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Pharmore healthcare services delivered from community pharmacies

Pharmore is a Scottish Government initiative to determine what healthcare services may be delivered from community pharmacy with the aim of improving access for patients to a range of services. This is a pilot, running in eight community pharmacies from five Health Board areas, until March 2010. All services will then be evaluated. Two community pharmacies in Lothian are taking part in the pilot: Boots in Shandwick Place and The Inch Pharmacy. Both have undergone some refurbishment and now have NHS standard treatment rooms.

The Inch Pharmacy, Walter Scott Avenue

Substance Misuse

South East Edinburgh Drug Assessment Clinic already runs sessions from this pharmacy. The initiative has allowed two additional sessions to be offered, allowing an increased number of clients to access this referral-only service.

Sexual Health

This service started at the end of May and consists of one session per week running concurrently with the substance misuse service. Patients are offered a complete sexual health and family planning service, making it more of a one stop health service than previously.

Blood Borne Viruses Clinic

This service has also started, running concurrently with the substance misuse and sexual health services. Patients are offered testing for hepatitis A, B and C, and HIV. Vaccination for hepatitis A and B is available.

Needle Exchange

This initiative has allowed this pharmacy to provide the needle exchange service for the length of the pilot, extending the substance misuse services offered.

Smoking Cessation

In addition to the service already offered in all community pharmacies, an enhanced service is offered here.

Thanks to Deborah Zuckert, Pharmore Project Lead for Lothian.

Alcohol Brief Intervention

One pharmacist and one healthcare assistant undertook the NHS Lothian training during May, and this service can now be implemented. It is envisaged that the healthcare assistant will carry out the initial screening, with the pharmacist carrying out the intervention as required.



Guided Self Help for Mild Depression

This is a new service being piloted in different settings across Lothian and will give us the opportunity to evaluate the benefit of using pharmacy premises to deliver other services within the community, at the same time as evaluating the treatment method. A guided self-help

worker will be available to guide patients with mild depression to appropriate self-help materials. Patients will be referred to this service by their GP. Patients will be seen for two to four appointments at intervals of two or four weeks depending on the individual. The guided self-help worker is managed by 'Health in Mind', who have provided training.

Boots Pharmacy, Shandwick Place

Minor Illness and Injury Clinic

This service, expected to start in early July, will be delivered by nurse practitioners currently working in the Lothian Unscheduled Care Service (LUCS). Patients can walk in during its opening hours without an appointment to consult on a range of acute ailments. They will be seen by the nurse, and appropriate treatment, prescription or referral offered. Pharmacy staff have undertaken first aid training to facilitate prioritisation and referral.

For further information go to www.scotland.gov.uk/pharmore or contact Deborah Zuckert ✉ deborah.zuckert@nhs.net

Taking action to tackle hepatitis C infection

The launch of the Hepatitis C Action Plan for Scotland Phase II¹, marked a significant investment in, and demonstration of the Government's ongoing commitment to, tackling Hepatitis C in Scotland.

The key actions in this action plan will see improved testing, treatment, care and support services for those infected, with a major emphasis being placed on increasing the number of people receiving treatment.



The importance of prevention is addressed through several actions designed to reduce the sharing of needles/syringes and other injecting equipment by injecting drug users. National Guidelines for Services providing Injecting Equipment will be launched in the near future.

Hepatitis C infection is a major public health concern in Scotland. It is estimated that around 50,000 people have been exposed to hepatitis C virus (HCV), giving a prevalence of 1 per cent in the Scottish population. The most recent figures from Health Protection Scotland show that of 1,720 new cases reported in Scotland in 2008, 200 were in Lothian. Intravenous drug use is the main risk for infection in 90 per cent of cases with a known risk factor. HCV infection can cause serious health problems such as liver failure and cancer. Most individuals who develop chronic HCV infection will develop cirrhosis over 20 to 30 years if they are not treated. Progression to cirrhosis can be accelerated by factors such as drinking alcohol, smoking, poor diet and being overweight.

Transmission

The major route of transmission is blood to blood contact mainly through the sharing of injecting equipment for drug use. HCV can survive for several days outwith the body, and is easily passed on not only through the sharing of needles and syringes but also through the sharing of other equipment involved in the preparation of drugs for injection, e.g. spoons, filters, water, cups, tourniquets and even surfaces.

Testing

HCV and other blood borne viruses (BBVs) – HIV and Hepatitis B (HBV) infections are preventable and can be successfully treated. Testing for HCV is a very important intervention, and is the first step in accessing treatment. It provides an opportunity to discuss prevention advice such as avoiding the sharing of needles and syringes and any other drug paraphernalia and safer sex and the use of condoms.

Taken with thanks from 'LOCAL AIDS' Information for GPs in Lothian. No.116, May 2009, produced by the NHS Lothian Primary Care Facilitator Team. Available on the NHS Lothian intranet under Healthcare/useful resources.

Community Pharmacy services

The Lothian Hepatitis C Managed Care Network recognises the important contribution that community pharmacy staff can make to increase the uptake of testing and referral services by people at risk of HCV and other BBVs.

A National Hepatitis C Public Awareness Campaign is planned for September 2009. Training sessions for all community pharmacy staff will be delivered by BBV Specialists at Pharmacy Locality Group meetings during June 2009 with the aim of enabling pharmacy staff to target high risk patient groups to raise the issue of HCV and other BBVs and signpost patients to testing and support services.

Funding is available to support:

- Recruitment of a Pharmacy Needle Exchange Support Pharmacist to support the implementation of National Guidelines for Services providing Injecting Equipment
- Increase number of pharmacy needle exchanges
- Pilot nurse specialists providing walk-in BBV testing and vaccination clinics from community pharmacy premises
- If this is successful there are plans to roll this service out to more pharmacies and to pilot community pharmacy staff providing Hepatitis B and C testing and referral services.

Community pharmacies should have received a copy of a **national survey of education and training needs of staff in relation to hepatitis C**. This information will help to shape how education and training is provided at local and national levels.

If you wish to discuss the survey or training requirements please contact

Mary Douglas, NHS Lothian Workforce Development and Education Officer for Hepatitis C

✉ mary.douglas@nhslothian.scot.nhs.uk

References and further reading

1. The Scottish Government. Hepatitis C Action Plan for Scotland. Phase II: May 2008-March 2011. Edinburgh: Scottish Government; 2008.
www.scotland.gov.uk/Publications/2008/05/13103055/0
2. The Scottish Executive Health Department. Hepatitis C Action Plan for Scotland. Phase I: September 2006-August 2008. Edinburgh: Scottish Executive; 2006.
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3. MacLeay, E, Whittaker, A, Stewart, E. (2008) 'Blood borne viruses: a resource pack for primary and community healthcare staff in Lothian', NHS Lothian, Edinburgh.
http://intranet.lothian.scot.nhs.uk/nhslothian/healthcare/useful_resources/blood_borne_viruses_-_resource.aspx
4. Guidance for the prevention, testing, treatment and management of hepatitis C in primary care. RCGP. 2007.
www.smmgp.org.uk/html/guidance.php

Thanks to Elaine Rankine, Substance Misuse Pharmacist, Dr Ewen Stewart, Clinical Lead, Hepatitis C Managed Care Network and Hilda Stiven, Senior Health Policy Officer.

Pharmacy Stop Smoking Service – keep up the good work!

Hello everyone, my name is James Higgins and I'm the new Pharmacy Stop Smoking Service co-ordinator for Lothian. I wanted to take this opportunity to introduce myself and to update you on how the service is performing. In the first quarter of 2009 the [Community] Pharmacy Stop Smoking Service saw 991 (40 per cent) of the total of 2,465 patients seen across Lothian by all clinics. Of these patients 319 (32 per cent) were abstinent at 4-week follow up. This compares very well with expected figures, of an 18 per cent quit rate at four weeks, seen in other pharmacy schemes.

The Pharmacy Stop Smoking Service has made a valuable contribution to the Lothian total, accounting for 30 per cent of patients abstinent at four weeks during this quarter. Although other Lothian clinics have achieved higher rates of success (50 per cent), the convenience to patients reflected in the high number using the service means it has been able to deliver excellent results in a relatively short time. This is down to the outstanding job and hard work you have all put in so far.

However, numbers are beginning to drop a little, so please keep recruiting patients whenever possible and faxing the report forms on or close to week five. Use the latest data collection form and the useful tracker sheet, both of which can be downloaded from www.communitypharmacy.scot.nhs.uk/nhs_boards/lothian.html. They make the paperwork a good deal simpler and ensure that the database has all the information it requires. Remember, if patients don't appear on the database, we can't show what a difference we are making, so keep those forms coming!

I'm here to help all pharmacy staff and will be organising ongoing training for those support staff keen to get involved in this rewarding and effective area of our practice. If you have any requirements for support materials, any other questions relating to the service or suggestions, feel free to contact me, ☎ 0131 537 6640 or ✉ jameshiggins@nhs.net

Thanks to James Higgins, Pharmacy Stop Smoking Service Co-ordinator, NHS Lothian.

Diabetes Pharmaceutical Care Services Group – an integrated approach

NHS Lothian Diabetes Pharmaceutical Care Services Group (formerly the diabetes strategy group and the Diabetes Task Group) is a multidisciplinary working group which was established in 2005. The group facilitates the integration of pharmacy-led care for diabetes with current services in primary and secondary care and supports pharmacists and GPs in meeting the standards of patient care required of both the new pharmacy contract and the GMS contract.

What have we been doing in the last six months and what projects are coming up?

This month we had a stand at the 6th Lothian Diabetes annual conference informing delegates of the services that are offered from community pharmacy. Group members will help to host a table at the Diabetes UK Awareness Week (14th to 20th June) with other healthcare professionals. June will see the roll out of two projects from community pharmacy, one on medication review and advice, and the second on a waist measurement campaign. Local pharmacists Aileen Boags and Aileen Thomson are leading on these projects and will already have been in touch to engage pharmacists.

The cardiovascular risk assessment clinics continue to operate from sites across Lothian.

The group is also working on competencies templates for pharmacists in line with NES guidance and on raising awareness of community pharmacy services at the Lothian Annual Diabetes professional conference.

Thanks to Alpana Mair, Chair, Diabetes Pharmaceutical Care Services Group.

Unscheduled Care update

Community Pharmacists should have received the Unscheduled Care Pharmacy Guide, Version 7. Please read the

'Patient Group Direction for the Urgent Provision of Current Repeat Prescribed Medicines and Appliances Listed in the BNF and BNFC, to NHS Patients by Pharmacists' and **sign and return the authorisation sheet by post** to Susan Summers, Primary Care Contractor Organisation, Ground Floor, Pentland House, 47 Robb's Loan, Edinburgh, EH14 1TY or fax to 0131 537 8420 by the end of June.

All pharmacists, managers, relief managers and locum pharmacists are required to sign and return this form for any supply on CPUS to be legal.

- ✓ Contractors must ensure that at least one pharmacist names their premises to ensure payment.
- ✗ Payment cannot be issued if a supply is made via the PGD unless the PGD is signed and faxed before a supply is made.

Controlled Drug Governance Team now established

The Shipman Inquiry exposed gaps in the governance arrangements for controlled drugs (CDs) and the Government responded by means of a Command Paper, 'Safer Management of Controlled Drugs' which outlined ways to strengthen and co-ordinate existing CD monitoring and inspection arrangements. The role of the Accountable Officer (AO) was established and Professor Pat Murray was appointed as AO for NHS Lothian.

Accountable officers are responsible for the safe and secure management of Controlled Drugs. This includes systems for:

- Storage, carriage and safe custody
- Prescribing, supply and administration
- Recovery of such drugs when no longer needed and safe disposal
- Identification of potential abuse and diversion
- Inspection and investigation as needed.

A few common issues have been noted during both RPSGB inspections and CDGT visits so a few reminders are listed below:

- all private prescriptions for Schedule 2 and 3 CDs must be written on a standardised PPCD (1) form; headed notepaper is no longer acceptable. Since June 2006 the original form must be submitted to NHS NSS after dispensing; it is recommended a copy is kept in the pharmacy – this includes temazepam
- if stock is being transferred from one pharmacy to another with a signed requisition, this must also be stamped, copied and the original submitted to NHS NSS
- all drugs (including CDs) supplied via a GP10a (stock order form) must be ordered and supplied in original packs as this is considered a wholesale transaction.
- All unresolved incidents or concerns involving CDs should be notified to the AO; this is in addition to any form of internal recording.



The Controlled Drug Governance Team (CDGT), appointed in February 2009. Clockwise from top left: *Judie Gillies, Lead Pharmacist, Pat Murray, Accountable Officer, Linda Wright, Team Personal Assistant, Miguel Ferrand, Data Analyst, Karen Robb, Inspection Officer, Michael Coleman, Inspection Officer.*

The CDGT has taken over the role of 'Authorised Witness' for the destruction of controlled drugs, a role previously held by Bill McKendry, Lothian and Borders Police. The team has also been tasked with undertaking a series of inspection visits in GP surgeries and NHS hospitals to ensure that safe storage, record keeping and drug destructions conform to national standards.

Sheena Greig, Royal Pharmaceutical Society of GB (RPSGB) Inspector will continue to inspect controlled drugs in community pharmacies as part of her routine inspection process but works closely with the CDGT to provide guidance and share information. The RPSGB is designated a 'responsible body' and under the regulations they have a statutory duty to collaborate with AOs and share any concerns raised from CD monitoring visits. Other 'responsible bodies' include police forces and the Counter Fraud Service.

The CDGT hope you find this information useful and are happy to answer any questions you have concerning any aspects of controlled drugs management. Linda can be contacted on ☎ 0131 561 5529 and will direct your call to the appropriate team member or alternatively you can ✉ lothian.cdteam@nhs.net

Thanks to Judie Gillies, Lead Pharmacist, Controlled Drug Governance Team.

If you have any comments on Pharmacy News, or wish to contribute to a future issue, please email:
anne.gilchrist@nhslothian.scot.nhs.uk

Deadline for submitting articles for next issue: end August 2009.

Read Pharmacy News on the Community Pharmacy website at
www.communitypharmacy.scot.nhs.uk/nhs_boards/lothian.html