

# Community Pharmacy Newsletter - Dec 10



## Note from the Editor

Welcome to the latest edition of the Tayside Community Pharmacy Newsletter. Firstly can I say a really big thank you to all pharmacy contractors and employees across Tayside who have battled through horrendous conditions and gone the extra mile this past week to ensure patients get vital medication. Please see press release on the back page from NHS Tayside.

Included in this issue is:-

- Advice on the use of cranberry extract
- Patient safety alert NPSA – Lithium
- Patient safety in primary care
- Use of antipsychotics in care homes
- Palliative care update
- Unscheduled care version 10 reminder
- Storage of controlled Drugs
- Change of Clozapine supplier
- Pharmacy Technician registration info & CPD training
- NHS Tayside press release
- Keepwell update
- CMS update and events Diary

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 April 2011.

## Contact Details

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Tel 01382 835151 – Tuesdays, Wednesdays and Fridays  
Email [dianerobertson3@nhs.net](mailto:dianerobertson3@nhs.net)

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

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## Advice on the use of Cranberry Extract for Recurrent Urinary Tract Infections (UTIs)

There is now good evidence that cranberry products can be effective in preventing UTIs. Cranberry does not have any bacteriostatic or bactericidal effects. However a chemical in cranberry products is thought to work by preventing certain bacteria from attaching to cells that line the bladder. Therefore this helps to prevent bacteria from infecting the bladder and so helps to prevent (rather than cure) infection.

A Cochrane Review shows that cranberry juice may decrease the number of symptomatic urinary tract infections (UTIs) over a 12 month period in younger women. There is also a study demonstrating effectiveness in older women; although trimethoprim had a very limited advantage over cranberry extract in terms of UTI free days, it also had more adverse effects. Patients may wish to consider **purchasing** cranberry extract as a non-antibiotic alternative to manage recurrent UTIs.

Some points about cranberry products include:

- You can buy cranberry extracts (capsules, drinks etc) from supermarkets, pharmacies and health stores. **They are not available on the NHS.**
- The optimum dose is not yet clear. It is thought that a daily dose of a high-strength capsule (containing at least 200mg of cranberry extract) is best as this is likely to be more effective than drinking cranberry juice.

Cranberry can interact with certain medicines. In particular, it is unsafe to take with Warfarin.

**Hazel Steele**  
**Specialist Pharmacist, Antimicrobials (Primary Care)**

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## Patient Safety Alert NPSA 2009/PSA005-Safer Lithium Therapy

There have been deaths, severe harm and substantial numbers of reports to the National Patient Safety Agency relating to lithium therapy which suggest that lithium treatment is an error-prone process.

An NPSA safety alert has been issued that makes the following recommendations:

- Patients prescribed lithium are monitored according to NICE guidance.
- There are reliable systems in place to ensure that the results of blood tests are communicated between laboratories and prescribers.
- At the start of lithium therapy and throughout their treatment patients receive appropriate on-going verbal and written information and relevant clinical tests.
- Prescribers and pharmacists check that blood tests are monitored regularly and that it is safe to issue a repeat prescription and/or dispense the lithium.
- Systems are in place to identify and deal with medicines that might adversely affect lithium therapy.

A patient information booklet, alert card and record book have been developed by the NPSA. Arrangements are being made to provide these booklets to patients on commencement of lithium treatment. It is hoped that copies will also be made available to Community Pharmacies and GP surgeries soon.

**Irene Sharkie, Lead Principal Pharmacist (Mental Health), Murray Royal Hospital**  
**01738-562469 (Ext 62469)**

## Patient Safety in Primary Care

NHS Tayside along with three other Health Boards in Scotland (NHS Fife, Lothian and Forth Valley) have been successful in securing a grant from the Health Foundation to develop Patient Safety in Primary Care over the next two years. NHS Quality Improvement Scotland and NHS Education for Scotland (NES) are also involved in developing the programme for Primary Care.

The programme at the moment involves eight practices from each of the three Health Boards exploring different aspects of patient safety, which will inform the national development of Patient Safety in Primary Care.

The four work streams include:

- **Care Bundles** (Warfarin, Immunosuppressive Drugs, Heart Failure)
- **Trigger Tool Case Note Reviews**
- **Patient Involvement**
- **Patient Safety Climate Survey**

The Tayside care bundle sets out a strategy to ensure that patients have the highest possible care and to minimise any potential harm associated with immunosuppressive drugs.

Trigger tool case note reviews are a way to analyse the patients' medical notes to identify potential harm.

Patient safety climate survey is a method to investigate how different members of the healthcare team view safety within the medical practice.

Patient involvement is pivotal to the programme by allowing feedback into the patients' perspective and needs from this safety programme.

There are eight participating practices from NHS Tayside:

- **Comrie Medical Practice - P&K**
- **Downfield Surgery - Dundee**
- **Edzell Medical Centre - Angus**
- **Erskine Practice - Dundee**
- **Kirriemuir Health Centre - Angus**
- **Mill Practice - Dundee**
- **Muirhead Medical Centre - Dundee**
- **Whitefriars Surgery (Red Practice) – P&K**

### Practices will:

- Improve prescribing and monitoring of patients on Immunosuppressive Drugs (Year 1) and other key areas in year 2 (heart failure, Warfarin)
- Learn about and develop their practice safety culture

- Learn to what extent and how their patients may be harmed
- Learn how to effectively involve patients in developing services
- Receive support and facilitation to help make and measure sustainable changes.

Although there are eight practices this year the plan is to spread out what we have learned this year to other practices next year.

Watch for more information coming out from practices about this.

**Kenneth Halliday, Practice Pharmacist,  
Crieff Health Centre, P&K**

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## The Use of Antipsychotics in Care Home Residents with Dementia

There is longstanding concern about the over prescribing of antipsychotic drugs in people with dementia, which have little proven benefit and are known to cause significant increase in stroke and mortality. They should only be used as a last resort for a specific symptom and for a specified time period with regular monitoring of effect and any adverse effects.

One of the recommendations from a 2009 department of health publication 'Time for action' was 'Reducing the use of antipsychotic drugs for people with dementia and assuring good practice when they are needed should be made a clinical governance priority across the NHS.'

A recent study found that over one in six people with dementia are currently prescribed antipsychotic drugs. Work is underway in NHS Tayside to address this issue. It is planned that all people with dementia in Tayside care homes will have a multidisciplinary antipsychotic medication review according to established good practice guidelines. This will be a level 3 review supported by pharmacists, GPs and specialist services.

The Pilot site for this project was Riverside View Nursing Home and Westgate Medical Practice. To date all twelve eligible patients have been reviewed and 9 patients have either had their antipsychotic medication stopped or reduced. Work will continue with the home to support the reduction in use of these drugs.

The plan is to roll out this work across NHS Tayside in the coming months.

**Kirsty Duncan, Practice Pharmacist,  
Westgate Health Centre, Dundee**

## Palliative Care Update Sessions for Community Pharmacy Staff

A range of sessions are planned over the forthcoming months. Please see the *Events Diary* at the end of this newsletter for further information.

### Palliative Care Guidelines

These guidelines recently approved for use in NHS Tayside are considered to be a consensus of opinion about good practice in the management of people with a life-limiting illness and replace the guidelines issued locally in 2004. Information on the use of medicines to manage a wide range of symptoms is included in the guidelines. The full guidelines can be accessed via the internet at [www.palliativecareguidelines.scot.nhs.uk](http://www.palliativecareguidelines.scot.nhs.uk)

The content of the 2004 guidelines has been fully revised. Readers are encouraged to note in particular the following changes:

- Prescribers are encouraged, in the interests of patient safety and as far as practically possible to prescribe in round numbers i.e. avoiding the use of decimal points. For example, rather than prescribing morphine 2.5mg, prescribe either morphine 2mg or morphine 3mg.
- Hyoscine butylbromide (Buscopan) injection is now recommended as the first line choice to manage excess respiratory tract secretions at the end of life. Previously hyoscine hydrobromide injection was the recommended first line choice.

### Liverpool Care Pathway for the Dying Patient

Over the past few years a major drive has been underway to ensure that all dying patients, and their relatives and carers receive a high standard of care in the last hours or days of their life. The Liverpool Care Pathway for the Dying Patient generic version 12 (LCP V12) is one document that supports the care of the patient in the last hours or days of life irrespective of the location of care. It has recently been adapted and approved for use in NHS Tayside and can be accessed via the following link [http://staffnet.tayside.scot.nhs.uk/NHSTaysideDocs/idcplg?IdcService=GET\\_FILE&dDocName=DOCS\\_064228&Revision=web&RevisionSelectionMethod=LatestReleased&noSaveAs=1](http://staffnet.tayside.scot.nhs.uk/NHSTaysideDocs/idcplg?IdcService=GET_FILE&dDocName=DOCS_064228&Revision=web&RevisionSelectionMethod=LatestReleased&noSaveAs=1)

Anticipatory prescribing to manage common symptoms experienced at the end of life is encouraged as part of the pathway. The medication currently recommended in NHS Tayside (all for subcutaneous administration) is:

- Midazolam injection for agitation and/or restlessness
- Morphine sulphate injection for pain and/or dyspnoea

- Hyoscine butylbromide (Buscopan) injection for the management of excess respiratory tract secretions (please note the change from hyoscine hydrobromide in line with the recently approved *Palliative Care Guidelines* – see above)
- Levomopromazine injection for nausea and/or vomiting

### Anticipatory Care – ‘Just in Case’ prescribing

Many areas nationally have developed a system of ‘Just in Case’ boxes to support anticipatory prescribing and access to palliative care medicines for patients at the end of life. The NHS Tayside document, *Facilitating Anticipatory Care At The End Of Life. Policy For The Use Of Just In Case Boxes In Primary Care* issued in 2009 has been fully revised in light of the recently released *Palliative Care Guidelines* and *LCP V12*. The revised policy is in use across NHS Tayside and can be accessed via the following link [http://staffnet.tayside.scot.nhs.uk/NHSTaysideDocs/idcplg?IdcService=GET\\_FILE&dDocName=DOCS\\_039866&Revision=web&RevisionSelectionMethod=LatestReleased&noSaveAs=1](http://staffnet.tayside.scot.nhs.uk/NHSTaysideDocs/idcplg?IdcService=GET_FILE&dDocName=DOCS_039866&Revision=web&RevisionSelectionMethod=LatestReleased&noSaveAs=1)

**Shirley Kelly**  
**Macmillan Lead Pharmacist (Palliative Care)**  
**NHS Tayside**  
[shirley.kelly@nhs.net](mailto:shirley.kelly@nhs.net)

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### Unscheduled Care Update Version 10

In November Community Pharmacists received the *Unscheduled Care Pharmacy Guide*, Version 10.

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 premise should be completed and returned to the **Health 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 the 31<sup>st</sup> December 2010.**  
**Some of you still need to action this!!**

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.

**Diane Robertson**  
**Community Pharmacy Development**

## Reminder - Controlled Drug Storage - Police Certificate of Exemption

You will be aware that in community pharmacies, CDs subject to the safe custody requirements must be securely stored within an Approved CD Cabinet. Equally, staff at most pharmacies also know (hopefully) that if they want to store such CDs in any other type of cupboard or safe, they must apply to Tayside Police for a Certificate of Exemption.

The alternative storage facility will be inspected by the Police and if it's adequate the Police will issue a certificate, valid for only 12 months. One certificate can cover multiple storage facilities on the same premises - but each facility should be individually listed on the certificate.

I'd like to remind those with current Police Exemption Certificates that Tayside Police does not operate a reminder system. If you don't apply for certificate renewal in good time, your certificate will simply expire. Continuing to keep CDs in the uncertified storage facility would be illegal.

### Occasional CD Storage

Occasionally the every-day CD storage facility may not be large enough. Bundles of Compliance Aids containing CDs or quantities of labelled methadone have been cited as examples of CDs not always able to be squeezed into the normal CD store. This may be a particular issue over holiday periods, such as Xmas and New Year.

As with routine storage, any facility used for the occasional storage of CDs must either be an Approved CD Cabinet or have a current Police Exemption Certificate. Staff should identify the potential CD store and obtain (or renew) a Police Certificate of Exemption to cover that facility. Remember, keeping CDs in a non-approved or uncertified storage facility would be illegal.

Anyone requiring a Police Exemption Certificate (new or renewal) should apply in writing to:

**Tayside Police**  
**Headquarters Crime Management Unit**  
**Police Headquarters**  
**4 West Bell Street**  
**Dundee**  
**DD1 9JU**

**Duncan Brooksbank**  
**CD Inspection Officer**  
**East Day Home, Kings Cross**  
**Tel: 01382 424056**  
**Email: [duncan.brooksbank@nhs.net](mailto:duncan.brooksbank@nhs.net)**

## Change of Clozapine Supplier

Following a full procurement process in accordance with EU legislation the National framework agreement for the supply of Clozapine to patients in NHS Scotland was awarded to Teva UK Ltd. This means that patients who were previously treated with the clozapine brand "Denzapine" from Merz have been switched to the Teva brand known as "Zaponex".

The Zaponex Treatment Access System (ZTAS) is the patient monitoring service that is associated with Zaponex treatment. All patients treated with Zaponex and their healthcare provider must participate in and be registered with ZTAS. The switching process in Tayside took place during August and all patients should now have transferred to Zaponex and be registered with ZTAS.

Community pharmacies who supply community patients have registered with ZTAS and now have direct access to blood results to confirm that there is a satisfactory 'green' result for their patients prior to dispensing.

For all enquiries relating to patient monitoring or in the event that the pharmacist on duty cannot access the ZTAS database then a blood result for a patient can be verified prior to dispensing or advice obtained from the  
**ZTAS office : Tel. 020 7365 5842/ Fax 020 7365 5843.**

Local specialist pharmacists/pharmacy technicians are happy to provide support and advice and can be contacted as follows:

Angus CHP  
Contact Stracathro Hospital Pharmacy  
01356 665043

Dundee CHP  
Contact Carseview Pharmacy  
01382 878719

Perth and Kinross CHP  
Contact either:  
Murray Royal Pharmacy Staff on 01738- 562306/ 562469 or  
Community Mental Health Team Pharmacist  
01738-458970

**Irene Sharkie**  
**Lead Principal Pharmacist (Mental Health)**  
**Murray Royal Hospital**

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## Delays in Processing Pharmacy Technician Registration Applications

The General Pharmaceutical Council (GPhC) is experiencing lengthy delays in the processing of Pharmacy Technician applications. This is due to the exceptionally high number of applications received since August. It is currently taking around 3-4 months to process an application. The process is longer if there is any missing information from the application (this applies to 45% of applications).

There are two fees in a standard application, an application fee and an entry fee. GPhC have advised that they will take the application fee when they start to process an application. All applicants will then pay their first entry fee of £142 which covers 12 months of registration. GPhC will contact the applicant before taking the entry fee which must be paid in one payment using a credit or debit card.

Where a stamped addressed envelope or postcard was included with the application, this would have been stamped and returned to the applicant on the day GPhC received the application. If you don't receive this you should check that your application has been received.

All RPSGB applications that were received after Friday 24<sup>th</sup> September 2010 have been returned to the applicants. **From Monday 27<sup>th</sup> September 2010 only GPhC applications are acceptable.**

GPhC will not be issuing pharmacy technician registration certificates. An initial notice of entry to the register will be issued, after which annual notices of entry in the form of a receipt will be issued following successful renewal applications.

**Monica Hunter**  
**Lead Pharmacy Technician for Education, Training & Development**  
**Tel: 01738 473586 Email: [monicahunter@nhs.net](mailto:monicahunter@nhs.net)**

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## CPD Training for Registered Pharmacy Technicians

As more pharmacy technicians are accepted onto the register the demand for CPD training will increase. Registered pharmacy technicians, like their pharmacist colleagues, are required to record a minimum of nine CPD entries each year. The GPhC can ask you to submit your CPD for review at any time, so it's better to keep it up to date and record entries on a regular basis.

The training will be delivered in two parts:

Part one: attendance at a small group training session.

Part two: one-to-one follow up session in your own pharmacy.

Group sessions will be arranged according to demand in each locality. Candidates must be registered and have access to the CPD Online facility. Separate sessions will be held for those that want to record their CPD using the paper-based system.

To apply for this training, or for queries on pharmacy technician registration contact Monica Hunter (details below).

**Monica Hunter**  
**Lead Pharmacy Technician for Education, Training & Development**  
**Tel: 01738 473586 Email: [monicahunter@nhs.net](mailto:monicahunter@nhs.net)**

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## Keepwell Community Pharmacy

Keepwell Health checks are a free comprehensive health check, available from health centres, to all those between the ages of 45 to 64 living in areas of deprivation across Scotland. The health check doesn't only cover health issues such as diabetes, cholesterol and the patient's assign score, but also areas such as diet, exercise, mental health and benefits. After the health check, clients can be sign posted or referred into services such as Counterweight, Winning Weigh and active life programmes.

From July this year, the service was extended into community pharmacies. Pharmacy is ideally placed to offer the health checks due to its links with the community and long opening hours. Three pharmacies are currently offering health checks in Perth and Kinross, namely Blairs chemist in Methven Street, Perth Co-operative Pharmacy Rannoch Road, Perth and Davidsons Chemist in Blairgowrie. Browns Pharmacy Healthcare in North Methven Street, Perth will start offering the checks early next year, as will the Co-operative pharmacies in Albert Street and Hilltown, Dundee and Boots the Chemist in Albert Street and Downfield, Dundee.

Community Pharmacist Craig Tomlinson from Co-operative Pharmacy, Rannoch Road said that the health checks had proved to be of great benefit to his customers and had further strengthened his relationship with the health centres. He felt that he was making a difference to the health and well being of his patients and giving them the tools and information to make a difference to their future health.

For more information on Keepwell community pharmacy, please contact Tracey Kime, Community Pharmacy Co-ordinator at [tracey.kime1@nhs.net](mailto:tracey.kime1@nhs.net)

**Tracey Kime,**  
**Keepwell Community Pharmacy Co-ordinator**

## **Media Information Press Release**

NHS Tayside Press Release

**TUESDAY 2 DECEMBER, 2010**

### **NHS Tayside thanks independent contractors**

**NHS Tayside would like to pay tribute to the many independent contractors; GP Practices, Dental Practices, Community Pharmacists and Opticians who have remained open despite horrendous weather conditions over the last few days.**

Many of their staff have been walking to work to ensure patient care and services have not diminished due to the adverse weather conditions.

It is important that the public know that our independent contractor colleagues, practices and premises are open. Many pharmacies are offering home deliveries to ensure patients receive the medicines they require and GPs are walking to home visits.

Dr Michelle Watts, Associate Director for Primary Care, NHS Tayside paid tribute to colleagues for their dedication to patient care during this unprecedented time and confirmed that NHS Tayside is working closely with local GPs, dentists, pharmacists and opticians to make sure patients receive the best possible care.

She said, "Members of the public are urged to continue to stock emergency supplies in their homes and to look out for those who are more susceptible to cold weather. NHS Tayside is asking people to choose the right health service to access and to remember that pharmacists are able to treat minor niggles such as coughs and colds, leaving GPs free to deal with persistent illnesses.

"The flexible and positive attitude displayed by contractors particularly in relation to changing ways of working during these difficult weather conditions has allowed the continuity of safe services to be delivered in our communities."

#### **Contact:**

**Anna Michie**

**NHS Tayside Communications**

**(01382) 424138**

### **Good news story**

Erica, a pharmacy technician in Davidsons, Forfar phoned a patient who lives in Seggieden (which is in the wilderness 6 miles south of Forfar) daily to establish if she still had sufficient oxygen during the horrendous weather conditions. The patient was desperate for a supply by Wednesday 1<sup>st</sup> Dec. Erica managed to contact her "old" driver who, with his 4x4 and accompanied by their usual driver managed to make the delivery trip. Well done to Erica, the "old" driver, the delivery driver and let's not forget the 4x4.

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### **CMS Update**

NHS Tayside along with the majority of other health boards are hoping to start work with early adopter sites for serial prescribing during the early part of next year. It is envisaged that this work will take at least six months. The early adopter practices will be the only practices with the capability to produce serial prescriptions. If you are located close to one of these sites we will be in contact with you to let you know. Otherwise the majority of pharmacies should be aware that no serial prescriptions will be produced by practices in the next six to nine months. 'Meantime everyone should carry on working towards reaching the target number of 50 patients set for the implementation phase.'

**Diane Robertson, Principal Pharmacist  
Community Pharmacy Development  
Alison Strath, Principal Pharmaceutical Officer,  
Scottish Government**

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### **Events Diary**

<b>Date</b>	<b>Event</b>	<b>Venue</b>	<b>Time</b>
17 <sup>th</sup> Jan 2011	NES – Blood Borne Viruses	Lecture Th, 1 Ninewells	7pm- 9.30pm
13 <sup>th</sup> Jan 2011	Palliative Care update	Lintrathen Rm Whitehills, Forfar	9am – 1pm
25 <sup>th</sup> Jan 2011	Alcohol Brief Intervention Training	TBC	TBC
17 <sup>th</sup> Feb 2010	Palliative Care update	Cornhill, MacMillan, Centre Perth	9am – 1pm
3 <sup>rd</sup> Mar 2010	Palliative Care update	Seminar room RVH	9am – 1pm

A light, cold buffet, tea/coffee/juice will be available from 6.30pm – 7pm for the NES event.

Email Vicky Sloan on [v.sloan@nhs.net](mailto:v.sloan@nhs.net) to attend the ABI training and receive e-learning passwords

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