

Community Pharmacy Champions Newsletter



November 2016

New members of the team

We are delighted to welcome two new pharmacy champions and IM&T facilitator to the team:

East Lothian: Niamh Morrison

niamhmorrison@nhs.net

Telephone: 01875 615 453

Niamh is based at Well Pharmacy in Tranent.



Midlothian: Giovanna Di Tano

gditano@nhs.net

Telephone: 0131 339 1188

Giovanna is based at Lloyds Pharmacy at East Craigs in Edinburgh but is also the Pan Lothian community pharmacy smoking cessation support pharmacist.

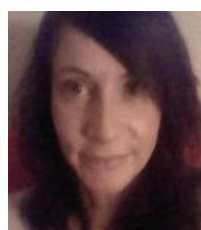


IM&T facilitator: Hazel Jamieson.

Hazel.D.Jamieson@nhslothian.scot.nhs.uk /
hazeljamieson@nhs.net

Telephone: 0131 537 5917

Hazel has most recently been working as a prescribing support technician in Lothian, however before that she worked in both community and hospital pharmacy. Hazel replaces Louise Galloway who retired in March this year.



We are saying farewell to June Edwards, who has been the East and Mid Lothian Champion for quite some time now. Thanks go to June for all her hard work and input into supporting community pharmacies across the area.

1

Minor Ailments Service Update

In July this year, the Scottish Government revised the MAS service specification as outlined in PCA (P)(2016)12 [here](#).

This document clearly sets out the terms and conditions, as well as the full service specification for the Minor Ailment Service (MAS) and notes that pharmacies should be using their local formulary.

The LJF is evidence-based and designed to promote safe and effective treatment.

In addition, 10 supporting key principles have been produced, which the contractor providing MAS and pharmacist are expected to adhere to when delivering the service.

The NHS Lothian Minor Ailments Formulary (MAF) for adults and children has recently been updated and hard copies have been distributed - along with an abbreviated list - to all pharmacy contractors in Lothian. The MAF now more closely reflects the main LJF with extended prescribing notes and referral criteria.

Remember to prescribe generically wherever possible.

The main change in the 2016 version is the inclusion of new sections for sore throat and wound management. The same formatting has been retained, with separate choices boxes for adults and children where this is appropriate.

The updated version is available online at: [here](#) or [here](#). The MAF is also available to download as part of the LJF App.

Thanks to Pam Chisholm, Pharmacy Champion, South West Edinburgh, for writing this article.

Cancelling Opiate Replacement Prescriptions

Instalment prescriptions from the Substance Misuse Directorate may occasionally be cancelled by the prescriber part way through their dispensing cycle. Currently, the pharmacy will be notified via telephone when a prescription is to be cancelled, but in order to improve accountability and provide an audit trail, the specialist services will now also send an email with details of the prescription to be cancelled.

It is important to regularly check and action any emails throughout the working day and pharmacists must have a procedure in place to check their generic mailbox, including cover for holidays and days off. When receiving a cancellation message, it is good practice to keep a copy of the email along with the prescription until it is sent for payment to ensure that no further dispensing takes place. Failure to cancel a prescription when instructed to do so may result in patient harm.

Finally, please remember to let the prescriber know if a patient does not collect a methadone or buprenorphine prescription three or more days in a row.

Thanks to Chris Miller, Lead Pharmacist, Substance Misuse Directorate for writing this article. Chris can be contacted at 0131 537 8372 or at chris.miller@nhslothian.scot.nhs.uk

Quality Improvement and Safety Climate survey

The recent PCA from the Scottish Government [here](#) outlines specific actions that pharmacy contractors are required to complete over the coming months relating to quality improvement and working more closely with GP practices.

Many of you will already be undertaking aspects of quality improvement in your day to day work, using near-miss logs, significant event analysis and regular patient safety-focused meetings. We therefore believe the requirements of the PCA may well not be as onerous as they first appear. The Champions are undertaking specific training to enable them to support pharmacists and their staff to work through these requirements.

If you have any questions relating to the PCA and its contents, please contact your local Champion.

Smoking Cessation Support Packs

Giovanna Di Tano, our Smoking Cessation Support Pharmacist, has produced some fantastic materials aimed at supporting pharmacy staff involved with delivering the smoking cessation service.

It includes a new information pack for the pharmacy as well as promotional posters/flyers and some motivational material which can be used to give to patients who access the service.

The Champions will be helping Giovanna to distribute these to all pharmacies in the coming weeks. Please use this opportunity to get to know your Champion, if you don't already, as well as using the pack to its full potential as we come into the 'Stop Smoking Season' in January.

Pharmacy Champions

Name	Board Area	Phone Number	Email
Joanna Donaldson	Edinburgh South	07866 458103 /0131 220 9150	joanna.donaldson1@nhs.net
Pamela Chisholm	Edinburgh South	0131 334 4694	pchisholm@nhs.net
Kaye Greig	Edinburgh North	07968 761602	kayegreig@nhs.net
Jill Cruickshank	Edinburgh North	0131 331 2579	jillcruickshank@nhs.net
Susan MacFarlane	West Lothian	07763550789	Susan.macfarlane2@nhs.net
Niamh Morrison	East Lothian	01875 615453	niamhmorrison@nhs.net
Giovanna Di Tano	Midlothian	0131 339 1188	gditano@nhs.net

Remember to check the dedicated website for community pharmacy in Scotland available at: www.communitypharmacy.scot.nhs.uk

NHS Lothian Specific information is [here](#)