



# FIFE PHARMACY NEWS

ISSUE 73 - April /May 2022

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## NEW - Travel Health Vaccination Service

So far, 22 Community Pharmacies in Fife have signed up to the new Travel Vaccination Service and have processes in place to deliver levels 1 to 3 of Travel Health.

The [service specification](#) which is available on the SHOW website, fully explains how Community Pharmacy travel vaccination works.

All pharmacists delivering travel vaccination must undertake immunisation training including anaphylaxis management, and this must be delivered by a recognised immunisation training organisation.

You can also find the NES Vaccination TURAS page - <https://learn.nes.nhs.scot/12751/immunisation>.

There are five Patient Group Directions available (see the [SHOW website](#) ) to provide the required NHS vaccinations. If your pharmacy is signed up to provide this service you must read and sign these, and return the agreement form to [Fife.pgd@nhs.scot](mailto:Fife.pgd@nhs.scot).



Further information and a video of the recent NHS Fife Travel Vaccination Service Webinar can also be found [here](#) on SHOW.

The [NHS FifeFitforTravel](#) (FFT) webpage is now live and provides details and contact telephone numbers for local pharmacies providing the travel health service. The webpage which is linked to NHS Inform and PHS also includes opening hours. Visit [www.nhsinform.scot/pharmacies](http://www.nhsinform.scot/pharmacies). GP Practices can display the link for NHS Fife FFT webpage on their practice website for ease.



Ben Hannan

## New Director of Pharmacy and Medicines

Following the Executive Director recruitment process in February, **Ben Hannan**, former Deputy Director of Pharmacy and Medicines, has been appointed to the post of NHS Fife's Director of Pharmacy and Medicines.

At the same time, **Scott Garden**, NHS Fife's previous Director of Pharmacy and Medicines started his new role in NHS Lothian.

**Congratulations and best wishes to both!**



Scott Garden

# High Risk Pain Medicines Patient Safety Programme (HRPM)

## Managing Pain - A Time for Change...



We all have some experience of pain. We may have patients who experience pain too. Within Fife, around 120,000 patients have chronic pain. This number includes many different patient groups and represents a huge number of our population. Their pain impacts them as individuals, affects their mood, their quality of life and their ability to do the things they want to do.

Pain is normally managed with medicines or painkillers but the HRPM programme aims to do things differently, particularly for long-term pain. There are many risks associated with certain pain medicines and also growing concerns around their use or misuse.

The aim of the programme is to ensure that prescribing and treatment in Fife is appropriate for patients, with improved patient care by reducing the risk of harm and inequality across all settings, including community. The programme is looking to understand and change the prescribing culture of these medicines and embed a supported, self-management pain strategy which looks at alternatives patients can use to help them manage their pain.

The development of the programme strategy to address prescribing of these medicines has been identified as a **corporate objective by NHS Fife**. As a result, the Executive Directors Group (EDG) agreed to establish a High Risk Pain Medicines (HRPM) Patient Safety Programme with a proposal approved by EDG last year.

If you'd like to get involved, and are working with patients, their families or carers in relation to high risk pain medicines and/or pain self management - we would love to hear from you. Do you have any examples in relation to these medicines that is working well? Or have knowledge of supported self management approaches for people experiencing pain?

You can contact us at [fife.hrpm@nhs.scot](mailto:fife.hrpm@nhs.scot) and find more information on StaffLink - <https://nhsfife.joinblink.com/#/hub/2f1b878b-c51e-4eb2-9b87-8bc51eaeb28c>, where you can also watch our [HRPM Short Awareness Video](#).

## StaffLink **The best way to stay connected**

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Are you signed up to StaffLink? The NHS Fife app has all the latest organisational news, information and guidance and is available for all NHS Fife staff, including community pharmacy.

StaffLink ensures that you have all of the important information you need at your fingertips, whether you are at work or home. You'll also be able to access key guidance and documents quickly and easily.

The app is secure and free to use and is easily accessible on your work or personal smartphone, tablet and desktop.

StaffLink has developed rapidly to provide a comprehensive platform to access news, guidance and documentation relevant to all aspects of pharmacy in Fife. It can also allow you to communicate with your colleagues individually and in groups.

If you haven't already done so, signing up is easy. Most staff can access StaffLink through their NHS mail address. To sign up, visit [nhsfife.joinblink.com](https://nhsfife.joinblink.com), click on:

- 'My Team is on Blink'
- 'Use Email Address'
- Enter your NHS mail details

Once you're signed up to StaffLink, you can download the app to your own devices, including your mobile phone.

For more information and help to sign up, contact [Fife.stafflink@nhs.scot](mailto:Fife.stafflink@nhs.scot).



# Message from Specialist Pharmacist in Substance Use Pharmacy Closures

**Sarah McFarlane** is the Specialist Pharmacist for Substance Use for NHS Fife, also known as the Addiction Services Pharmacist. Sarah has recorded a message with advice concerning pharmacy closures in relation to substance use/addictions patients.

Often working as a locum at weekends, Sarah is well aware of the pressures facing community pharmacy at the moment. It can be really busy with many pharmacies unable to find locums to cover, therefore, closures are something that cannot be avoided. The substance use/addictions patient group is a particularly high risk group so Sarah is keen to help standardise the way pharmacy closures are managed for these patients. "It's really important to notify admin services as soon as possible to let them know that you can't provide cover as this helps to frontload the work. If, ultimately, you do find cover, that's always the best outcome."

If closure is unavoidable and opening hours change, patients will be affected. Sarah advises that patients should be contacted by phone. "we do need you to phone them - we might be dealing with multiple closures and we just can't possibly phone all of the patients that are affected". If you don't have phone numbers for your patients, you can contact Sarah's team who can provide you with contact details so long as they are on file. It would be a helpful exercise for you to ask patients for their most up to date phone number the next time they come into the pharmacy.

When contacting the team to advise of a closure the addiction services team would also welcome discussing individual patients so that key workers, nurses and prescribers can be consulted to decide on the best course



of action - sometimes this can be very different for each patient.

If you are going to be closed and you know that a patient will miss out on getting their prescription, then it is often advantageous to give it out in advance, however Sarah advises that you talk to the team first, before any decision for this is taken.

A further reminder for patients who you know who have missed one or two days of treatment, would be to make contact about this as soon as possible as it can really change the outcome. Sarah says "If we are proactive and able to contact patients and/or other professionals involved in their care, they can remain in treatment with no lapses."

" If any more than three days are missed of course the prescription should be suspended, supplies quarantined and addiction services contacted. For more information: <https://www.communitypharmacy.scot.nhs.uk/media/4581/addictions-services-missed-dose-advice.pdf>.

Sarah added "We're really grateful overall for all your support! We are aware you of all of challenges you face at the moment - it's never quiet in a community pharmacy, I know that!"



## Public Health Service Poster Campaign - Sexual Assault Response Co-ordination Service (SARCS)

The [new Public Health Service Poster Campaign](#) on the sexual assault response co-ordination service (SARCS) runs from 11 April to 29 May 2022.

The NHS Scotland sexual assault self-referral phone service can help to arrange care in the days following a rape or sexual assault. The service may also be able to arrange for a forensic medical examination (FME) at a SARCS without making a report to the police.

More information can be found on NHS inform - <https://www.nhsinform.scot/SARCS>

# Hospital at Home (H@H)

## Information for Community Pharmacies

### What is Hospital at Home (H@H)?

The role of the H@H team is to treat patients **at home**, providing the same level of care that would be expected should they be admitted to hospital.

The H@H service can take 2 types of patient referrals:

- **'step-up' referrals from a patient's GP** e.g. perhaps for a patient with worsening heart failure who does not require full hospital admission but who needs i.v. diuretics and close monitoring
- or
- **'step-down' referrals from an acute hospital** e.g. perhaps for a patient with an infection who is well enough to be discharged but who needs their course of i.v. antibiotics completed.

H@H aims to prevent acute hospital admission or facilitate earlier discharge where acute hospital admission has taken place. The service is an adult service and is predominantly aimed at the frail elderly population in Fife. Common reasons for admission include delirium, dehydration, infections, reduced mobility or falls or worsening chronic disease symptoms.

### Where Does the H@H Service Operate From?

There are 3 H@H hubs which provide cover for the whole of Fife:

- **Queen Margaret Hospital**, Dunfermline, which covers Dunfermline/West Fife  
(Tel - 01383 674082)
- **Whyteman's Brae Hospital**, Kirkcaldy, which covers Kirkcaldy/Leven  
(Tel - 01592 729492)
- **Adamson Hospital**, Cupar, which covers Glenrothes/East Fife  
(Tel - 01334 651329)



### Opening Hours

Patients can be admitted to the service between **9am - 5pm, Monday to Friday**. There is on-site nurse cover in each of the 3 bases from 8am - 10pm, 7 days a week, with on-site medical cover from 9am - 5pm, Monday to Friday. Between 10pm and 8am cover is provided by GP out of hours (USCF, Unscheduled Care Service, Fife).

### What Staff are Involved in the Delivery of H@H?

H@H has a full complement of staff looking after the various aspects of the patient's care as they would if they were in hospital (medical staff to consultant level, nursing staff to advanced nurse practitioner level and sessional pharmacist and pharmacy technician input at each site).

The team have rapid access to equipment, investigations, treatment and therapies. Patients are discussed daily at virtual ward rounds in each of the hubs and then the care implemented by the appropriate staff member(s) visiting the patient's home.

As pharmacy input is sessional, it is best to contact the pharmacy staff via the main hub telephone numbers and to leave a message if they are not available.



Turn over for more .....

# Hospital at Home (H@H)

## Information for Community Pharmacies

### How are Medicines Managed During a Patient's Stay with H@H?

As patients are being managed in their own homes, the patient's own medication is used throughout the duration of their stay. Whilst the patient is under the care of H@H, the H@H team take over the ongoing supply of that patient's medication (the GP practice suspends supply until H@H discharge to avoid duplication of supply).

When a patient is admitted to H@H, this should be recorded by community pharmacies e.g. flag on PMR or recorded on a white board.

If a new supply of medication is required for a patient during their H@H stay then a blue hospital prescription will be generated, dispensed via a community pharmacy and delivered to the patient's home (either by H@H staff, the patient's relatives, or where possible the supplying pharmacy's delivery service). Any requests to change a multi-compartment compliance aid (MCA) will be accompanied with a prescription **AND** a written 'change form' (listing which drug has changed and the clinical rationale for this).

Medication changes can sometimes be required quickly, and on a frequent basis, due to the unstable nature of the patients under the care of the service. Requests for any changes will always be made either by telephone or in person. If appropriate (and mutually agreed) scanned prescriptions can also be sent via community pharmacy NHS generic e-mail addresses to expedite supply.

**NB. Generic email address inboxes should be checked regularly throughout each day.**

### Standard Duration of Supply

It is routine practice for **2 weeks** supply to be issued for non-nomad/multi-compartment compliance aid (MCA) items. Prescriptions for MCAs will be issued for **up to 4 weeks** supply.

### MCAs/Nomads <sup>TM</sup>

Prescriptions for MCAs will always be taken to the patient's regular supplying pharmacy.

### NOTE

The geographical area covered by the H@H teams means that the dispensing pharmacy for non-nomad/MCA prescriptions may NOT always be the pharmacy that the patient routinely uses whilst a patient is treated under the H@H service.



### Communication Between Community Pharmacies and H@H

Community pharmacies are encouraged to call the listed hub numbers should they require clarification on any medication issues for patients under the care of H@H.

**Information regarding medication changes can also be found within the H@H continuation notes which are accessible via clinical portal.**

### Useful Contacts

**Lisa Dudley**, Clinical Pharmacy Technician

Email: [lisa.dudley@nhs.scot](mailto:lisa.dudley@nhs.scot)

Tel: **07773 046527**

**Rona Martin**, Senior Pharmacy Technician

Email: [rona.martin@nhs.scot](mailto:rona.martin@nhs.scot)

Tel: **07966 630867**

**Linda Bell**, Pharmacist

Email: [linda.bell@nhs.scot](mailto:linda.bell@nhs.scot)





## Health Information in a Foreign Language

As more Fife homes open up to Ukranian refugees, you may find the links below useful:

- [Translabel - Pharmacy Label Translations](#) (for printing labels in other languages (Ukranian is available))
- <https://www.gov.scot/publications/nhs-pharmacy-first-scotland-information-patients/documents/> (for Pharmacy First leaflets in other languages)
- <https://www.nhsfife.org/about-us/equality-and-human-rights/accessible-information/> (for NHS Fife based translation services)



## New! Serial Prescribing Guidance



Serial Prescribing in Fife can help to manage the demand for repeat prescriptions. Community pharmacies and GP practices, supported by practice pharmacy teams when working together have helped

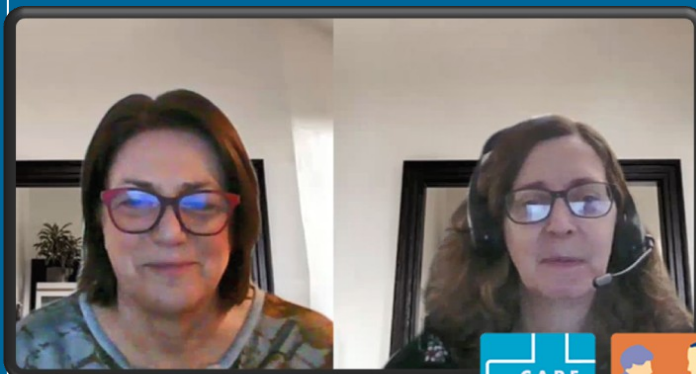
to increase the numbers of serial prescriptions in Fife.

This will help everyone's workload and make it easier for patients to order their repeat prescriptions. It is also a Scottish Government priority.

MCR (Previously called Chronic Medication Service CMS) requires voluntary patient opt-in prior to participation. The three stages of the MCR process being underpinned by e-Pharmacy:

- Stage 1** - Registration of patients
- Stage 2** - Pharmaceutical Care Planning and Patient Profiling
- Stage 3** - Shared care with the patient's GP, generating a serial prescription for appropriate patients which lasts for 24, 48 or 56 weeks. (optional)

In an effort to help you and your team with Serial Prescribing, we've made an informative video guide to the process, starring **Pauline Tasker** and **Gillian McGregor**, **Primary Care Facilitators** - available soon on the SHOW website. Keep an eye out on the daily key messages bulletin for the release of the video!

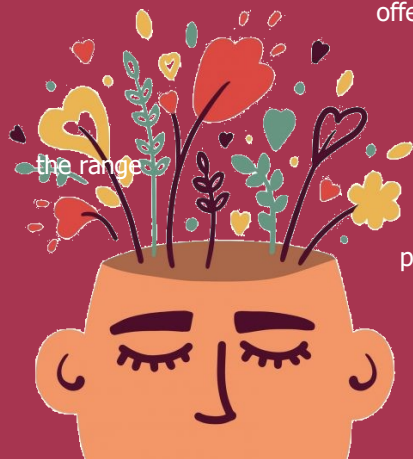


For more information on MCR, visit the [Community Pharmacy Scotland](#) website.



## Focus on Wellbeing

You will have seen the bespoke wellbeing offers designed and managed by community pharmacy service colleagues. As workforce wellbeing is a major priority for the board, for those that have not taken up one of these offers there is another easily accessible option.



The **Focus on Wellbeing Webinar Programme** is aimed at empowering and encouraging everyone delivering health and social work/social care services, and unpaid carers, to enhance self-care and personal resilience. The programme content is linked to of resources available on the National Wellbeing Hub - <http://www.wellbeinghub.scot>.

The programme will be updated with information on new topic sessions for your benefit, so please refer to the events page on the Hub - <https://wellbeinghub.scot/our-events/>

Please circulate this programme widely to others in your organisation or networks and look out for further additions to the programme on the Hub.

For more information, please contact [nationalwellbeinghub@gov.scot](mailto:nationalwellbeinghub@gov.scot)



## Community Pharmacy

# CHAMPIONS

**NHS Fife Pharmacy Champions** support community pharmacists and their staff in defined geographical areas across Fife. They regularly visit pharmacies in their area to offer support.

This month we welcome **Holly King** as a new Champion. Holly will be covering the North East Fife area alongside Catherine Aglen. Holly is currently Pharmacy Manager at Dears Pharmacy in Glenrothes.

Our current Champions and the areas they cover are listed below:

Champion	Contact Details	Locality
Allan Shields	<a href="mailto:allan.shields@nhs.scot">allan.shields@nhs.scot</a> 01333 423133 / 07977469251	Glenrothes
Amanda Dellar	<a href="mailto:amanda.dellar@nhs.scot">amanda.dellar@nhs.scot</a> 07807646624	Dunfermline
Amanda Moir (Pharmacy Technician Champion)	<a href="mailto:amanda.moir@nhs.scot">amanda.moir@nhs.scot</a> 01337 830425 / 07471826850	
Catherine Aglen	<a href="mailto:catherine.aglen2@nhs.scot">catherine.aglen2@nhs.scot</a> 07802 598193	North East Fife
Colin Cossar	<a href="mailto:colin.cossar@nhs.scot">colin.cossar@nhs.scot</a> 01383 843617 / 07771855658	South West Fife
David Sands	<a href="mailto:david.sands@nhs.scot">david.sands@nhs.scot</a> 07980840870 / 01383 830212	Levenmouth
Debbie Vine (Pharmacy Technician Champion)	<a href="mailto:Deborah.Vine@nhs.scot">Deborah.Vine@nhs.scot</a> 07986897060	
Dee Herbert	<a href="mailto:dee.herbert@nhs.scot">dee.herbert@nhs.scot</a> 01383 732341 / 07725589837	Cowdenbeath
Holly King	<a href="mailto:holly.king2@nhs.scot">holly.king2@nhs.scot</a> 01592 772797	North East Fife
Vikki Laing	<a href="mailto:vikki.laing@nhs.scot">vikki.laing@nhs.scot</a> 07525723647 / 01592 263781	Kirkcaldy

## Pharmacy Collect Closure

The Pharmacy Collect service ended on Friday 1 April 2022. The general public are no longer able to collect LFD tests from pharmacies across Scotland.

Our colleagues at the Scottish Government have produced several assets for pharmacy teams to support this - links to various materials to inform the public of this change can be found here - <https://www.cps.scot/news/pharmacy-collect-end>

Since the start of the Pharmacy Collect service in June 2021, **286,838** kits were distributed from Community Pharmacies in Fife, an amazing contribution to the campaign!

If you have any queries or require further information, please contact [enquiries@cps.scot](mailto:enquiries@cps.scot).

## Lateral Flow Device (LFD) tests are no longer available from pharmacies.



# Covid Safety Inside the Pharmacy

As the guidance for COVID-19 changes and restrictions begin to ease, healthcare settings, including community pharmacies, should continue to consider all aspects of safe practice to make sure that patients and community pharmacy teams are protected and that any negative impacts on our service are minimised.



More information as well as the posters for download, are available from the Community Pharmacy Scotland website - <https://www.cps.scot/>



Infection prevention and control is essential to help stop the spread of COVID-19, and as part of this, consideration should be given to the impact of wearing face coverings and overcrowding in healthcare facilities, including community pharmacies.

Community Pharmacy Scotland have produced two posters for use, as appropriate, **one to highlight the need (unless exempt) for continued wearing of face coverings** and another, to inform of any necessary restriction of numbers inside the pharmacy.

Pharmacies can choose to limit the number of people who can enter the pharmacy at one time, to keep patients and teams safe and prevent large numbers of staff being identified as contacts or subsequent cases which can impact negatively on the service when large numbers of the team have to self-isolate.

## Spreading the Message on Social Media

We know how challenging it can be to manage public expectation around continuing to wear PPE and face coverings in all healthcare settings, as well as being considerate to community pharmacy staff during exceptionally challenging times.

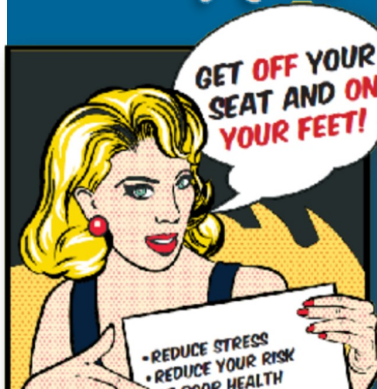


In an attempt to help with this, we've issued a set of messages for public awareness on NHS Fife's Facebook and Twitter with a reminder to be patient and show kindness. Let's hope we can spread the message and make a difference!



## ActiveFife Way of life

Included with this newsletter, you'll find some Active Fife Physical Activity leaflets. We're excited to support our associates in Fife council to promote the benefits of being active as part of everyday life. The leaflets are aimed at inactive people over 50, or those with a long-term health condition (such as Type 2 diabetes), and highlight the benefits of reducing sedentary with some simple exercises and walking for health.



Active Fife have asked for our help to promote awareness, and ask that you either display the leaflets in the pharmacy or (if you have the capacity) attach them with prescriptions medicines of anyone you feel would benefit from being more active.

Also included is a short survey for each leaflet to measure impact and gather feedback. This can be completed online by scanning the QR code or on the paper form which can be returned to the pharmacy. Forms should be returned to Active Fife by the end of May, using the pre-paid envelopes supplied.

**Thank you for your time, help and support.**