

If your pharmacy's ODS code is changed or deactivated, the following are affected:

- NWSSP payments to the pharmacy owner;
- Connectivity to the NHS Spine and use of EPS;
- EPS patient nomination settings and the eRD (Electronic Repeat Dispensing service) cycle;
- NHS Smartcards need updating by the Registration Authority (RA);
- nhs.wales email;
- Your pharmacy Patient Medical Record (PMR) system.

Pharmacy checklist for where an ODS code may change

Notifying NWSSP, your IT system suppliers and others in writing	1. Inform NWSSP at least eight weeks ahead (including via email) of the expected date of a change that will require a new ODS code ie. the opening of a new pharmacy, a change of legal ownership or ordinary relocation. This MUST be done in good time for changes and IT processes to be planned and completed. You should update them early if you think there will need to be a change.	<input type="checkbox"/>
	2. Formally notify the Health Board as they are the statutory body	<input type="checkbox"/>
	3. Email your PMR system supplier: so that you have an audit trail of responses. If changing supplier, notify outgoing and incoming suppliers. Re-notify if dates change.	<input type="checkbox"/>
	4. PMR system supplier liaises with NHSE: Your system supplier contacts NHSE to schedule ODS configuration with NHSBSA and migration/removal of EPS nominations. If required, your supplier may need to create an NHS England's National Service Desk (NSD) National Incident Number (NIN) ticket for non-resolved EPS issues. Seek written supplier confirmation that all is scheduled well in advance of the date change. All the parties involved must be kept informed of relevant dates and developments e.g. if the change data alters.	<input type="checkbox"/>
Guide to ODS allocation process	The allocation of an ODS code and changes can be made on the requested date if sufficient notice has been given.	
	1. Adjustments to the expected date of the change: Throughout the process, NWSSP and your system supplier should be informed of any adjustments to the expected date of the change (e.g. because of a delay with premises refurbishment).	<input type="checkbox"/>
	2. Notification of a new ODS code: You and your system supplier should be notified. NHSBSA add an ODS code to update the NHS Spine pharmacy database (a process that currently takes at least 10 days).	<input type="checkbox"/>

	<p>3. New ODS code for system supplier configuration: Once your pharmacy's future ODS code is listed within the NHS Spine pharmacy database (see previous step), then your system supplier can proceed to configure your PMR system. You should ask your system supplier for regular reports on progress with this process.</p>	<input type="checkbox"/>
	<p>4. Your PMR system supplier must advise NHS technical teams of the date they plan to configure use of the new ODS code: Your supplier will request that your pharmacy should begin using the new ODS code at the agreed date and time, and that if nomination changes are to be made, these are made at the same time.</p>	<input type="checkbox"/>
	<p>5. PMR system supplier implements the new ODS code: Your system supplier changes your PMR system from the old to the new ODS code on the relevant date. This adjustment allows you to start using the new ODS code.</p>	<input type="checkbox"/>
<p>Other IT issues to consider before the change</p>	<p>1. EPS Nominations are set for patients against a pharmacy's ODS code, so where there is a new ODS code, these must be migrated manually by NHS England technical teams. It is vital that you give at least one month's notice of the date of the opening, change of ownership or ordinary relocation that will trigger this. It is also important to inform patients about changes. Where there is a change of ownership, the new pharmacy owner must according to the terms of service (i) explain to each patient that the ownership of the pharmacy premises has changed and (ii) ask each patient if he or she wishes to maintain the nomination for the pharmacy premises. That can be done before the change where possible or within six months of the change of ownership. For pharmacy relocations, pharmacy owners may be asked to confirm that patients have been informed and this information might be shared with NHS England technical teams to request migration of EPS nominations. For pharmacy consolidations, the assurances that patients have been informed is part of the commencement notice for the consolidated business. Usually your system supplier will liaise with NHS England to schedule the migration for an appropriate time, if it has been approved.</p>	<input type="checkbox"/>
	<p>2. NHSmail: If your ODS code will change then NWSSP Contracts Management will contact the DHCW service desk with the prescribing number to request the pharmacy account along with access for specific pharmacy staff as advised by the contractor requiring access to the email account.</p>	<input type="checkbox"/>
	<p>3.</p> <p>4. Smartcards: You will need to ask the RA to make the changes. It is suggested allowing at least six-eight weeks for changes and asking the RA about their timescales. Old ODS codes may not require immediate removal from smartcards; you may need to keep the old ODS code for a period in case the ODS change occurs later than is expected.</p>	<input type="checkbox"/>
	<p>5. Order EPS dispensing tokens from NWSSP</p>	<input type="checkbox"/>

	6. Timing: Consider avoiding arranging ODS or other major changes on non-business days or during Christmas periods given that organisational support (such as that from NHS teams and suppliers) may be severely reduced.	<input type="checkbox"/>
	7. Consider: phonenumber/email 'redirects', updating internet infrastructure, keeping internet distribution point boxes if within the building accessible for engineers in case of a later internet problem, and relocating or adding power sockets to support more optimised workflows. If a pharmacy app is used, adjust as needed.	<input type="checkbox"/>
Issues to be resolved immediately before the change	1. Ask your PMR supplier if they can disable automatic overnight prescription downloads on the contract end-date.	<input type="checkbox"/>
	2. Process any partly dispensed prescriptions - all completed scripts should have both the Dispense and Claim messages sent. Ensure that there are no prescriptions which have the dispensed status, but for which you have not sent the Claim message. Some pharmacy owners choose to phone patients to remind them about medicines which are awaiting collection.	<input type="checkbox"/>
	3. Print tokens for all prescriptions which cannot be completed and claimed prior to the scheduled change. Speak with your system supplier about whether there is an automated way to do this.	<input type="checkbox"/>
	4. Return to the Spine all prescriptions which cannot be completed and claimed prior to the scheduled change. Ensure prescriptions with owings are processed as required	<input type="checkbox"/>
Things to do after the change in ODS code	1. Check each staff member has obtained a Smartcard and that it works. Check all can log in and use EPS.	<input type="checkbox"/>
	2. It is important to claim for a script immediately after your supplier changes the local configuration to the new ODS code (occurs shortly after NHS England technical teams migrate EPS nominations). This triggers the new ODS code to be flagged as EPS live on the NHSBSA system. This change will occur on the first Wednesday after the claim, and NHS website will be updated, with the ODS code showing as EPS live the Monday following (please note this time lag	<input type="checkbox"/>
	3. Check that the eRD prescription schedule has been restored correctly.	<input type="checkbox"/>
	4. EPS Nominations: Your PMR supplier should let you know in writing once all of the nominations have been transferred across.	<input type="checkbox"/>
	5. Schedule of Payment: Check that all is in order with the first WP34C Schedule of Payment received post-change, i.e. that it arrives and includes the ODS code you expect.	<input type="checkbox"/>
	6. Data security processes and training made available for new staff.	<input type="checkbox"/>
	7. Pharmacy listings: One month after the change check the pharmacy is listed correctly at the 'Service Near You' page of the NHS 111 Wales website	<input type="checkbox"/>

	8. Summary Care Record (SCR): Ensure the pharmacy has SCR/NCRS access using the SCR/NCRS checklist.	<input type="checkbox"/>
Closing a pharmacy permanently	If your pharmacy is closing permanently, it is important for nominations to be removed by NHS England technical teams in a timely manner to prevent patients' prescriptions from being sent to a closed pharmacy. You must give at least three months' notice to NWSSP before closing a pharmacy. You should also inform the Health Board as they are statutory body, and then inform your system suppliers of the closure. Keep NWSSP informed if there are any changes to allow them enough time to instruct technical teams to schedule and carry out the removal of EPS nominations. You will also need to deal with partially dispensed prescriptions and the return of relevant prescriptions which have not been dispensed back to the Spine.	

Under the Medicines Act 1968, the new owner of a registered pharmacy is required to inform the GPhC of the change of ownership using the form available on their website.

Additional info:

Change of ownership ([Change of ownership - Community Pharmacy England \(cpe.org.uk\)](http://cpe.org.uk))

A “change of ownership” for the purposes of the National Health Service (Pharmaceutical and Local Pharmaceutical Services Regulations 2013 (the Regulations) covers the situation where the legal identity of the pharmacy contractor has changed. Before a change of ownership takes place, the proposed incoming pharmacy contractor must make an application pursuant to regulation 26 of the Regulations. Unless there is good cause for delay, NHS England must determine the change of ownership application as soon as it is practicable to do so and within 30 days of the date on which all the required information and documentation was received by them (this will include fitness to practise and references when the new pharmacy owner is already on the pharmaceutical list).

There are a number of different type of transfers of pharmacy businesses which may or may not be covered by the Regulations which are:

- Mr A sells his pharmacy business to Mr B;
- Mr A transfers his pharmacy business to a limited company incorporated/registered at Companies House (in which Mr A is a shareholder);
- Company A buys shares in Company B (a pharmacy retail business) and Company B continues to carry on the pharmacy retail business;
- Company A buys shares in Company B (a pharmacy retail business) and closes Company B down so that Company A now carries on the pharmacy retail business

Scenario one is a straightforward example of where Mr A sells his pharmacy retail business to Mr B. This transfer of the pharmacy retail business would constitute a change of ownership in accordance with the Regulations and so require a change of ownership application to NHS England for approval.

Scenario two is when Mr A transfers his pharmacy business to a limited company. Generally, pharmacy contractors tend to proceed in this manner for retirement, financial planning purposes or it may be to benefit from limited liability protection. It is reported that whilst the majority of contractors appear aware that they need to notify GPhC for the purposes of premises registration and registering the superintendent, there may be less awareness of the need to submit a change of ownership application to NHS England and where appropriate, a transfer of ownership in respect of pharmacy premises to GPhC.

Scenario three which often causes confusion is where Company A takes over Company B by buying its shares and Company B continues to carry on the pharmacy retail business. This is unlikely to be a change of ownership for the purposes of the Regulations as all that has happened is that the issued share capital is now in new hands. Therefore, no change of ownership application is needed.

Nevertheless, then as is likely to be the case, where the directors of Company B have also changed, then within 30 days of the change of director, NHS England (via the local NHS team) must be duly notified using their template notification [forms](#) (under “Chapter 11” – Annex 1) together with FTP information about the directors’ and superintendent pharmacist. In addition, the GPhC must also be notified of the new superintendent pharmacist details.

Scenario four where company A buys shares in company B (a pharmacy retail business) and closes Company B down so that Company A carries on the pharmacy retail business. A change in the legal identity of the pharmacy contractor has taken place and therefore this transfer of the pharmacy retail business is likely to constitute a change of ownership for the purposes of the Regulations. So a change of ownership application to NHS England is required.

Pharmacy premises

When ownership of pharmacy premises also transfers from one owner to another, the new owner must notify the GPhC within the timescales outline on their website by completing and submitting a Transfer of ownership of a pharmacy premises form available

Managing a temporary pharmacy closure ([Managing a temporary pharmacy closure - Community Pharmacy England \(cpe.org.uk\)](#))

From 31st July 2023, it is a Terms of Service requirement for each NHS community pharmacy owner to have a business continuity plan for a temporary suspension of service (closure) due to illness or other reason beyond their control, and to action this when necessary.

If an emergency situation, for a reason beyond the pharmacy owner’s control, means a pharmacy needs to close for a short period, there are actions a contractor needs to undertake to ensure patients are able to access their prescriptions and that the contractor’s business can resume easily and effectively once the emergency has passed.

The following Community Pharmacy England Briefing provides guidance on planning which can be undertaken, as part of business continuity planning, in advance of an emergency closure and actions that should be considered in the event of a closure:

[Checklist-for-a-temporary-suspension-v2.docx \(live.com\)](#)

Where a pharmacy has to temporarily close, the pharmacy must display information about the closure so that it is visible from the outside of the pharmacy. The following poster complies with the Approved Particulars for Displaying Notices Regarding a Temporary Suspension and can be used by pharmacy owners to inform patients:

Other local pharmacies will probably become busier due to the temporary closure of a pharmacy and the following poster can be displayed to explain this to patients:

[Relocations which do not result in significant change - Community Pharmacy England \(cpe.org.uk\)](https://cpe.org.uk)