

FIFE PHARMACY NEWS

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Quit Your Way!



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.

QUIT YOUR WAY
with our support



Pharmacy First for Festive Healthcare

When healthcare advice is required over the holiday season, remember Pharmacy First

In an effort to improve our patients' journeys over the coming festive period, and to ensure the most appropriate referrals into the pharmacy first service visit the SHOW website for some handy resources to help. Click on the links below for:

- [Table of General Conditions](#) – A short A-Z list of the most common minor conditions that the pharmacy first service is designed to support.
- [Table of National PGD Conditions and Exclusion Criteria Summaries](#) – This short list easily references **why people should NOT be referred to community pharmacies** for the pharmacy first service, and lists why the national PGDs don't apply to everyone.

You can also find our set of [newsletters](#) for Primary Care teams, particularly aimed at general practice administrative staff for more information on the differences between Pharmacy First and Pharmacy First Plus.

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/>.

NHS PHARMACY FIRST SCOTLAND

ADVICE | TREATMENT | REFERRAL

ADVICE ON YOUR SYMPTOMS

TREATMENT IF RECOMMENDED

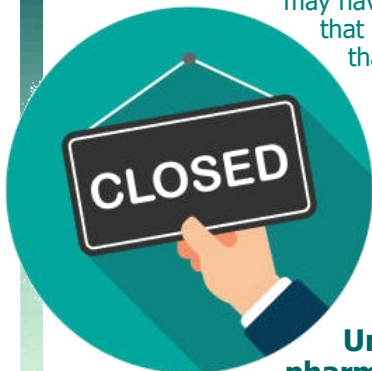
REFERRAL TO OTHER SERVICES

Unplanned Closures

Advice and actions for community pharmacies



On occasion, due to circumstances out with your control the pharmacy may have to close for a portion of the day. It is essential that if the pharmacy is unexpectedly closed for more than 30 minutes you inform NHS Fife Primary Care Department with the reason for the closure.



Whilst we would not anticipate that this happens regularly, if you are in one of the following situations, please follow the advice below -

SITUATION:

Unable to open the pharmacy at the start of the day

ACTIONS REQUIRED:

- Inform local GP surgeries and other local Community Pharmacies that you are unable to open.
- If there is a member of staff in the pharmacy, ensure a sign is placed clearly on the window/door signposting patients to the nearest open pharmacy.
- Use your individual business continuity plan to ensure that all instalment and dosette patients are informed and have arrangements made for their medications.
- Complete and e-mail template available [here](#) to the Primary Care Department.
- If there is no-one available to e-mail Primary Care Department (fife.primarycareadmin@nhs.scot), they can be contacted on 01592 226 930.

SITUATION:

Pharmacy was open but is closing early OR closed for portion of the day

CONSIDERATIONS:

Before informing Primary Care Department of an early closure, please consider the following -

- Have all ORT patients had their daily dose? If not, every effort must be made to contact the patient.

- If you are unable to do this, the prescriber must be informed that their medication has not been collected for that day.
- Have all instalment prescriptions (including dosette trays) been collected/delivered or patients notified of the period of closure?
- Which other community pharmacies in the area are still open? Does this provide an adequate pharmaceutical service?
- Have you informed the local GP surgeries of closure?

ACTIONS REQUIRED:

- Inform prescribers of any ORT patients who have been unable to collect their daily dose ahead of closure
- Display a notice signposting patients to the nearest open pharmacy.
- Complete and e-mail appropriate template to Primary Care Department - fife.primarycareadmin@nhs.scot.

SITUATION:

Pharmacy is unable to open OR is closed for a portion of the day at the weekend

ACTIONS REQUIRED:

- All actions as above.
- Details of the closure to be sent to the following two e-mail addresses:
 - fife.ucsf@nhs.scot
 - nhs24providerupdates@nhs24.scot.nhs.uk
- Complete and e-mail appropriate template to Primary Care Department - fife.primarycareadmin@nhs.scot.

Don't Forget About Medicines Waste

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 well over £2 million, which could be used to fund other health services. Everyone can make a 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**

Thank you for all your hard work in helping us to reduce medicines waste!





Emergency Supplies Community Pharmacy Unscheduled Care (CPUS)



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.

For patients registered with a GP in Scotland, the NHS Scotland Unscheduled Care PGD should be used where appropriate to make a supply of medication where the patient has run out. Be sure to read and sign up for the latest version of the PGD – there are now very few circumstances under which a supply should be refused (however professional judgement should still be applied!). The medication in question no longer has to be on repeat for the patient to access this service, nor does their doctor's surgery have to be closed.

Remember – often the only alternatives for patients who do not receive a supply are to go without treatment or to access NHS24, who are also likely to be extremely busy during the holiday period.

Certain drugs are excluded from this type of supply and are detailed in the PGD.

Other Emergency Supplies

If the patient is not registered with a GP in Scotland, in an emergency, and under certain conditions, a pharmacist working in a registered pharmacy can supply POMs to a patient without a prescription if a request is made by the patient or a prescriber. Full details are available in the RPS Medicines, Ethics, and Practice.

Overseas Patients EEA and Swiss patients can be given emergency supplies at their own request or the request of the doctor or dentist.

Emergency supplies are not allowed for schedule 1, 2, or 3 CDs (including phenobarbitone for epilepsy). Supplies of schedule 4 and 5 CDs are permitted for up to five days' treatment.

Patients from outside the EEA and Switzerland cannot be given emergency supplies and should be directed to appropriate medical services.

Health Services for Overseas Patients Guidance on NHS services and charges for overseas visitors can be found on the Scottish Government [website](#).

[NHS Inform](#) has a useful leaflet which explains what NHS healthcare services are available to people visiting the UK and what services may be liable to charge.

Know Who To Turn To Help for patients during the festive period

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 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	



Right Care Right Place

Urgent Care Services Update

The way we access urgent care has changed - this is so that patients can get the right care in the right place and to keep both patients and the NHS safe. Community pharmacy's main role within the urgent care service is in providing expert generalist healthcare through services like Pharmacy First and preventing inappropriate and needless attendances at A&E.



This new process for getting the medical help is part of a new national initiative across all NHS Boards in Scotland. If patients think they need to visit the Accident and Emergency department but it is not life-threatening, they should call 111 first.

The NHS 24 telephone service - 111 is available day or night to assess patient needs and direct people to the service they need. During normal opening hours, patients should still call their GP practice, or can get help online from a wide range of information and resources on NHS inform. This will help everyone to get the right care in the right place, often closer to home and without the need to go to A&E.

In emergencies, patients should continue to call 999 or go directly to A&E.

Patients should be advised to:

- Use the [NHS inform](#) website to access advice on common symptoms, guidance for self-help and where to go for further medical care.
- Contact their [local GP practice](#) during the day for an appointment or over the phone advice.
- Use the NHS 24 telephone service on 111 day or night if patients think they need A&E but their condition is not life threatening.

- Use the NHS 24 111 Mental Health Hub and [Breathing Space](#) telephone [helpline](#) to access mental health advice and guidance.
- Use NHS 24 111 service and NHS inform out of hours when they are too ill to wait for their GP practice to open, or for worsening symptoms of COVID-19.
- Use their local minor injuries unit for non life threatening but painful injuries such as a deep cut, a broken or sprained ankle or a painful burn injury.

Patients should also be reminded that, if they are showing symptoms of COVID-19 (new persistent cough, high temperature, and/or loss of taste and smell), they should avoid entering any healthcare settings and instead, call NHS24 on 111 for advice and support.



Are you prepared for severe weather this festive season?

Scottish winters can be unforgiving and with the added pressure from COVID-19 again this year it is important that you know what to do when adverse conditions strike to keep providing excellent patient care. Here are a few points to consider:

- 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 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, including how to access the plan if the pharmacy cannot be reached/opened. You should ensure pharmacy teams can access useful telephone numbers, including Health Board contacts and Professional to Professional phone numbers.

Visit the [Community Pharmacy Scotland Winter Ready Hub](#) for more useful information.

