

New Pharmacy Contract Briefing

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FIFE PHARMACY

NHS
Fife

Welcome to the 9th edition of the New Community Pharmacy Contract. In this issue, we provide you with an update on the electronic transfer of prescriptions, the Community Pharmacy website, results from a survey to pharmacies on the Tier 1 Public Health Service and a reminder on the deadline for completing the eAMS NES Resource Pack.

Electronic Transfer of Prescriptions (ETP)

As you know ETP/eAMS is on its way and you should now be in receipt of NHS Education for Scotland's (NES), "Electronic Transfer of Prescriptions (ETP):

Implementation Pack to Support eAMS".

You will also have received a letter and claim form from Andrea Smith, Development Pharmacist reminding you that the training pack is to be completed and all relevant staff made aware of the content.

Claims for 3B CPP payment should be made no later than 30 June 2008.

GP Practice systems are currently being upgraded and it is anticipated that this exercise will be completed by June 2008. By the time you read this it is likely that you will have seen bar coded prescriptions coming into your pharmacy. PMR system suppliers are in the process of upgrading their systems, going through Fit for Purpose testing and from there rolling out the upgraded system to all of their sites. As this is an ongoing programme eAMS will commence in each pharmacy at different times. It is expected that all CP systems will be up and running with eAMS by September 2008.

The scanning of the prescription in the pharmacy will pull down the electronic message from the ePharmacy Message Store (ePMS) and from there you will be able to use that information to populate

your system and dispense the prescription. This automated process should help to reduce the risk of any communication errors between GP's and pharmacists by improving the accuracy of the data transfer. A further step of electronically endorsing and claiming the prescription is built into each system.

Dawn Balfour, IT Facilitator, will be informed on a weekly basis when CP systems start retrieving and sending messages. When that information is made known to her she will contact you to offer any help she can. In the meantime please do not hesitate to contact her on 01592 226928 if you have any questions on ETP/eAMS.

Community Pharmacy Website

(www.communitypharmacy.scot.nhs.uk)

As you know the Community Pharmacy website is being revamped and it is hoped that the new site will be available in the autumn. Although work on the revamped site is going on behind the scenes, the



current site is being updated as and when required to keep it useable for Community Pharmacists and their support staff. You are encouraged to visit the site regularly as new information is being added all the time. As outlined in NHS Circular: PCA(P)(2008)8, Medicines Complete can now be accessed from the existing site which provides online access to some of the world's leading drug and healthcare references, including access to eMartindale. Any feedback you would like to give on the site, new or existing, can be fed into Dawn Balfour (dbalfour@nhs.net).

MAS questionnaire to members of public

Pharmacy Services are planning on having opinion meters at 3 shopping centres across Fife to measure current awareness and understanding of the Minor Ailment Service. These are planned to be in the Kingdom Shopping Centre, Glenrothes, The Mercat Shopping Centre, Kirkcaldy and Kingsgate shopping centre, Dunfermline. Timing for these events will be June/ July 2008 and the information will be gathered using opinion meters. These can be easily filled in by members of the public using a touchpad, with results gathered and analysed by the opinion meter. Results will be shared in the autumn issue of the Contract Briefing.

Public Health Service (Tier 1) survey

Scott Hill, Public Health Pharmacist sent out a questionnaire in January 2008 to determine the current levels of health promoting information and advice that is given to patients or members of the public on healthy living options and promotion of self care as part of the Tier 1 Public Health Service. The questions were related to the space and resources that are used in the pharmacy.

Results

46 community pharmacies responded from 76 achieving a 60% response rate. A summary of some of the questions and responses is below:

1. Do you have a designated health promotion area within the pharmacy?

The majority of respondents (85%) have a designated health promotion area which is clearly visible to the public. This demonstrates the importance of health promotion within the pharmacies and shows that space has been allocated to allow the role to be undertaken. However when asked if the area was clearly identifiable to patients and members of the public, (21%) replied that the area was not.

2. What resources do you keep in your pharmacy or health promotion area if available?

100% of the community pharmacies had leaflets as resources in their pharmacy. This was the most common resource available. 80% indicated that they had posters within the pharmacy or health promotion area.

3. Where do you receive your resources from?

Resources were received from a variety of sources such as the Scottish Government, NHS Scotland, NHS Fife Health promotion, NHS Fife Pharmacy Services,

Pharmaceutical industry and the employing company.

4. Do you have a leaflet display in the pharmacy?

All 46 pharmacies had a leaflet display. The most common leaflets held were on smoking cessation (91%). The other common leaflets and the percentage of pharmacies that have these leaflets as a resource are as follows:

Sexual health	63%
Immunisation	54%
Emergency contraception	52%
Weight management	50%
Exercise	39%
Medication safety/waste	37%
Travel Health	37%
Male Health	35%
Substance misuse	22%

Other subjects that were available as leaflets were alcohol related, oral health and breast feeding.

9. What types of support for the Public Health Service would you value?

Written public health information was felt to be valuable for both pharmacists and staff (91%). Other comments suggested that the topics should address other 'easy targets' rather than areas of high coverage such as a smoking and drinking. The topics should be seasonal, relevant and topical such as around No Smoking Day, or MMR.

Information on where to obtain leaflets?

(89%) felt it would be useful to have information on where to obtain leaflets and 93% felt it would be useful for information on new leaflets to be distributed to the pharmacies.

Direction on the leaflets that should be available in your pharmacy?

43 pharmacies (93%) felt it would be useful to have direction on what leaflets

should be available in the pharmacies. This would provide some coordination to the programmes that are being run at a local and national level.

The final question asked for general comments on the tier 1 service. Here is a summary of responses.

- Provide a simple one page information sheet in advance of the tier 2 campaign to give some knowledge and support to the pharmacies.
- To provide brief information on specific public health topics as a short educational resource that could be used for pharmacist or staff training.

Conclusion

Nearly all responding pharmacies would like to receive information on where to obtain leaflets, information about new leaflets that are available and direction on the leaflets that should be available in the pharmacy, giving a more coordinated approach. This coordination may provide information on the leaflets that could be used to support the Tier 2 Public Health Service poster or local run initiatives such as the Just Ask campaigns.

Both written information and training sessions were identified as being useful by the community pharmacies. There appears to be an opportunity to provide information supplementing the national poster campaigns and using the information to give a local flavour to the issues. Work will be taken forward locally over the next few months, to investigate how to maximise the opportunities of the Public Health Service in promoting healthy living options, self care and supporting the Tier 2 poster campaigns.



This briefing is produced by the Pharmacy Services department, NHS Fife. If you would like to make any suggestions to the content, please contact:

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