

## WHAT'S NEW IN THE UNSCHEDULED CARE – PHARMACY GUIDE V. 8?

### **Is your Unscheduled Care folder up to date?**

The table below lists all the sections that should be in your folder with the version history. If you require an update to any of the sections in your folder please contact your Health Board directly. An electronic copy of the PGD itself and other sections of the Unscheduled Care folder are on the SHOW website [http://www.communitypharmacy.scot.nhs.uk/Unscheduled\\_care.htm](http://www.communitypharmacy.scot.nhs.uk/Unscheduled_care.htm)

<b>Section</b>	<b>Title</b>	<b>Version</b>
Section 1	What's New	Version 8 updated October 09
Section 2	Unscheduled Care background	Version 3 updated September 06
Section 3	Emergency Care Summary	Version 6 updated October 08
Section 4	Blank	
Section 5	Guide to Direct Referral	Version 7 updated April 09
Section 6	Professional to Professional contact numbers	Version 8 updated October 09
Section 7	Direct Referral form template	Version 3 updated September 06
Section 8	Background to PGD	Version 3 updated September 06
Section 9	Operational procedures for pharmacists	Version 3 updated September 06
Section 10	Step by step guide	Version 3 updated September 06
Section 11	PGD and individual authorisation forms	Version 8 updated October 09
Section 12	Pharmacy record of individual authorisation and guidance	Version 3 updated September 06
Section 13	GP fax template	Version 3 updated September 06
Section 14	Frequently asked questions	Version 8 updated October 09
Section 15	Counter Fraud services	Leaflet
Section 16	Emergency Planning	Version 3 updated September 06
Section 17	Blank	

### **National Patient Group Direction (PGD) for Urgent Supply of Repeat Medicines, Appliances and ACBS products**

ACBS products are now allowed to be supplied via the PGD and it would be best practice to endorse as ACBS.

Pharmacists are reminded, before supplying a medication that requires monitoring, to check when the next review is and only supply enough medication to last until the next check.

The PGD has been amended to exclude the requirement to interview the patient directly, prior to a supply being made, in the case of an announcement of a pandemic or imminent pandemic (WHO level 6). This means that, currently, a supply can be made to patient's representative as long as all the other criteria are met.

### **Number of copies**

Three copies of the PGD are distributed to each contractor. Please ensure that there is always one copy of the most up to date PGD in the Unscheduled Care folder and that it is accessible to the pharmacist/dispensary staff for reference.

### Individual authorisation form

There are five copies of the individual authorisation form. If you need more copies, they can be printed from the SHOW website. As before, please complete one form giving the pharmacy name and contractor code of your normal work location, tick the Health Board you work in and fax to the relevant number. If you work in more than one Health Board, there is space to include a pharmacy for each area. Tick up to three boxes and fax to each board you wish to use the PGD in. If you work in more than 3 Health Boards then another form needs to be completed.

**Contractors must ensure that at least one pharmacist has named their premises or payment cannot be issued if a supply is made via the PGD.** Pharmacists have until the end of December 2009 to sign version 8 or payment will be stopped (unless the PGD is signed and faxed before a supply is made). Individual pharmacists are reminded that they **must sign** the most recent version of the PGD, which is issued twice every year. If you do not sign and fax each time the PGD is issued, and continue to use the CPUS forms for supply under this PGD, you will be acting illegally.

### Direct Referral

Telephone numbers for **Greater Glasgow and Clyde** have changed. Please check the version 8 Professional to Professional contact numbers and update the records in your pharmacy.

The OOH services wish to acknowledge the help and support from those Community Pharmacists who engage in the 'Direct Referral' process. It is recognised that partnership working in this way results in a good patient outcome and limits the number of patients needing to be seen at PCEC's. This may become increasingly important if/when activity increases in a pandemic. Please be aware of any local information and advice as the situation changes.

### H1N1

If any patient presents at the Pharmacy with suspected H1N1 please advise them to phone their own GP practice in hours or the flu line on 08454 24 24 24 and press option 2.

Pharmacists should use the Direct Referral procedure (Section 5) for all other symptoms requiring further assessment. Remember if you need to discuss referral options, are unsure if the patient needs to be seen or need to request a prescription not suitable for supply via the PGD then please contact your local OOH service directly on the Professional to Professional contact numbers (Section 6).

Please help to improve the patient experience by reading how to refer patients to the local OOH services (section 5, 6 & 7 of the Unscheduled Care folder).

### **Please ensure all pharmacy staff are aware how patients can be helped using the Direct Referral process and the PGD.**

**Community pharmacy is a valued Out of Hours partner. We would like to thank pharmacists for their continued support of the PGD for 'Urgent access to repeat medicines, appliances and ABCS products' and the use of the 'Direct Referral' process. If you have any further enquiries or feedback around any Unscheduled Care issues please contact the NHS 24 Pharmacy Team at [pharmacyenquiries@nhs24.scot.nhs.uk](mailto:pharmacyenquiries@nhs24.scot.nhs.uk)**