

Community Pharmacy Newsletter - May 2011



Note from the Editor

Welcome to the latest edition of the Tayside Community Pharmacy Newsletter.

Included in this issue is:-

- CMS Early Adopter sites
- Controlled Drug Risk Alert
- Bio-melatonin Shared Care Agreement
- Unscheduled Care Version 11
- Premises Improvements 2010/11
- Pivmecillinam
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- Items in short supply/manufacturing problems reminder
- Community Pharmacy Rota Redesign
- Locality Pharmacist update

It's your newsletter so be sure to feed back comments as well as any contributions or suggestions for future editions. Next issue will be August 2011.

Contact Details

Pharmacy Department, East Day Home, Kings Cross
Tel 01382 835151 – Tuesdays, Wednesdays and Fridays
Email dianerobertson3@nhs.net

**Diane Robertson, Principal Pharmacist
Community Pharmacy Development**

CMS Progress and Early Adopter Sites

The implementation phase for CMS to date has entitled community pharmacy contractors to claim three CMS implementation payments (CIP). The first two (CIP-A and CIP-B) ensured the readiness of all support systems and staff and enabled the contractor to deliver CMS to up to 50 patients. This should have been claimed by the end of December 2010. The final payment (CIP-C) which could be claimed between 31/03/2011 and 29/04/2011 enabled contractors to extend services beyond the first 50 patients and involved a fixed and variable payment in recognition of contractor progress up to the end of March 2011 in rolling out CMS to other eligible patients. For this last payment contractors were allocated to one of four bands for a "notional registration figure" based on average monthly dispensing volume for each contractor, provided by ISD. As of mid March 99% of contractors in Tayside had registered a patient.

The next phase will involve the full service being delivered from Early Adopter Sites.

NHS Tayside has four General Practices and seven community pharmacies who will now be involved as Early Adopter Sites for the full service.

The Early Adopter Sites in Tayside are as follows:

GP Surgery	Associated Pharmacy
Muirhead Medical Centre	Davidsons, Muirhead
Edzell Medical Centre	J P Potter Pharmacy, Edzell
Coldside Medical Centre	Davidsons, Clepington Road, Dundee
	Your Local Boots, Downfield, Dundee
	Your Local Boots, Hilltown, Dundee
	MacFarlane Pharmacy, Clepington Road, Dundee
Family Medical Group Wallacetown	Wallacetown Pharmacy, Dundee

These sites will test out the full service including the handling of serial prescriptions. The initial phase will involve serial prescriptions for 24 weeks only. The sites will look at some of the processes involved both in GP Practices and Community Pharmacy with regards to:

- prescription synchronisation
- moving GP surgery or community pharmacy
- prescription cancellations
- hospitalised patients
- communication
- handling serial prescriptions
- weekly/instalment dispensing (later)

The sites will also be looking at outcomes and benefits.

At the end of the first set of serial prescriptions a national review will be conducted looking at outcomes and benefits from all perspectives (patients, GP surgery and pharmacy) and at any issues that may have arisen in this early adopter phase.

**Diane Robertson
Community Pharmacy Development**

Risk Alert

Here's a cautionary tale about a significant incident which unfolded outside Tayside, but which provides lessons for all of us.

Case Study: A Ten-Fold Error in Opioid Dose

An 80 year old man with lung cancer, living at home, was receiving input for symptom management from a hospice Clinical Nurse Specialist (CNS). He had a troublesome cough, not controlled by codeine linctus; the CNS advised his GP to prescribe Oramorph® oral solution 10mg/5ml. As he was strong opioid naive, she advised the patient's wife to give him 'a quarter to half a teaspoonful' for the first dose, to see how he responded and tolerated it. The prescription was issued on a Friday.

The patient's daughter took the prescription to her father's usual community pharmacy, which did not have the medicine in stock and referred her to another pharmacy which holds an agreed list of palliative care medicines. They did not have it in stock and ordered it for the next day. The prescription was dispensed on Saturday morning and given to the patient's daughter. The patient took a quarter of a teaspoonful as recommended for the first dose and was very sick; the sickness lasted all weekend. No further doses were taken.

On Monday morning, the patient's wife contacted the CNS. On questioning, the CNS established that the Oramorph was pink, and immediately knew it was Oramorph concentrate **100mg/5ml**. She advised his wife to give no further doses, and contacted the GP. The GP found that the computer generated prescription had been incorrectly issued for the concentrate.

Why Did It Happen?

A number of failings can be attributed to systems failures, lack of knowledge and inadequate communication between professionals. Reasons included:

- the GP was unaware that two strengths of Oramorph existed
- the concentrate was the top item in the drop-down list of morphine preparations on GP computer system and was chosen in error
- the recommendation from the CNS to prescribe was verbal, with no written back-up and no caution about the two strengths

- the patient's usual community pharmacy did not recognise or question the inappropriate dose when only codeine linctus had previously been prescribed
- the dispensing pharmacy did not recognise the unusual nature of the prescription
- nobody from the pharmacy spoke to the patient's daughter about the prescription or asked if the gentleman had had this before

What Can We Learn?

The NPSA issued advice in 2008 on reducing errors in opioid dosing. Following their recommendations could have prevented this incident. The recommendations are pertinent for all healthcare professionals dealing with unusual or potentially dangerous medicines.

When prescribing, dispensing or administering these medicines:

- Confirm any recent opioid dose, formulation, frequency of administration and any other analgesic medicines prescribed for the patient.
- Ensure where a dose increase is intended, that the calculated dose is safe for the patient (e.g. for oral morphine in adult patients, not normally more than 50% higher than the previous dose).
- Ensure that you are familiar with the usual starting dose, frequency of administration, standard dosing increments, symptoms of overdose, and common side effects of that medicine and formulation.

What Should You Change?

Are there any changes required to your practice or within your pharmacy to prevent a serious incident involving an opioid?

National guidance has recently been developed for - Reporting Incidents, Near Misses and Concerns involving Controlled Drugs: A guide for NHS Staff and Contractors. A copy of this guidance will be sent to all contractors and an electronic copy will be sent to all generic email boxes shortly.

Lucy Burrow, Head of CD Governance, NHS Tayside
Shirley Kelly, Macmillan Lead Principal Clinical Pharmacist (Palliative Care), NHS Tayside

Adapted with thanks from an article first published in Postscript by NHSGCC

Bio-melatonin Shared Care Agreement

NHS Tayside now has a shared care agreement for melatonin (on staffnet). The immediate release preparation recommended in the protocol is called Bio-melatonin tablets. These can be crushed and mixed with water for administration in children who are unable to swallow tablets. Where possible this product should be ordered direct from the manufacturer (further information on this can be found at www.pharmanord.com) as it is more expensive when ordered from importing companies such as IDIS.

Iain Hewitt
Specialist Pharmacist
Women and Child Health, Ninewells Hospital

Unscheduled Care Update Version 11

In April Community Pharmacists will receive the Unscheduled Care Pharmacy Guide, Version 11.

All Tayside community pharmacists, managers, relief managers and locums should have 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 signed the authorisation form for any supply on CPUS to be legal. One copy of the authorisation form for each pharmacist and pharmacy premises should be completed and returned to the **NHS Board by fax to Doreen Melville, on 01382 527875 or by post to Doreen Melville, Office Manager, Primary Care Division, NHS Tayside, Ashludie Hospital, Monifieth, DD5 4HQ.**

The deadline for this is 30th June 2011.

The Unscheduled Care Pharmacy Guide is updated and new versions are sent out on a six monthly basis. Superintendent Pharmacists should ensure that all pharmacists working in their pharmacies have read and signed the current version on an ongoing basis.

Electronic copies of the Unscheduled Care Folder and guidance can be accessed on both Community Pharmacy Scotland websites. Please click on the links below

http://www.communitypharmacy.scot.nhs.uk/unscheduled_care.html

http://www.communitypharmacyscotland.org.uk/nhs_care_services/unscheduled_care_cpus.asp

Diane Robertson
Community Pharmacy Development

Tayside Community Pharmacy Premises Development Programme

Funding was made available to Pharmacy contractors across Tayside during 2009-10 and 2010-11, to install or upgrade their consultation room and to improve compliance with DDA within their premises, via the Primary and Community Care Premises Modernisation Programme for 2009-10 & 2010-11.

In July 2009 Health Protection Scotland gave further guidance in relation to Infection Prevention and Control – in Community and Primary Care Settings, accessible at <http://www.documents.hps.scot.nhs.uk/hai/infection-control/publications/chp-g-2009-07-31.pdf>

This guidance provides practitioners with infection prevention and control measures that should be applied at all times and can be used to assist practitioners to quality assure their infection control practices and policies, ultimately improving patient, staff and public safety.

Applications were provided to contractors early in 2009 to apply for funding where deficiencies in their premises were identified and again in September 2009 in light of this new infection prevention and control guidance.

Table 1 below highlights the improvements made to pharmacy premises in Tayside during the 2010/11 period.

Table 1

Pharmacy	Project	Status
MacFarlane Pharmacy, Arbroath Rd, Dundee	Provision of consultation room	Completed
MacFarlane Pharmacy, Clepington Rd, Dundee	Provision of consultation room	Completed
St Mary's Pharmacy, St Giles Tce, Dundee	Provision of consultation room	Completed
Right Medicine Pharmacy, High St, Crieff	Provision of larger consultation room	Completed
MacFarlane Pharmacy, Gray St, Broughty Ferry	Provision of consultation room	Completed
Wallacetown Health Centre, Lyon St, Dundee	Provision of consultation room	Completed
Davidsons Chemist, Pitlochry	Provision of consultation room	Completed

A small amount of funding is still available. Contact carol.adamson@nhs.net if you are still need to install or upgrade a consultation room.

Diane Robertson
Community Pharmacy Development

Pivmecillinam

In order to give prescribers more choice when managing urine infections, NHS Tayside laboratories will start to report sensitivities to the antibiotic pivmecillinam (Selexid) where the urine sample provided is resistant to **both** amoxicillin and trimethoprim.

Most urine infections in otherwise healthy women do not require urine samples to be sent for microbiology testing, and of the samples that are sent for testing it is a relatively small proportion that are resistant to **both** trimethoprim and amoxicillin. Therefore the numbers affected by this change in reporting are likely to be relatively small. The first choice treatments in NHS Tayside for uncomplicated urine infections in women remain unchanged as trimethoprim or nitrofurantoin.

Pivmecillinam 200mg is available in a 10 tablet pack with a dose regime of 2 tablets immediately then one tablet every 8 hours for 3 days. Side effects are generally mild with the most common being gastrointestinal disturbances. Tablets should be swallowed whole with plenty of fluid during meals while sitting or standing.

You may therefore be presented with the occasional prescription for this treatment and may wish to consider stocking a small supply.

Hazel A. Steele
Specialist Pharmacist - Antimicrobials (Primary Care)

Locality Pharmacist Update

We have been working towards redesign of our primary care pharmacist resource for some time. The Steps to Better Healthcare programme requires that we use our staff to improve the quality of medication use and minimise the waste, variation and harm that occurs when medicines are used by patients. In order to achieve this, practice pharmacists have been grouped into teams so that they can work together on the pharmaceutical care of patients within their locality. Progress with this change is being monitored by the use of work plans for the teams and performance indicators that show improvements in the quality of medicines use.

Some really innovative work with the Clinical Technology Centre has led to the development of a Pharmacy Care Plan System. Phased implementation of this system is due to begin in the summer with Phase 2, towards the end of the year, enabling routine electronic communication of pharmacy care plans between secondary and primary care.

Please find Locality Pharmacists contact details at the end of this newsletter.

Sheena Macgregor
Head of Clinical Pharmacy, Dundee

Minor Ailments Service (MAS) Directions and Service specification

From 1st April 2011, prescription charges were abolished. NHS circular [PCA\(P\)5\(M\)7\(2011\)](#) gives advice regarding the abolition of charges to boards and guidance to community pharmacists in relation to MAS, processing electronic scripts and charging arrangements for other UK prescriptions. NHS circular [PCA\(P\)\(2011\)6](#) issued in March 2011 contains revised directions and a revised service specification for the Minor Ailments Service.

There are no changes to who is eligible for MAS and there are no plans at this time to extend MAS to all groups.

The MAS patient leaflet is being revised and new copies should be arriving in community pharmacies and GP practices very soon. Copies of the old MAS leaflet should be destroyed or recycled where possible.

Please note that the specification clearly states that a check should be made on registration e.g. by asking for evidence, that the person is eligible for MAS. Where evidence is not seen the person can still be registered but the "evidence not seen" box on the back of the registration form should be marked with a cross. It is also a requirement that a check is made at each consultation that the person is still eligible for MAS.

Diane Robertson
Community Pharmacy Development

Generic Mailboxes

Since mid-March, NHS Tayside Pharmacy Department has been sending out communication to local pharmacy contractors in both electronic and paper formats. The pharmacy department has a dedicated e-mail address, shown below, from which to do this: pharmacydepartment.tayside@nhs.net NHS Tayside Primary Care has started to make use of this dedicated e-mail address and will also move, where possible, to full electronic communication.

Before paper based communication can be stopped there will be an electronic communications test. This is to ensure all electronic mail sent is being received successfully; you will be required to reply to a specific message being sent from the Pharmacy Department. This particular message will require an actual reply as opposed to clicking a read receipt. An audit will be carried out on replies and further investigation completed for those sites not in contact and any issues resolved before paper communication stops.

Catriona MacDonald
CP IM&T facilitator

Pitkerro Intermediate Care Unit

This unit has capacity for 24 patients who stay there after a period in hospital to allow them to have occupational therapy and physiotherapy before going back to their own home. Patients are quite often discharged requiring to be started on a venalink. To set up a venalink a Pharmacy Technician who visits once a week or a member of nursing staff may contact you and ask you to take on a venalink and will ask for it to be ready for an agreed date. This usually takes approximately 7 days.

Blue hospital prescriptions will be sent to you for a 14 day supply. The GP practice will then be given a copy of the discharge with details of who the venalink has been organised with.

Please be aware that patients don't always go home on the planned discharge date for various reasons. It is therefore very important that you arrange for the next instalment prescription before preparing the next venalink tray.

Kirsteen Manzie
Specialist Pharmacy Technician
Dundee CHP

Items in Short Supply Reminder

When pharmacists are presented with a prescription for an item they do not have in stock, NHS Tayside has produced guidance on what steps should be taken to ensure the patients' needs are addressed in a timely manner.

It would be helpful if the attached guidance could be kept with the Standard Operating Procedures in the pharmacy, and in any locum pack you may have. This guidance may have to be sent in a separate email due to the size of document.

The flow chart on page 6 gives guidance for dealing with wholesaler/manufacturing supply problems. All avenues to source the medication using this flowchart should be explored before contacting the prescriber or a hospital pharmacy. The flow charts on pages 7 and 8 (if not attached see separate email) describe the process which may need to be followed if the medication has to be sourced from a hospital in NHS Tayside because it cannot be obtained through normal routes and/or is urgently required.

Please remember if you are presented with a prescription for an item you do not have in stock you have a duty of care to help the patient source the medication in a timely manner, appropriate to the individual patient's needs. Informing the patient that you do not have the medication in stock, and sending them away with the script may be classified as unprofessional and not meeting patients' needs.

Diane Robertson
Community Pharmacy Development

Community Pharmacy Rota Redesign

1st April saw the launch of the new pharmacy rota in Tayside. The previous rota had been in place for a number of years and required some adjustment in order to ensure that pharmacy services continue to meet patients' needs.

In the intervening period since the last rota review, a number of developments have taken place that affect pharmacy rota services, including the provision of medicines from the out-of-hours service, the implementation of NHS 24 and late night and Sunday opening of some city centre pharmacies.

A working group of stakeholders was set up to produce a series of proposals for change to the rota. As part of the consultation process, a "World Café" event was hosted at Ninewells Hospital. At this event, stakeholders from community pharmacy, CHPs, general practices and Out-of-Hours services discussed the relative merits of the different proposals with patients and members of the public. At the end of the event, participants voted on the proposal that represented the best fit. The chosen option was overwhelmingly supported by all parties.

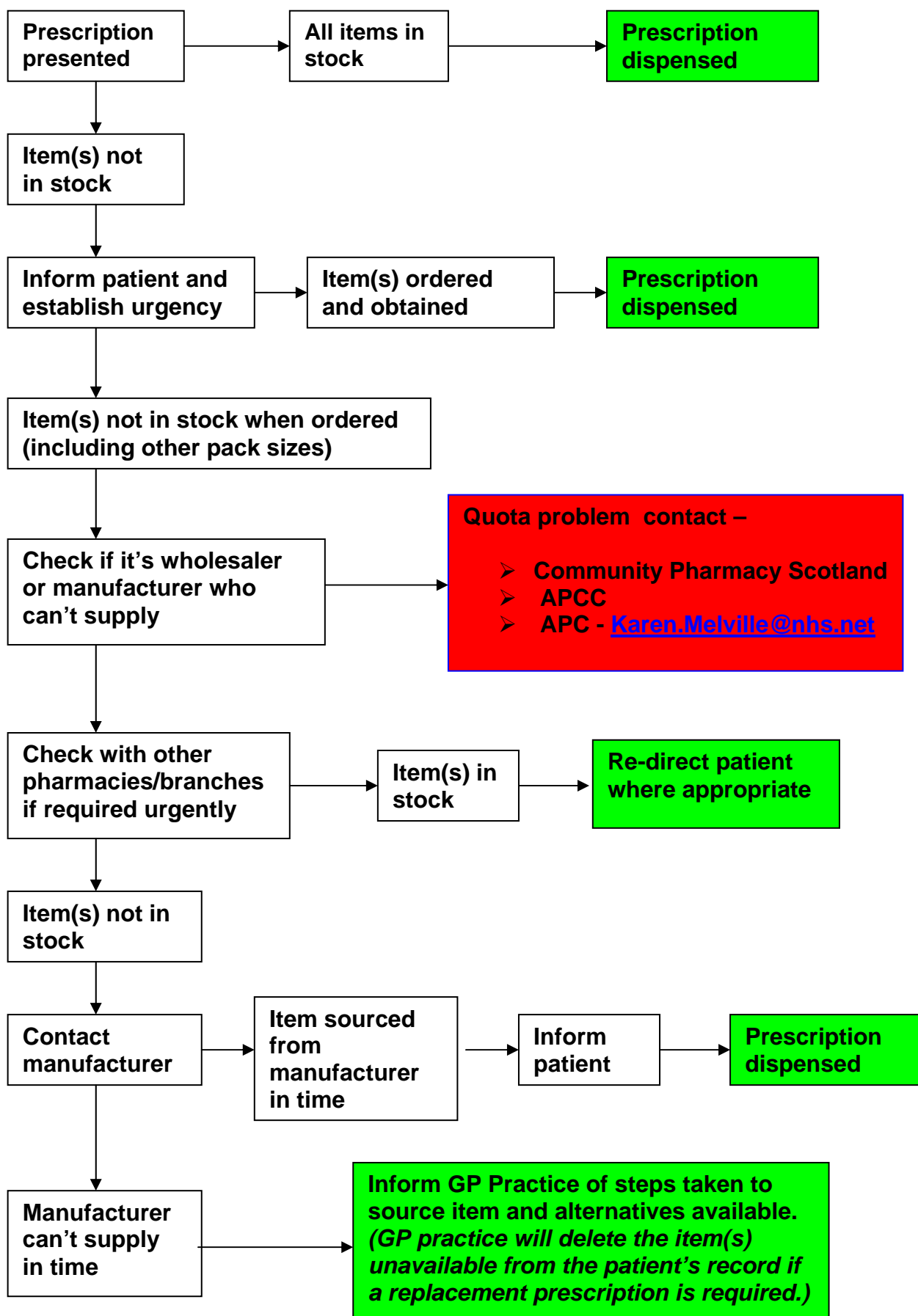
The stakeholder group's recommendation is that the Board should invoke a rota to cover Christmas Day and Boxing Day, New Years Day and 2nd January. In addition, a rota service will be provided on 27th of December and 3rd of January only when these dates fall on a Sunday. The previous system of Sunday and Holiday openings would be withdrawn. An urgent prescription service arrangement would remain in place.

The proposal was supported at NHS Tayside's Board meeting in February and approved by the Minister from the Scottish Government. The Christmas and New Year rota arrangements are summarised in the table below. The rota is designed to enable equity of access to pharmacy services across NHS Tayside. The success of the new system is being monitored and comments from patients and staff are welcomed.

	Pharmacy open	Localities Covered
Group A	One pharmacy to be open (in Arbroath)	Arbroath, Carnoustie, Frioekheim, Letham.
Group B	Two pharmacies to be open (one in Forfar, the other in Montrose)	Brechin, Edzell, Forfar, Kirriemuir, Montrose
Group C	Four pharmacies to be open (within the central and city centre areas of Dundee)	Dundee, Invergowrie, Monifieth, Muirhead.
Group D	One pharmacy to be open (in Perth)	Bridge of Earn, Errol, Perth, Scone
Group E	One pharmacy to be open	Kinross, Milnathort
Group F	One pharmacy to be open (in Crieff)	Auchterarder, Comrie, Crieff
Group G	One pharmacy to be open (in Pitlochry)	Aberfeldy, Dunkeld, Pitlochry, Stanley
Group H	One pharmacy to be open (in Blairgowrie)	Alyth, Blairgowrie, Coupar Angus

Andrew Radley
Consultant in Pharmaceutical Public Health

Guidance for dealing with manufacturer/wholesaler medicine supply problems in community pharmacy



GUIDANCE FOR REQUESTING A MEDICINE FROM ONE OF THE HOSPITAL PHARMACY DEPARTMENTS LISTED BELOW

Angus Stracathro Hospital
Mon - Fri: 09.00 -17.00
Tel: 01356 665043

Dundee Ninewells Hospital
Mon - Fri: 09.00 -17.00. Sat: 10.00 -13.30. Sun: 10.00 -13.30
Tel: 01382 632361

Perth & Kinross Perth Royal Infirmary
Mon - Fri: 09.00 -17.00. Sat: 12.30 -13.30. Sun: 12.30 -13.30
Tel: 01738 473579

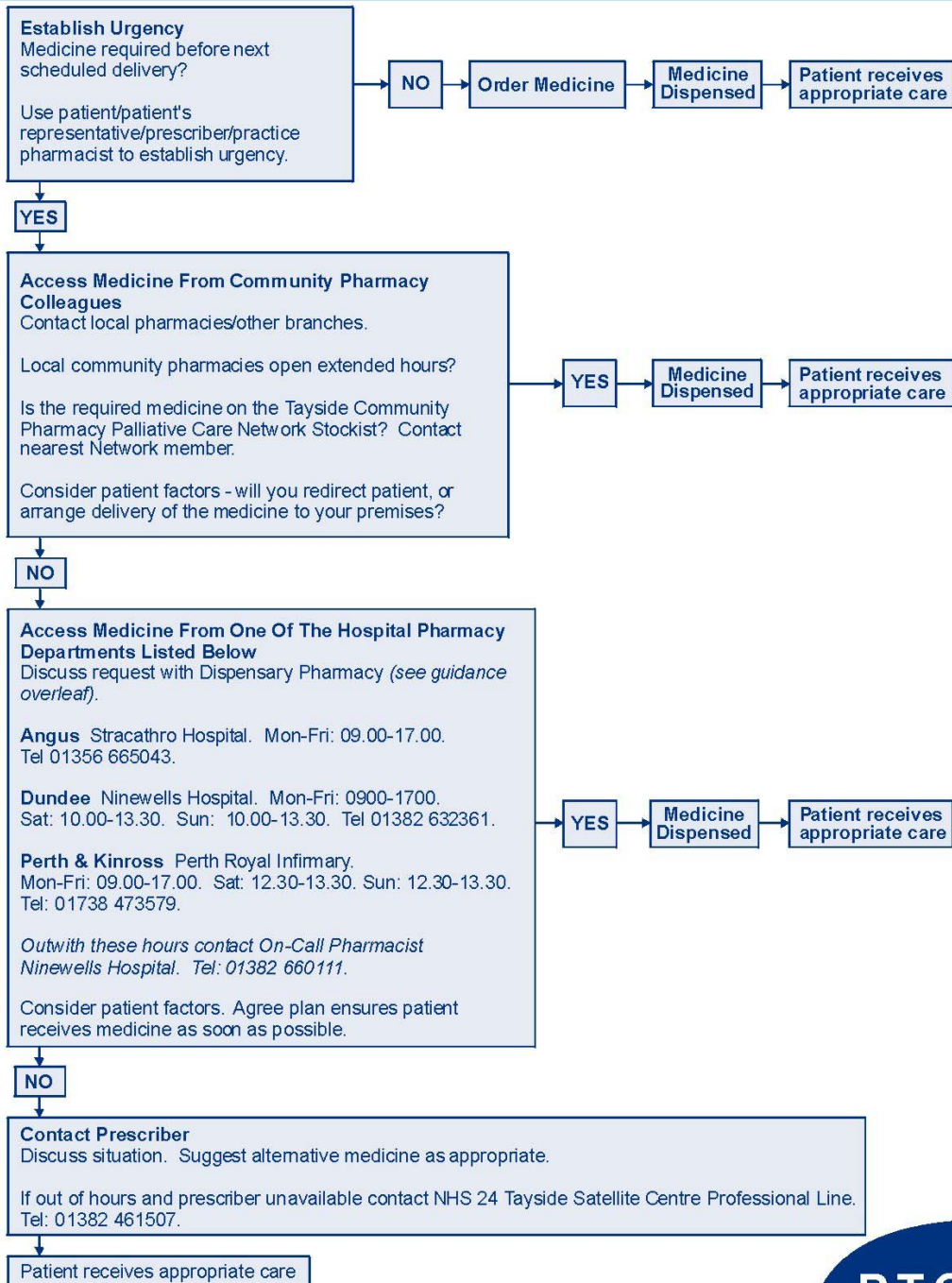
Outwith these hours contact On-Call Pharmacist.
Mon - Thurs One Ninewells Pharmacist is on call for all Tayside hospitals.
Fri - Sun One Ninewells Pharmacist is on call for all hospitals in Dundee and Angus (PRI Pharmacist covers all Perth & Kinross hospitals)

During normal working hours and weekends the request should be discussed with the Dispensary Pharmacist or Pharmacy Technician and in the out of hours period with the Emergency Duty Pharmacist
He/she will require to establish that the caller is a registered pharmacist.

Please note:

1. A requisition (signed order) will be required. The original copy will be required before the goods are supplied.
2. The requisition should state:
 - the name, address, and contact telephone number of the retail pharmacy business
 - the RPSGB registration number of the requesting pharmacist
 - the name, quantity, form and strength of the product requested
 - the date and signature of the requesting pharmacist
3. For Controlled Drug requests the requisition should state the total quantity of the drug and the purpose for which it is required.
4. The goods will require to be collected. For Controlled Drug requests, a messenger sent by a purchaser ('recipient') to collect a Controlled Drug on his behalf may only be supplied with the Controlled Drug if he produces to the supplier a statement in writing given by the recipient to the effect that the messenger is empowered to receive the drug on his behalf.
5. All requests will be dealt with as wholesale dealing.
6. A charge will be made for the goods plus a 20% handling charge. An invoice will be raised by the Maryfield Financial Services Centre on behalf of NHS Tayside.

FOR PHARMACY STAFF USE ONLY
Guidance For Dealing With A Request For A Medicine Not In Stock



Date: Jan 2009. Review Date: Jan 2011



Tayside Pharmacist Contact Details

Dundee

Name	Designation	Workbase	Email address	Tel no
Sorrel Abbott	Locality Pharmacist	Taybank MC (M,T,Th)	sorrel.abbott@nhs.net	461588
Judith Alcock	Locality Pharmacist	Hawkhill Medical Centre (M,W,F)	jalcock@nhs.net	451100
	Locality Pharmacist	Grove Health Centre (T,Th)	jalcock@nhs.net	778881
Mark Batey	Practice Technician	Various and Erskine (F)	markbatey@nhs.net	448839
Mike Carson	Locality Pharmacist	Mill Practice (M-am,T,W-am,Th,F-am)	michael.carson@nhs.net	465100
	Locality Pharmacist	Ryehill Health Centre (M-pm,W-pm,F-pm)	michael.carson@nhs.net	644466
Elizabeth Crooks	Locality Pharmacist	Park Avenue (M,W-am,F-am)	elizabeth.crooks@nhs.net	462222
	Locality Pharmacist	Stobswell (T-am,Th-am)	elizabeth.crooks@nhs.net	461363
Gillian Cruickshank	Locality Pharmacist	Princes St Surgery (M,W-pm,Th)	gcruckshank@nhs.net	461090
	Locality Pharmacist	Muirhead Medical Centre (T,F)	gcruckshank@nhs.net	580264
	Locality Pharmacist	Ardler (W-am)	gcruckshank@nhs.net	833399
Jacqueline Duncan	Locality Pharmacist	Ancrum Medical Centre (M,Th)	jackie.duncan@nhs.net	462292/ 466701
Kirsty Duncan	Locality Pharmacist	Westgate Medical Practice (M,W alternate,F)	kirstyduncan@nhs.net	668189
Fiona Finnie	Locality Pharmacist	Erskine Practice (M-am,T,Th)	fiona.finnie@nhs.net	458333
	Locality Pharmacist	Nethergate (M-pm,W,F)	fiona.finnie@nhs.net	221527
Louise Gourlay	Locality Pharmacist	Downfield Surgery (M-am,T,F)	lgourlay@nhs.net	812111
	Locality Pharmacist	Maryfield Medical Centre (M-pm,W,Th)	lgourlay@nhs.net	462292
Josie Johnston	Locality Pharmacist	Broughty Ferry H.C. (M,T-pm,W,)	josiejohnston@nhs.net	731331
	Locality Pharmacist	Lochee H.C. (T-am,F)	josiejohnston@nhs.net	611283
Kirsteen Manzie	Practice Technician	Various and Mill Practice (F)	kirsteenmanzie@nhs.net	465105
Amy Morrison	Locality Pharmacist	Taycourt Surgery (M,T,Th)	amy.morrison@nhs.net	228228
	Locality Pharmacist	Hillbank Health Centre (W,F)	amy.morrison@nhs.net	221976
Diane Robertson	Locality Pharmacist	Wallacetown (M,Th)	dianerobertson3@nhs.net	459519
Elaine Thomson	Locality Pharmacist/ Team Leader	Coldside Medical Practice (M,T,W,Th,F)	elainethomson@nhs.net	812513
Vacancy	Locality Pharmacist	Terra-Nova		451100
	Locality Pharmacist	Whitfield		508410

Name	Designation	Workbase	Email address	Tel no
Kathryn Bendal	Locality Pharmacist	Whitefriars Green (M,W,F)	kathryn.bendall@nhs.net	01738

				627912
		Caledonian Road (T,Th)	kathryn.bendall@nhs.net	01738 628234
Brain Booth	Locality Pharmacist	Ardblair Surgery (M,W,Th)	bbooth@nhs.net	01250 872033
	Locality Pharmacist	Strathmore Surgery (T)	bbooth@nhs.net	01250 872552
	Locality Pharmacist	Alyth Surgery (F)	bbooth@nhs.net	01828 632317
Julie Halliday	Locality Pharmacist	St Mgt's Health Centre (M,T,W)	julie.halliday@nhs.net	01764 662275
Kenny Halliday	Locality Pharmacist	Crieff Health Centre Red (T)	khalliday@nhs.net	01764 652283
	Locality Pharmacist	Crieff Health Centre Blue (M,Th)	khalliday@nhs.net	01764 652283
	Locality Pharmacist	Crieff Cottage Hospital (W)	khalliday@nhs.net	01764 653173
	Locality Pharmacist	Comrie Medical Centre (F)	khalliday@nhs.net	01764 670217
Joan Hay	Locality Pharmacist	Simpson Day Clinic (M,T,W,Th, all am)	joan.hay@nhs.net	01738 473482
Joanna Hornal	Locality Pharmacist	Red Practice Whitefriars (M,T,W,Th,F)	jhornal@nhs.net	01738 625842
Graeme Lamont	Locality Pharmacist	Taymount (M,T,W-pm,Th-am, F-pm)	graeme.lamont@nhs.net	01738 627117
	Locality Pharmacist	Caledonian Road (W-am, F-am)	graeme.lamont@nhs.net	01738 472611
Robert Lindsay	Locality Pharmacist	Coupar Angus, Red & Blue Practices (M,T)	robert.lindsay@nhs.net	01828 627312
Robert Lindsay	Locality Pharmacist	Glover Street (W,Th,F)	robert.lindsay@nhs.net	01738 783322
Elaine Maclean	Locality Pharmacist	Whitefriars Warfarin Clinic (M,T)	elaine.maclean@nhs.net	01738 783524
	Locality Pharmacist	Drumhar Yellow (W,F)	elaine.maclean@nhs.net	01738 564303
	Locality Pharmacist	Drumhar Mauve (Th)	elaine.maclean@nhs.net	01738 622421
Andy McGuire	Locality Pharmacist	Craigvinean Surgery (M,T)	andrew.mcguire@nhs.net	01350 727269
	Locality Pharmacist	Aberfeldy Health Centre (W,Th)	andrew.mcguire@nhs.net	01887 820366
	Locality Pharmacist	Aberfeldy Community Hospital (F)	andrew.mcguire@nhs.net	01877 820314
Donna MacSween	Locality Pharmacist	Orwell Practice, Kinross (W,Th)	donna.macsween@nhs.net	01577 866416
	Locality Pharmacist	Whitefriars Anticoag Clinic (F-am)	donna.macsween@nhs.net	01738 783524
Victoria Robb	Locality Pharmacist	St Serfs, Lochleven, Kinross (M,T,W,Th)	victoria.robb@nhs.net	01577 862112
Sue Young	Locality Pharmacist	Glover Street (Kings) (T,F)	sueyoung3@nhs.net	01738 621844
Tracey Kime	Locality Pharmacist	Atholl Medical Centre (M,W)	tracey.kime1@nhs.net	01796 472558
	Locality Pharmacist	PRI (Th,F)	tracey.kime1@nhs.net	Bleep 5334
Lesley Pacitti	Locality Pharmacist	Crieff Cottage Hospital/PRI (M,T,W)	lesleypacitti@nhs.net	01764 653173
	Locality Pharmacist	Bridge of Earn Surgery (Th)	lesleypacitti@nhs.net	01738 812000

Perth

Angus

Name	Designation	Workbase	Email address	Tel no
Kay Erskine	Locality Pharmacist (South region)	Springfield (M,T-pm,Th,F-am)	kayerskine@nhs.net	01241 432489
		Little Cairnie (T-am)	kayerskine@nhs.net	01241 436835
		Monifieth H/C (W-pm)	kayerskine@nhs.net	01382 534301
Margaret Hagan	Locality Pharmacist (South region)	INR – Arb Inf (W-am)	kayerskine@nhs.net	
		Arbroath Med Centre (M-am,W,Th,F-pm)	margaret.hagan@nhs.net	01241 431144
		Monifieth H/C (M-pm)	margaret.hagan@nhs.net	01382 534301
		Friockheim H/C (T)	margaret.hagan@nhs.net	01241 828444
Karen Kelman	Locality Pharmacist (North West region)	Arbroath Infirmary (F-am)	margaret.hagan@nhs.net	01241 822501
		Kirriemuir H/C (M,W)	kkelman@nhs.net	01575 573333
		Whitehills Community Care Centre (T)	kkelman@nhs.net	01307 475223
Jill MacLean	Locality Pharmacist (South region)	Carnoustie Medical Centre (M-am,T,W-pm, Th-pm)	jill.maclean@nhs.net	01241 859888
		Monifieth H/C (W-am)	jill.maclean@nhs.net	01382 534301
		Arbroath Infirmary (Th-am)	jill.maclean@nhs.net	01241 822501
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