

Freedom of Information Request: Our Reference CTMUHB_209_22

You asked:

I am writing to request information under the Freedom of Information Act 2000. In order to assist you with this request, I am outlining my query as specifically as possible.

I would like to have information pertaining to:

The names and addresses of pharmacies which informed their Local Health Board or the NHS that they would not be opening their pharmacy between 1st October 2021 to 31st May 2022

I would like to know the names and addresses of pharmacies which informed their Local Health Board/ the NHS of any closures for the following reasons:

- an unplanned closure for a few hours where there have been local issues
- an unplanned closure due to flooding etc where they may be closed for more than a day
- Planned closures with the 3 months' notice – usually refurbishments etc
- Permanent closures – i.e. the contract has been surrendered
- Closures relating to Covid under the emergency powers, where pharmacies may have closed or amended hours under these powers.
- All of the above or a combination.

With regards dates, the FOI request is in relation to any closures within the time period of 1st October 2021 and 31st May 2022 and not closures for the entire time period.

I would like the data presented in tabulated format, according to the table below please:

Contractor Code	Name of pharmacy	Address	Postcode	Date of closure (DD/MM/YY)	Duration of closure (please specify exact closure times given by contractor)	Reason given by contractor for closure

Our response:

There were no planned closures with the 3 months' notice – usually refurbishments etc.

There were no permanent closures – i.e. the contract has been surrendered.

The Health Board will not provide the specific pharmacy names and addresses involved. It considers there is the potential for individuals to be identified from the information provided when considered with other information that may also

be in the public domain. Therefore, Cwm Taf Morgannwg Health Board has relied upon section 40(2) of the Act in respect of this request

However to assist with your request, the data has been summarised by locality area.

Please see provided below Community Pharmacy Temporary Suspensions (unplanned and COVID) : CTMUHB, 01/10/21 to 31/05/22

All closures are for 1 full trading day unless indicated as part day closure in the table below.

Bridgend Locality

No of Temporary Suspensions	Reason for Suspension
1	Closed 13.00-18.00. Part closure, unable to source pharmacist, could only cover half a day
2	Closed door policy
1	Closure notice received by NHS Wales Shared Services Partnership
1	Full day closure Unable to source pharmacist
2	high levels of covid related absences
1	Lack of staff. Split between branches
1	Locum running late
1	Locum sickness -short notice
1	Locum sickness.
1	Moved pharmacist to another pharmacy
6	No pharmacist
1	No responsible pharmacist (other)
1	No responsible pharmacist (other).
1	No responsible pharmacist (sickness).
1	No responsible pharmacist
2	No responsible pharmacist
1	No responsible pharmacist
1	No staff
1	Part closure, locum booked, no show, didn't know they were working today, agreed to come in but had an appointment mid-day
1	Part closure, moved to another store
1	Part day closure locum cancellation
11	Part day closure Unable to source pharmacist
4	Part day closure. Moved to another branch
1	Pharmacist absence
1	Pharmacist car issues
12	Pharmacist illness
1	Pharmacist moved to another branch
1	Pharmacist personal issue
1	Pharmacist receiving COVID booster
2	Pharmacist sickness
1	pharmacists sickness and unable to find cover on the day
1	Picked up by CDAW on visit to next door pharmacy

1	Regular pharmacist day off - no cover available
1	Scheduled pharmacist taken out of the planners
1	Short staffed – no colleagues available to work after 3pm
1	Staff illness
2	Staff shortage
13	staff shortages
2	Staff shortages due to covid isolation requirements
2	Staff sickness
19	Staffing issues and staff absences
1	Pharmacist's sickness
2	Unable to source pharmacist
6	Unable to source pharmacist.
1	Unable to source pharmacist.

57

Merthyr Tydfil Locality

No of Temporary Suspensions	Reason for Suspension
1	4 staff + regular pharmacist off with Covid
1	Damage to building - storm Eunice
1	Full closure, unable to source pharmacist
3	Insufficient pharmacy staff (sickness)", "Insufficient pharmacy staff (other)"]
5	Insufficient pharmacy staff (sickness)", "Insufficient pharmacy staff (other).
1	Insufficient pharmacy staff (sickness)", "Insufficient pharmacy staff.
1	Insufficient pharmacy staff (sickness)".
4	Insufficient pharmacy staff (sickness).
5	Insufficient pharmacy staff (sickness).
1	Insufficient pharmacy staff (sickness).
1	Locum cancelled shift due to family bereavement.
1	Locum sickness
2	No pharmacist
6	Pharmacist illness
1	pharmacist off sick with covid, cover sourced from 11am
1	Pharmacist personal issue
1	Pharmacist sickness
2	Pharmacist sickness. Locum can only work until 6pm
1	Pharmacist sickness. Locum only available until 6pm.
1	Regular Pharmacist sick. No cover
1	Relief pharmacist shared between two branches
1	Shutter jammed
1	sickness, staff shortage
1	Staff illness
1	staff shortages
1	Staff shortages due to covid isolation requirements
1	Staff shortages due to sicknes
2	Staff sickness
7	Staffing issues and staff absences
1	(blank)

Rhondda Cynon Taf Locality

No of Temporary Suspensions	Reason for Suspension
1	"Insufficient pharmacy staff (sickness)", "Insufficient pharmacy staff (other)".
1	"Insufficient pharmacy staff (sickness)", "No responsible pharmacist (other)".
1	3 staff and one pharmacist off
1	booked locum didn't turn up
1	Full closure unable to source pharmacist
2	Full closure, unable to source pharmacist
4	Full day closure Unable to source pharmacist
2	insufficient pharmacy staff (sickness)
1	Insufficient pharmacy staff (sickness)", "Insufficient pharmacy staff (other).
4	Insufficient pharmacy staff (sickness)", "Insufficient pharmacy staff (other).
1	Insufficient pharmacy staff (sickness).
1	Insufficient pharmacy staff (sickness).
1	Insufficient pharmacy staff (sickness). Insufficient pharmacy staff (other).
1	Insufficient pharmacy staff (sickness). Pharmacy team is down to pharmacist + one dispenser today.
1	Lack of available pharmacists
1	Lack of available pharmacists - no locum to cover
1	Lack of pharmacists
1	Lack of pharmacists in Boots population
11	Lack of staff
1	Locum bereavement
1	Locum called in sick
1	locum called in sick, no reason given
1	Locum cancellation - sickness
1	Locum car broke down
1	Locum cover needed to be split to another store for safe handout of methadone medication to patients. Area manager aware and made the decision to split cover.
1	Locum sickness
5	No pharmacist
1	No responsible pharmacist (other).
2	Not enough pharmacist cover in the area with no locums to cover
1	Part closure. Pharmacist moved to another branch
8	Part day closure Unable to source pharmacist
16	Pharmacist illness
1	Pharmacist stuck in traffic
1	Pharmaist covid contact PCR needed
2	Rota team not able to find suitable cover for the shift
1	Scheduled pharmacist phoned in sick
1	Scheduled pharmacist taken out of the planners
1	shortage of pharmacists
1	staff absences
2	Staff illness
6	staff shortages

2	Staff shortages due to covid isolation requirements
5	Staff sickness
1	Staff sickness. No regular pharmacist. Nobody to cover the store. Unable to open
4	Staffing issues and staff absences
1	Store without a regular pharmacist, no cover was found no locums or well pharmacists available. Area manager made aware. Locum from another store kindly went there by 12:30 to ensure methadone patients weren't without.
1	Store without regular pharmacist – locums don't come forward for shifts due to short store hours, AOM trying best to recruit regular pharmacist for store.
1	Storm Eunice - travel disruption
1	the pharmacy is short staffed all this week
2	Unable to source pharmacist
1	Unable to source pharmacist.
1	(blank)