

FIFE PHARMACY NEWS

FIFE PHARMACY

NHS
Fife

Festive Edition
NOVEMBER/DECEMBER 2020

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Pharmacy First for Festive Healthcare

When healthcare advice is required this holiday season, remember Pharmacy First

Since the launch of the NHS Pharmacy First Scotland service earlier this year, we've seen a total of **25,631** patients so far. Of these, **21,201** were treated, **2,938** provided with advice only and **1,492** referred. On average each week, **2847** patients are engaging with the service. This is an amazing amount and represents a **67%** increase in activity recorded versus Minor Ailments/Pharmacy First for the same weeks last year. Well done to everyone for all your hard work in making this service a success!

Please get in touch if we can support you with anything, it would be great to hear your feedback, so let us know how you're getting on.

Don't forget the Pharmacy First info hub on the CPS website - it's a great source of help and information - <https://www.cps.scot/nhs-pharmacy-first-info-hub/>. You can also find information on the Fife section of the Community Pharmacy SHOW website.

NHS PHARMACY FIRST SCOTLAND

ADVICE | TREATMENT | REFERRAL



ADVICE ON YOUR SYMPTOMS



TREATMENT IF RECOMMENDED



REFERRAL TO OTHER SERVICES



I got help to quit smoking in a way that worked for me.

QUIT YOUR WAY

with our support

Smoking remains the principal cause of preventable illness and early death in Scotland. The new year is a time when many people may decide to quit for good.

Pharmacies are reminded that they should keep working with their local community, patients and the public to support people to stop smoking.

BE HEALTH-WISE THIS WINTER

Look after your own and your family's health.



Over the coming festive holiday period, GP surgeries will be closed for four days.

If patients find themselves unprepared when their GP surgery is closed, they may not know that their local community pharmacy could help.

There are a few hints and tips you can advise on how to ensure people are prepared:

- **Keep a well stocked first aid kit and medicine cabinet over the festive season.**
- **If they take repeat medication, make sure they have plenty to cover the holiday period.**
- **If they run out of medicine - ask them to seek advice from a pharmacist first, if possible.**
- **If they need advice or treatment for a minor illness, recommend the Pharmacy First Service.**



Community pharmacies can help during Out of Hours, and particularly over weekends and public holidays.

When GP practices are closed over the public holidays, you can advise patients to:

- **Ask the pharmacist for health advice on a range of treatments.**
- **Visit www.nhs.inform.co.uk for self-care health advice, local health services, emergency dental information and pharmacy opening times.**

Advise only to call NHS 24 Urgent Care Services (111) if they can't wait until the GP practice re-opens.

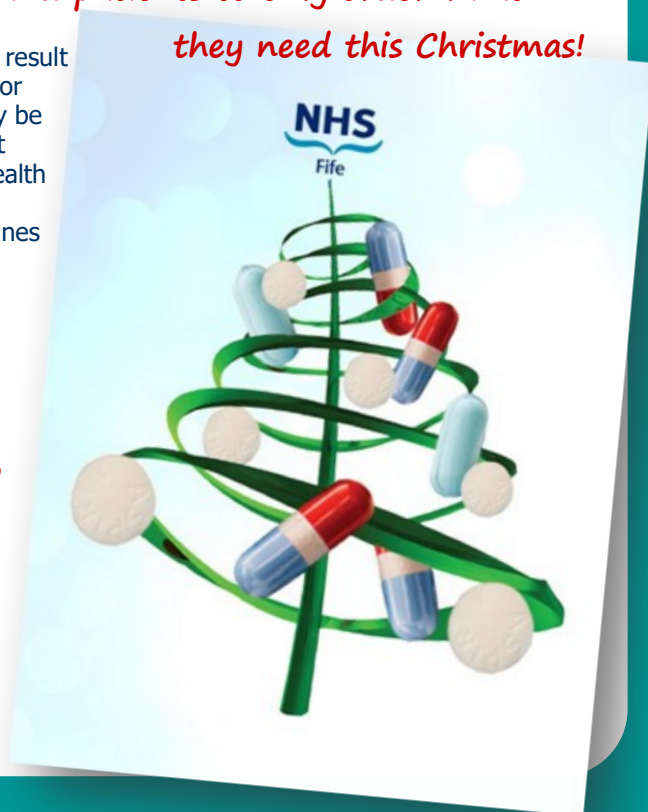
Keep on Taking Stock and remind patients to only order what they need this Christmas!

This winter, NHS Fife continues to highlight the costs involved as a result of over-ordering of medicines, particularly on repeat prescriptions, or continuing to order medicines no longer needed. Prescriptions may be free but medicines are not. Over a year wasted medicines can cost NHS Fife around £2.1 million, which could be used to fund other health services. Everyone can make a real difference and this Christmas, we're asking you to keep thinking about how to help reduce medicines waste by:

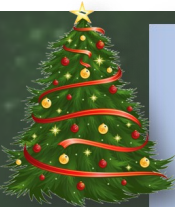
- **Checking what medicines a patient already has before ordering more**
- **Asking patients to check their bag of medicines before leaving the pharmacy or on delivery, and back any they don't need**
- **Informing GP practices about medicines that patients no longer order or collect**
- **Checking all medicine returns from care homes are appropriate and feed back if they are not**

Keep on Taking Stock this Christmas

Thank you for all your hard work in supporting the campaign so far!



NHS Fife's Urgent Care Service



The **Urgent Care Service Fife (UCSF)** is also known as the **Out of Hours Service** which provides urgent care to the people of Fife and Kinross when GP surgeries are closed. The service also incorporates the **Fife Falls Response Service**.

UCSF is accessible to anyone requiring urgent medical care that cannot wait until their GP surgery re-opens. The service aims to ensure that members of the public can get medical help during the out of hours period when surgeries are closed, via telephone advice, a treatment centre appointment or, where appropriate, a home visit.

Patients should be advised to contact the service via **NHS 24 (Freephone 111)**, where urgent care is provided by a multidisciplinary team of healthcare professionals.

- **The Urgent Care Service aims to provide a safe and effective healthcare service for out of hours urgent care.**
- **To be person centred whilst working in partnership with patients and the public.**
- **To build upon existing models of care, partnership working, expertise and experience through continuous development and assessment.**
- **Committed to protecting the Confidentiality of patient information.**

Urgent Care is provided between 18.00 hrs and 08.00 hrs on weekdays and 24 hour cover over all weekends at one of our 3 treatment centres.

The service also provides 24 hour care on 8 Public Holidays per year (including Easter, May, October, Christmas and New Year).

Out-of-Hours Urgent Care

When your GP, Dentist and local Pharmacy are closed, and you are too ill to wait, call: **111 (Free number)**



In an emergency call: **999**



	With a well stocked medicine cabinet and NHS 24's website www.nhsinform.scot/self-help-guides	Looking After Yourself
	Your local pharmacist offers expert advice on general healthcare and provides a minor ailment service	Local Pharmacy
	Breathing Space 0800 838587 www.breathingspace.scot and Samaritans 116 123 www.samaritans.org Self help advice www.accessstherapiesfife.scot.nhs.uk or www.moodcafe.co.uk Urgent support call 111	Mental Health
	In the event of a dental emergency when your dentist is closed call 111	Dentist
	When your GP, dentist and local pharmacy are closed, and you are too ill to wait, a range of healthcare professionals are available by calling 111	Out-of-Hours Urgent Care
	Cuts and minor burns, sprains and strains, suspected broken bones and fractures, out of hours call 111	Minor Injuries
	Accident & Emergency is for severe injury, breathing difficulties and severe bleeding. For suspected heart attack or stroke call 999	Accident & Emergency or 999

For more information or alternative language translations go to: www.nhsfife.org/knowwhototurnto



Do You Know Who To Turn To?

With illness and injury it's vital to know who to turn to for the right medical assistance.

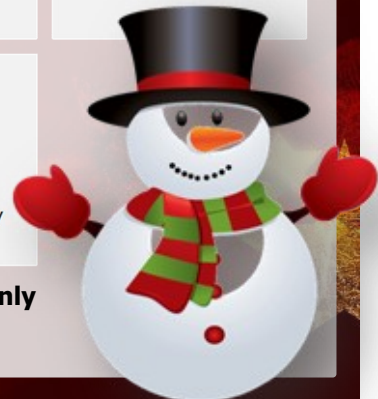
Choosing the most appropriate service ensures that patients receive the best treatment in the shortest possible time and also helps NHS services to run more efficiently.

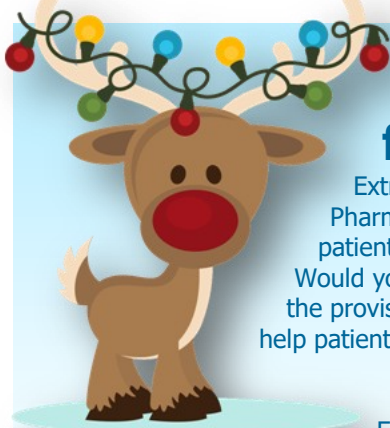
The "Know Who To Turn To" section within the new NHS Fife website (<https://www.nhsfife.org/services/know-who-to-turn-to/>) provides an excellent resource and will help patients to select the best service for their needs when they are unwell or are injured.

Most of the time, the most appropriate care is received from your Local Pharmacist, GP Practice or by self-care.

It's important to remind patients that **Accident and Emergency and 999 services should only be used when people are seriously ill or injured.**

Looking After Yourself	Local Pharmacy	Mental Health
Your GP Practice	Dental Services	NHS 24 & GP Out of hours service
Minor Injuries Service	Accident & Emergency	



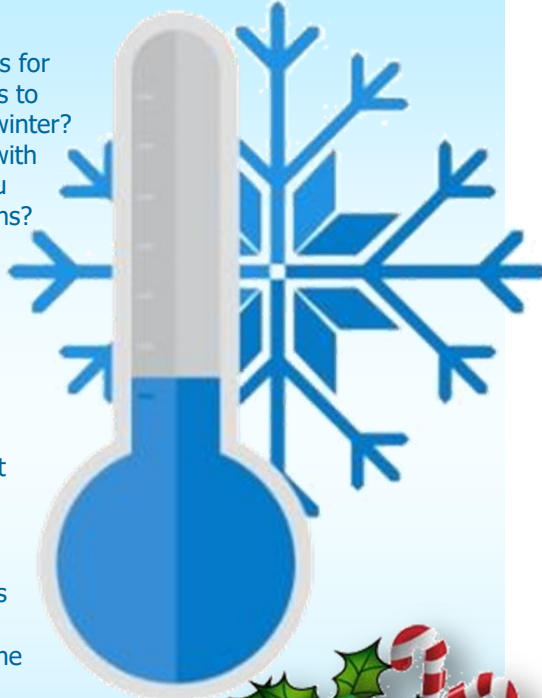


Are you prepared for extreme weather this festive season?

Extreme weather conditions can cause major challenges for Pharmacy Services and our ability to provide vital services to patients. Are you prepared for a spell of severe weather winter? Would you be able to keep patients updated on any delays with the provision and/or delivery of their medicines? Or could you help patients to obtain their medicines through alternative means?

Here are some things to consider in the event of Extreme weather this winter -

- Plan ahead - make sure you know who the key-holder for the pharmacy is.
- Always tell someone where you are.
- Be prepared - carry emergency equipment in your car, e.g. warm clothing, sturdy footwear, a mobile phone (and charger), food and drink and an overnight bag. Make sure you have supplies of any medication you are taking.
- Regularly assess any risks involved travelling to and from work (use the media for this).
- Inform your manager/pharmacist as soon as possible of any travelling difficulties you might face.
- Maintain regular contact with your manager/pharmacist and colleagues during the adverse weather.
- Be prepared to work from an alternative base if required.
- Consider the possibility of whether you would be able to continue working after your agreed hours to help support patients and provide services.

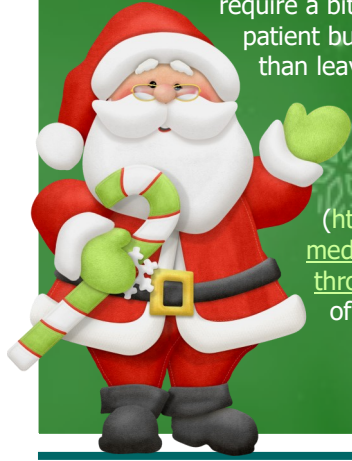


Does your organisation have a Business Continuity Plan in place? This can be a valuable document which sets out what you need to do in an emergency situation.

Unscheduled Care

Over the winter period there may be more requests to supply patients with medicines they have run out of. The festive season can be a busy time for most people so it's no surprise that prescription orders are sometimes missed.

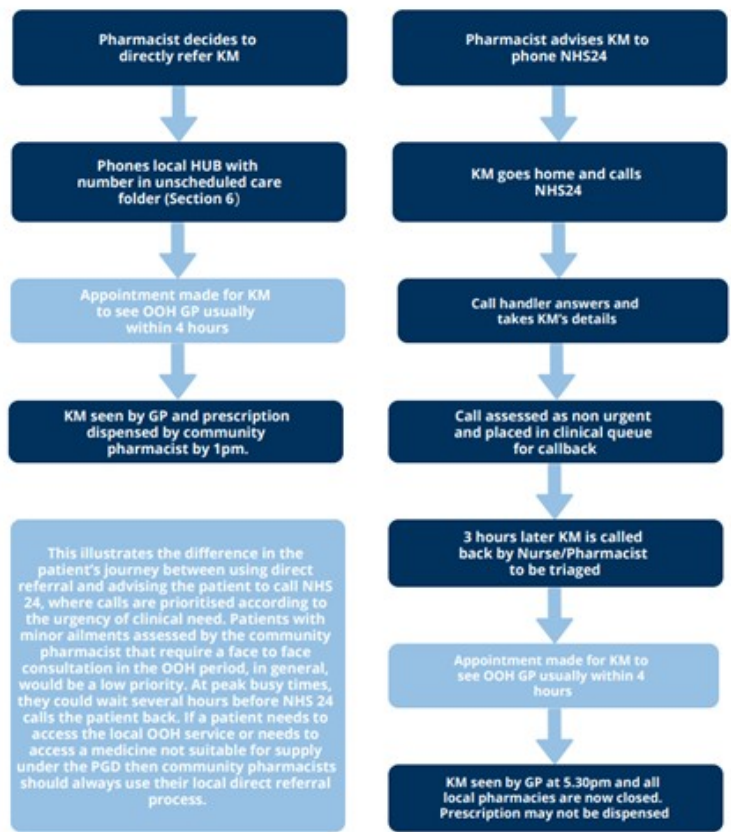
Remember that Gabapentin and Pregabalin can no longer be supplied on the PGD following their reclassification to Schedule 3 Controlled Drugs. However, as with requests for other Controlled Drugs, this doesn't mean you can't help patients to get a supply. You can use your local professional to professional contact line (details here: <https://www.communitypharmacy.scot.nhs.uk/media/3009/whats-new-v27-may-2020.pdf>) and can usually arrange for a prescription to be generated. This might require a bit of to-ing and fro-ing for the patient but is far less time consuming than leaving them to pursue a prescription themselves.



For a handy comparison, see Community Pharmacy Scotland's handy guide (<https://www.cps.scot/media/3019/patients-journey-through-nhs-24.pdf>) on the right of this page.

An overview of a patient's journey through NHS24

Patient KM presents at your pharmacy at 9am on a Saturday morning. He has forgotten to collect his repeat prescription and has now run out of Pregabalin capsules. He asks if you could give him a few to tide him over until Monday as he's been a regular patient for over 30 years and the prescription is printed and awaiting collection at the GP surgery.



This illustrates the difference in the patient's journey between using direct referral and advising the patient to call NHS 24, where calls are prioritised according to the urgency of clinical need. Patients with minor ailments assessed by the community pharmacist that require a face to face consultation in the OOH period, in general, would be a low priority. At peak busy times, they could wait several hours before NHS 24 calls the patient back. If a patient needs to access the local OOH service or needs to access a medicine not suitable for supply under the PGD then community pharmacists should always use their local direct referral process.