pandemic emergency
- Human resource obligations
- Deciding whether a work place should stay open
- Risks to employees and others must be reasonable
- Health and Safety in Employment Act
- Other human resource legislation
- Preparing for the possibility of a workplace or business closing
- Keeping communication open and frequent
- Short, medium and long term planning for the pharmacy
- Influenza manager
- Activation of Pandemic Continuity Plan
- Communication with staff
- Maintaining essential business activities
- Identification of core people and core skills
- Business planning for absence
- Knowledge management
- Communications
- How might shortage of supplies affect business operations
- How we can protect staff and customers from getting sick
- Restrict work place entry of people with influenza symptoms
- Personal hygiene
- Work place cleaning
- Air conditioning
- Increased social distancing
- Managing staff who become ill at work
- Contact management
- Personal protective equipment
- Information sources

The Pharmacy Guild of NZ has also prepared a document *Managing Infection Control in Your Pharmacy during a Pandemic*. This is an advisory note to help pharmacists planning during an influenza pandemic. This document will be updated as new information comes to hand.

## METHADONE SERVICE

Pharmacies providing methadone services will continue to do so. If a pharmacy is unable to make their supplies of methadone to clients, the after hours arrangements already in place will be used. The Methadone Clinic has advised that in such an emergency the alternative pharmacy providing the supply will be able to contact the clinic to obtain a prescription (before making the supply).

## CLOZAPINE SERVICE

Pharmacies providing clozapine to clients should liaise with the Mental Health In-patient Unit to ensure information, prescriptions and test results are available.

## OPERATIONAL PROCEDURES

Hawke's Bay pharmacies have been placed into cluster groups (see Appendix). These groups will work together to ensure a continuity of pharmaceutical services to the community and to mitigate the problems of reduced staffing levels. The groups will also liaise with each other.

The pharmacies nearest the Community Assessment Centres, set up to see suspected pandemic cases, will be seen as a priority for the maintenance of pharmacy services. This is to ensure a pharmacy service to pandemic victims.

Community Assessment Centre	Servicing Community Pharmacy
Wairoa Health Centre	Wairoa Pharmacy
The Doctors Napier	Unichem Napier Pharmacy
City Medical	Napier Pharmacy
Tamatea Medical Centre	Tamatea Pharmacy
Taradale Medical Centre	Taradale Medical Pharmacy
Hastings Health Centre	The Pharmacy @ HHC
The Doctors Hastings	Unichem Russell Street
Te Mata Peak Practice	Denton's Peak Pharmacy
Totara Health Flaxmere	Flaxmere Pharmacy
CHB Health Centre	Unichem Waipukurau Pharmacy

## FINANCE

Proprietors of pharmacies should make arrangements with their bank that in the event of Sector Operations not being able to make payments on time (due to staff shortages) the pharmacy is able to carry on business in a regular manner.

## WORK FORCE ISSUES

The cluster groups will work together to mitigate the problems of reduced staff levels. The pharmacist in charge needs to ensure staffing levels are adequate to provide appropriate pharmaceutical services.

CDC Pharmaceuticals Ltd (☎ 06 831 0620; 📠 06 831 0057) maintain a register of locum pharmacists.

## **DELIVERY OF PRESCRIPTIONS**

During a pandemic there will be an increased demand for the delivery of prescriptions. This will be due to un-well people requiring deliveries, and suspected pandemic cases will be asked to reduce social contact by staying at home. Pharmacists should make plans to meet this increased demand.

## **IN THE EVENT OF A PHARMACY NOT BEING ABLE TO OPEN**

When a pharmacy closes the Pharmacist in Charge will ensure that:

1. A sign is placed in the window explaining where pharmaceutical services will be available from. A contact phone number will also be displayed.
2. The local doctors will be informed.
3. A backup media (CD, hard-drive or USB) is taken to the pharmacy providing services so appropriate records are maintained and claims for payment can be made.
4. The hospital pharmacy will be informed so patient discharge records can be directed appropriately.

## **STOCK CONTROL**

- Pharmacies will continue to maintain stock levels as well as they can using their computer stock control systems and anticipated stock use.
- The main pharmaceutical wholesaler in Hawke's Bay (CDC) will maintain their stock as best they can. Disruption to deliveries from suppliers is possible.
- Neither CDC nor pharmacies are able to stockpile medication unless specific arrangements, along with funding, are put in place beforehand.
- The Ministry of Health has a plan to stockpile medication and is contracting with suppliers in an effort to ensure supply.

## **PRESCRIPTION DISPENSING RULES**

The Ministry of Health and PHARMAC control the rules for dispensing prescriptions. It is anticipated the rules will be reviewed in the event of a pandemic to help maintain supplies of pharmaceuticals.

Pharmacists are subject to audit and are required to dispense according to current rules. These allow for a repeat supply to be obtained once the previous supply is 'substantially used up'. For a one month supply this is considered to be no sooner than 20 days. An amendment has allowed the overruling of this limitation specifically for a 'Pandemic Emergency Supply'. However in the interests of stability and storage requirements any message to patients should be to advise them to ensure they do not make a habit of running out of their medicines before obtaining a new supply i.e. develop the habit of always having two weeks supply on hand rather than stockpiling an extra lot that may deteriorate in storage.

Robert Duncan  
17 May 2006  
Updated June 2013  
Updated May 2016 (Billy Allan, Chief Pharmacist)

## PANDEMIC PLANNING

### Hawke's Bay Pharmacy Cluster Groups

<b>Wairoa</b>
Wairoa Pharmacy - link with Gisborne pharmacies

<b>Napier A</b>
Wairoa Pharmacy - link between Napier and Wairoa groups
Ahuriri Pharmacy - link between the two Napier groups
Unichem UFS Pharmacy (HB)
Life Pharmacy Napier (Gahagans)
Unichem Pharmacy Napier
Napier Balmoral Pharmacy
Napier Pharmacy
Charleston Pharmacy
Gilmours Pharmacy - link between Havelock North and Napier groups

<b>Napier B</b>
Ahuriri Pharmacy - link between the two Napier groups
Marewa Pharmacy
Maraenui Pharmacy
Andrew Spence Pharmacy
Tamatea Pharmacy - link between Napier and Taradale groups
Westshore Pharmacy
Bay View Village Pharmacy

<b>Taradale</b>
Tamatea Pharmacy - link between Napier and Taradale groups
Greenmeadows Pharmacy
Unichem Greenmeadows Pharmacy
Greendale Pharmacy
Glenns Pharmacy
Unichem Taradale Pharmacy
Taradale Medical Pharmacy
Gees Pharmacy
Flaxmere Pharmacy - link between CHB and Taradale groups

<b>Central Hawke's Bay</b>
Flaxmere Pharmacy - link between Taradale and CHB groups
Unichem Waipukurau Pharmacy
Waipawa Pharmacy - link between CHB and Hastings groups

<b>Hastings A</b>
Waipawa Pharmacy - link between CHB and Hastings groups
Life Pharmacy Hastings
Unichem Hastings Pharmacy (@ Pak 'n Save)
Raureka Pharmacy
Unichem Stortford Lodge
Hawke's Bay Hospital Pharmacy
Care Pharmacy Hastings
Mahora Pharmacy - link between Hastings two groups

<b>Hastings B</b>
Mahora Pharmacy -link between Hastings two groups
The Pharmacy @ Hastings Health Centre
Bay Plaza Pharmacy
Unichem Russell Street
Hastings UFS Pharmacy
Parkvale Pharmacy -link between Havelock North and Hastings groups

<b>Havelock North</b>
Parkvale Pharmacy - link between Hastings and Havelock North groups
Denton's Peak Pharmacy
Whittaker Pharmacy
Clive Pharmacy
Weleda
Gilmours Pharmacy - link between Napier and Havelock North groups