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**ALL COMMUNITY PHARMACISTS
IN NHS LANARKSHIRE
PLEASE SHARE WITH ALL LOCUMS
AND SUPPORT STAFF AS
APPROPRIATE**

Date 24th June 2010
Your Ref
Our Ref GL/AB
Enquiries to George Lindsay
Direct Line 01698 245058
Fax 01698 245091
Email George.Lindsay@lanarkshire.scot.nhs.uk

Dear Colleague,

CHRONIC MEDICATION SERVICE UPDATE NO 2

Thank you for attending the local awareness event on Tuesday evening. It was useful to hear of the national updates from Alison Strath and Derek McAllister, and more useful still that there was a good discussion after their presentations.

Alison indicated that an e-copy the pharmacy care record (PCR) user guide would be published imminently. This has now happened and is available on <http://www.communitypharmacy.scot.nhs.uk>

1. Pharmaceutical Care Record (PCR) User Guide

The overall aim of the user guide is to enable pharmacists to:

- Understand the security arrangements for PCR.
- “Associate” with the pharmacy you are working in and log onto PCR.
- Create patient records on PCR.
- Create and maintain pharmaceutical care plans for patients on PCR.
- Utilise the links available between PCR and your patient medication record application.
- Get help with any technical issues with PCR.

Importantly - at this stage - it also indicates how pharmacists can access 3 test cases (and suggested answers) to gain some familiarity with the software and pharmaceutical care topics before embarking upon the service for real. Section 6 of the user guide has the details for how to do this.

The following link <https://pcrua.mhs.scot.nhs.uk> can be used to access the PCR but it will only work through a pharmacy with an enabled N3 connection and must therefore be accessed via a community pharmacy.

2. PCR Passwords

To date 202 passwords have been requested and distributed to pharmacists. So far we have received 154 receipts for these passwords.

There are 3 actions which are important for you to take when you receive your password.

- Sign the bottom section of the form which you receive with your password and fax it back to Anne Buchanan on 01698 245091. This should be done as soon as possible.
- Log onto the PCR system shortly after receiving the password. Passwords expire 60 days after generation and the distribution process takes some time so there is a fear that passwords may expire before pharmacists try to log on for the first time if there is a significant delay.
- Change the password to one you have chosen after you have logged on for the first time.

Our figures suggest that virtually all pharmacists in Lanarkshire have requested a password but if you or any locum has not yet done so then please contact Anne Buchanan who will arrange this for you.

3. Feedback

It is very important that we learn as much as possible about the Chronic Medication Service.

A range of support materials such as:

- NES Chronic Medication Service Implementation Pack.
- NES Pharmacy Care Record User Guide.
- NHS Lanarkshire's Checklist of Key Issues for Community Pharmacy Champions to discuss with Pharmacists

have already been prepared and these are all available on the NHS Lanarkshire section of www.communitypharmacy.scot.nhs.uk

Of necessity they have been prepared before roll out of the service to all pharmacies and we fully expect that a new range of practical, professional and clinical challenges will emerge as more and more pharmacists deliver the service. We have a duty within the Health Board to respond to these challenges with suitable training events. To enable us to prepare good and relevant training events I would be grateful if pharmacists could use the attached feedback form to identify and explain issues which they are finding challenging with the introduction with CMS. The information should be sent back to Anne Buchanan who will collate the information and it will inform events we plan to have some time in September.

This letter and feedback form will be posted on the NHS Lanarkshire of www.communitypharmacy.scot.nhs.uk

I know that different pharmacy contractors have different plans for commencing the service. Some have already started and some plan to wait till after the summer holiday season and then register approx 3 patients per week thereafter. Regardless of the precise plan of action I do encourage all pharmacists to start gaining experience of CMS between now and the beginning of September. There are a host of unknowns at this stage and it is only by gaining real life experience of the service that individual pharmacists and the service as a whole will be able to make informed plans for expanding the service beyond the initial 50 patients cap within the initial implementation phase.

Yours sincerely

**GEORGE LINDSAY
CHIEF PHARMACIST
NHS LANARKSHIRE PRIMARY CARE**

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**IMPLEMENTATION OF CHRONIC MEDICATION SERVICE
FEEDBACK FORM**

Based upon your experience of Implementing CMS, please feedback any issues of concern or interest which you would like to see addressed at a local training event to be held in September 2010

CONTRACTOR CODE

NAME OF PHARMACY

ADDRESS

PHARMACIST NAME

SIGNATURE

DATE

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Form to be returned to:

Anne Buchanan

Secretary to Chief Pharmacist

NHS Lanarkshire Primary Care

Fax: 01698 245091

Anne.Buchanan@nhs.net