



FIFE PHARMACY NEWS

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Community Pharmacy and Fife HSCP The perfect partnership

Community pharmacies in the Leven area are working together with Fife's Health and Social Care Partnership to help promote both Sam's - Fife's mental health support service and the Wells (who provide drop-in services in the community and online) to access a range of information and advice within the local community.

Information cards with details of Sam's and the Wells are now available for members of the public in a number of pharmacies in Levenmouth.



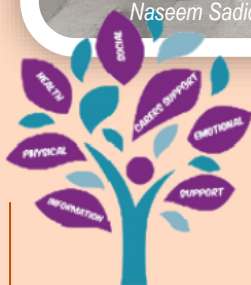
Sam's, the mental health support service is provided by SAMH (Scottish Association for Mental Health) across Fife. Peer Workers at Sam's each have personal experience of mental ill health, and are trained and employed to help others.

They offer support with mental health, crisis support, challenging and suicidal thoughts. Support is free, accessible and available evenings and weekends without a referral or appointment. The service also offers support to families, carers and friends of people experiencing mental health problems. Sam's is open seven days a week and is located in Cupar, Dunfermline, Glenrothes, Kirkcaldy and Leven.

<https://www.samsafe.org.uk/>



Naseem Sadiq (centre) from Leven Pharmacy with "The Well" and "Sam's" Team Members



THE WELL

The Well allows you to speak to Health and Social Care professionals and discuss what's important to you regarding health and wellbeing. Support is available which best meets your needs. Friendly, well-informed staff offer support to access a wide range of information promoting health and wellbeing.

The Wells bring together those who know all about health and social care in the local community such as Local Area Co-ordinators, Social Work, Social Security Benefits and a range of other community, health and social care staff. The Wells offer good conversation about what matters to you, whether this is about living a healthier lifestyle, having meaningful activities or living independently in your own home.

The Wells work both virtually and within the communities of Fife and can be contacted by telephone, email, video call or in person. Visit <https://www.fifehealthandsocialcare.org/your-community/the-well> for more information.

Multi-Compartmental Aids (MCAs) - Service Audit 2022-23

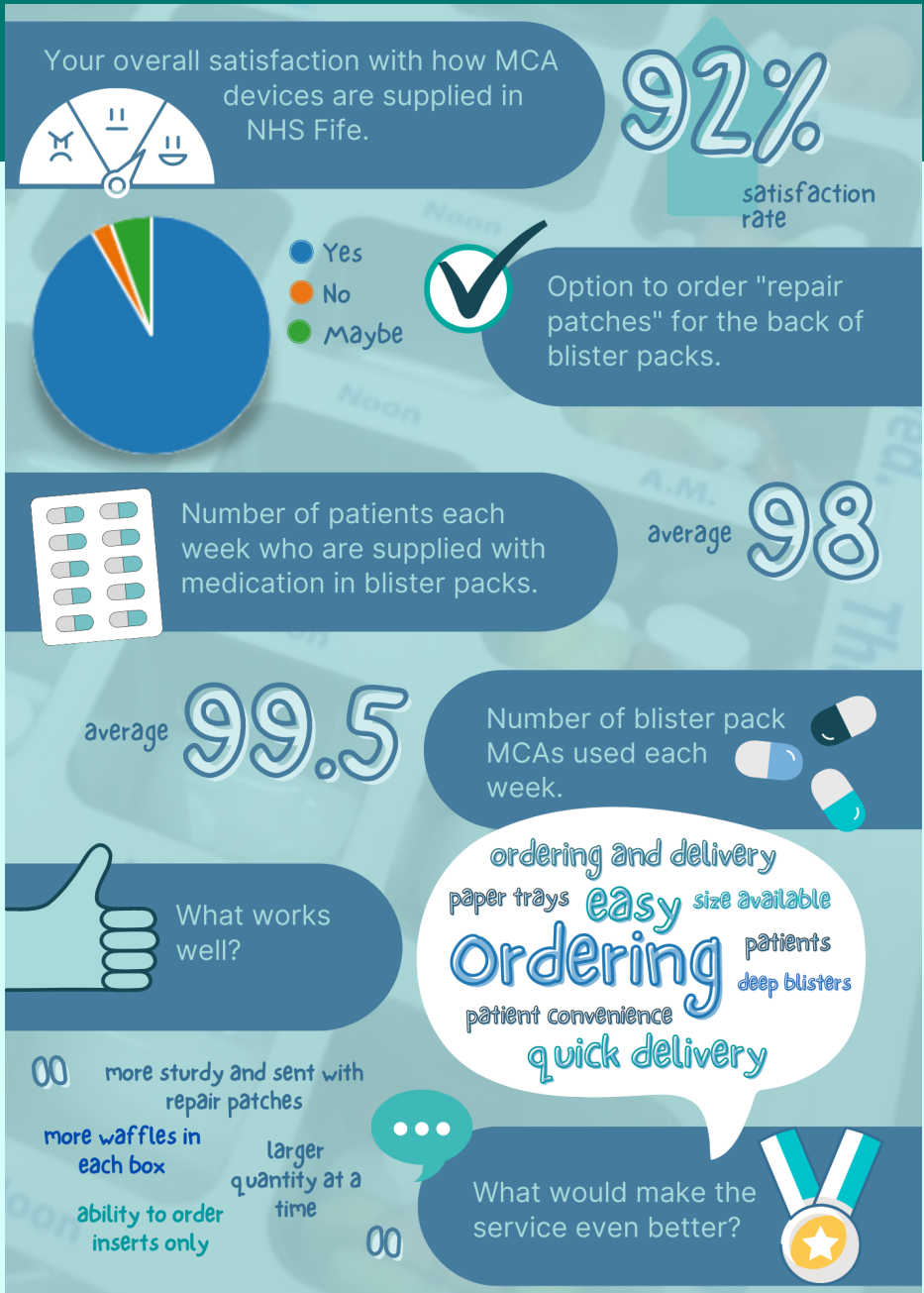
Results are in.....

NHS Fife Community Pharmacy Services have allowed independent and small conglomerate contractors to order MCA/MTS™/Qube™ blister packs for several years now. We plan to continue with the service and have been reviewing our current processes.

Earlier this year we asked for your views on this process via a "Forms" survey and thought you'd be interested in the results.

Thank you to everyone who took part in the survey. Your views have allowed us to better design how the service will run as well as budget for a further six independently run community pharmacies. We can also now offer replacement patches.

If you have any questions or would like further information, please contact - fife.fifepharmacycommpharm@nhs.scot



Medicines Safety

#MedSafetyWeek is a social media campaign that takes place in November each year to encourage the reporting of suspected side effects.

The message from this year's campaign is important all year round. It focuses the importance of reporting suspected adverse reactions to medicines and vaccines. Reporting suspected problems with medical devices or other healthcare products is also encouraged.

You can support the campaign by talking to patients and colleagues about side effects and how they can report suspected problems to the **MHRA Yellow Card** scheme.



<https://yellowcard.mhra.gov.uk/>

Annual Request for Feedback - Fife Community Pharmacy

Your views.....

We asked for your opinions around the support we provide via -

- **Our communications**
- **Pharmacy Champions**
- **Resources we produce**

Thank you for your engagement, positive feedback and suggestions for improvement.

Here's what you thought...

Save the Date!

Wednesday 11 January 2023

Make sure you have a provisional hold in your diary next year on Wednesday 11th January at 7pm.

This will be the first in a series of supportive educational learning events based from your feedback.

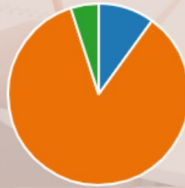
You said that infant skin conditions can be tricky and are quite a common presentation, so we're delighted to have Dr Robert Robertson, a doctor with a wealth of experience. Dr Robertson is a recently retired GP with 36 years experience and practised as a GPSI in Dermatology for 20 of those years. For the last five years he has focused on skin cancer surgery and general dermatology in General Practice, as well as within the hospital setting pre 2015.

The session in January will provide an opportunity to learn about common skin conditions that may present to the community pharmacy and how these may be differentiated from similarly presenting conditions.



how you rate the advice/service you receive.

average rating
9.25
out of 10



- via telephone (2)
- via email (17)
- invites to planned webinars (1)
- links to pre-recorded videos (0)
- other (0)

Your preferred contact for support.



How often you visit the Community Pharmacy SHOW website.



- daily (3)
- weekly (7)
- monthly (6)
- hardly ever (3)
- never (0)
- other (0)

average rating
8.26
out of 10



How useful you find the information on SHOW for your role.



Your rating for the quality of information in the 'key message' e-mails.

average rating
8.85
out of 10

concerns champion work
contact emails
news updates communication
detail useful links
sector more visible

What works well.



Other suggested and planned future topics include:

- Clinical Portal and PCR
- Common conditions of the eye
- Pain management service
- Palliative care
- Child protection
- The respiratory system
- Rx endorsement and dealing with out of stocks

Please let your champion know if you'd like to see others.

New Deputy Director of Pharmacy and Medicines

Following a competitive recruitment process, Fiona Forrest has been appointed to the substantive post of Deputy Director of Pharmacy and Medicines. Fiona brings a wealth of experience across the system and an excellent organisational memory, as well as a passion and desire to continually improve health and care.

Having stood in the role as interim from March, Fiona has exemplified what compassionate leadership looks like and lives this through her values and actions each day.



New Interim Head of Pharmacy - Population Health and Wellbeing



Hazel Close, has been appointed to the new interim post of Head of Pharmacy - Population Health and Wellbeing.

Hazel's role commenced at the end of October and will run until 31st March 2023 with a remit for Primary Care, Community Pharmacy and Public Health. We wish Hazel well in her secondment.

Serial Prescribing - new resources for you

We've listened to your feedback and developed some resources that we hope will save you some time when explaining Serial Prescriptions to patients for the first time. Included with this newsletter there is a double sided, laminate which we hope you'll find useful.

One side of the laminate is a teach back counselling tool which directs patients to view an information video via a youtube link or QR code. We hope this will help patients to understand that they no longer need to order repeat prescriptions from the GP surgery and to know when to collect their next issue of medication, how to request any PRNs and to let them know they will receive an annual review of their

We would also really like to gather patient opinion on serial prescriptions but we need your help, so on the other side there's a QR code and web address that we'd like patients to complete when they come for their second issue of medicines. Patients can complete the survey using the QR code, accessed on their mobile/CP ipad or PC at home.

Let us know what you think and how you get on with these resources.



Pharmacy and Medicines

Serial Prescription Teach Back Counselling Tool

Please show the patient education video below and check the person knows:

- That they no longer order repeat medications from their surgery
- When to collect the next issue of medication
- How they request any PRNs
- That they will receive an annual review of their medication

https://www.youtube.com/watch?v=scqc09_u2zM

medication can be scanned by the camera on most smart devices and mobile phones



Please ask the patient/patient representative to view the video and then use 'Teach Back' to confirm their understanding of the most important points above.

NHS Fife


Pharmacy and Medicines

Patient Satisfaction Survey

Please ask the patient to complete this survey when they collect their second issue of a serial prescription

<https://forms.office.com/r/ndzvsGVHPP>

This QR code can be scanned by the camera on most smart devices and mobile phones

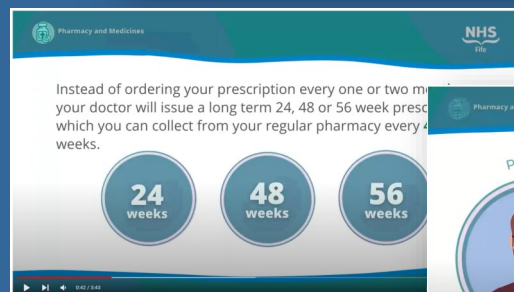


NHS Fife

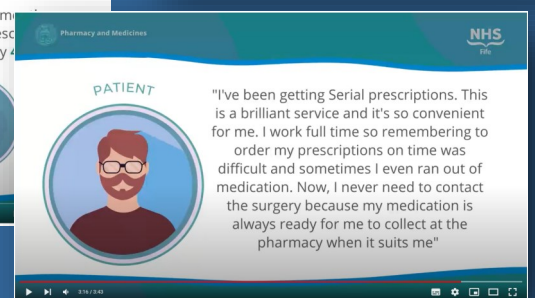
Pharmacy and Medicines

Instead of ordering your prescription every one or two months your doctor will issue a long term 24, 48 or 56 week prescription which you can collect from your regular pharmacy every 4 weeks.

24 weeks 48 weeks 56 weeks



PATIENT



"I've been getting Serial prescriptions. This is a brilliant service and it's so convenient for me. I work full time so remembering to order my prescriptions on time was difficult and sometimes I even ran out of medication. Now, I never need to contact the surgery because my medication is always ready for me to collect at the pharmacy when it suits me!"

NHS Fife Teach and Treat Hub

As NHS Pharmacy First Plus is now a national contracted service, to ensure wider access to relevant training, NES is working with NHS boards to build increased capacity in both historically established Community Pharmacist Independent Prescribers (CPIPs) and those newly qualified. One of the ways this will be supported is through local board Teach and Treat (T&T) Hubs. The T&T hub is a place that you can come to for bespoke experiential learning. Its facilitated by NHS National Education for Scotland (NES) and is based at Cadham Pharmacy, Glenrothes, KY7 6RU.

Potential topics you may want to consider are:

- Clinical examinations
- 'Sounding' of Chests
- Use of Otoscope/Stethoscope etc.
- Blood pressure monitoring and recording 'vitals'
- Taking a medical history Using clinical SBARs in practice
- Specific common clinical conditions (CCC) e.g Tonsillitis, Sinusitis, Dermatology, Chest infection, Ear/Eye problems, Allergic rhinitis Asthma and COPD exacerbation etc.

Berni Brown is the Hub Lead Pharmacist and says,

"I look forward to welcoming colleagues to our pharmacy and this new space that will support the pharmacists clinical role and colleagues who are independent prescribers. We're looking forward to hearing from you"

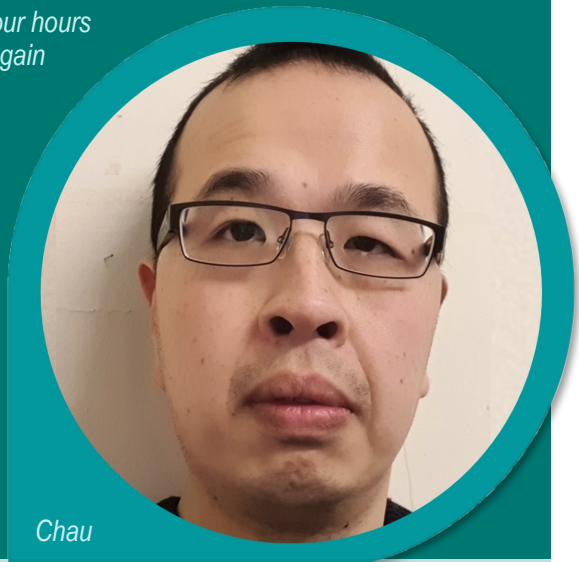
Chau Wa Ho, Pharmacist from Boots in Cupar visited recently and found it really useful.

"As an IP I decided to spend four hours at the Teach and Treat Hub to gain different practical experience of advanced clinical and consultation skills."

"During the session I was able to consult with patients presenting with a variety of acute, common clinical conditions ranging from rashes to ear issues and even animal bites. My aim was to become more confident in treating common clinical conditions, however, I experienced much more - shadowing some exemplary consultations. After attending the Hub, I was able to reflect on positive experiential learning and completed a CPD cycle. I have now adjusted my consultation style and plan to increase the range of clinical conditions offered at my workplace. If you're an IP in Fife I'd highly recommend it."



Berni



Chau

There is a new page on NHS Fife's SHOW website with all the information you need to book a session (4 hours). IPs who qualified before April 2020 will also be eligible to claim £100 for attending a session. Those that qualified after 2020 will have already received this funding as part of their course and so are not eligible for this. However ANY qualified CPIP is welcome and encouraged to book a place, whether you are currently providing the CCC service or not.

Pharmaceutical Care Services Report

The NHS Fife Pharmaceutical Care Services Report 21/22 has now been published. The report can be found at the following website address:

https://www.communitypharmacy.scot.nhs.uk/media/6661/pharmaceutical_care_services_in_nhs_fife_june_22_-281022-1.pdf

The report gives a brief overview of the population of NHS Fife and then provides a detailed description of the current Community Pharmacy services provided across NHS Fife.



Well Done Cadham!

Many congratulations to Cadham Pharmacy Health Centre who won 'Community Pharmacy Practice of the Year' at the **Scottish Healthcare Awards**.

A well-deserved national accolade and an achievement to be very proud of!



Flu-Vaccination Programme Update

THANK YOU!

Community pharmacy has been at the heart of the blended model of flu vaccination delivery again this year, with **1,288** vaccines delivered to the over 65 age group and **2455** to under 65s so far.

Thank you for all your hard work!



Reminder - Stationery Form Updated

The form used for stationery requests has been updated on the SHOW website. You can no longer order NHS Organ Donation forms and contractors are asked to check that old versions of these are no longer on display.

NHS Scotland now runs an opt out organ donation policy.

More information for staff and the public is available at <https://www.organdonation.scot/>



NHS Fife

Champions
Child/Adult Protection
Chlamydia Treatment Service
Claim Forms
Pharmacist Local GPs

Home NHS Boards - Unscheduled Care Latest Updates National Training Pharmacy Technicians

Stationery Requests

Community pharmacy teams will need to order paper stationery from time to time. Some examples of the types of forms you may need are below:

FORM	DESCRIPTION
DP14	Declaration - reading to drugs and appliances
EC524	Claim for prescription charge exemption certificate
FC70	Instalment/Supervised dose dispensing claim form
HC1	Claim for help with health costs
HC52	Quick guide to help with health costs
SB2	Supervision of Supraventricular (Subutex and Suboxone)
RS 1	Rote services claim form
CD5 1	Collection/Delivery claim form
CPUS	Community Pharmacy Urgent Supply Prescription Pad
CP4/3	UCP/Minor Ailments Service Scripts
HA5	Minor Ailments Service - Leaflet
CH5	Chronic Medication Service - Leaflet

* Please use this order form and send it to fife.primarycare@nhs.uk.
 * Stationery is delivered on a monthly basis but if you are in need of something urgently please contact the Primary Care Supplies team on 01592 226 766 and they'll see if they can get it to you sooner.

Resources
Pharmacy Stationery Order Form

Pharmacy and Medicines Service
Providing care for patients with their medicines

Welcome to NHS Fife Pharmacy and Medicines Service

NEW - Supporting People With Psychological Trauma

Drug related deaths and harms are at record levels in Scotland and in NHS Fife we acknowledge that a coordinated response across services, professions and organisations is required to tackle this public health emergency. The Scottish Government have published a set of guidelines called the Medication Assisted Treatment (MAT) Standards which describe what is needed to deliver safe and effective treatment for people who use drugs in Scotland. Check out the video above where Vikki introduces these standards and some other useful learning resources.

Community Pharmacy Teams are ideally placed to support people with their treatment and play a crucial role in the frontline delivery of substance use services. This is why it's important that you have an awareness of the MAT standards, as they provide guidance on how all services can provide high quality, evidence-based, person-centred care.

Sadly, a history of complex trauma including adverse childhood experiences is strongly associated with problem drug use. This can have a significant and prolonged impact on an individual's future so one of the ways pharmacy teams can best support people who use drugs (and other patients/people) is to adopt a trauma-informed approach (MAT Standard 10: Trauma Informed Care). Improving your understanding of trauma can help you offer the kind of relationship that promotes recovery and builds resilience. NES have produced a set of resources called the National Trauma Training Programme to help achieve

Pharmacy Champions - Update

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.

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

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

Congratulations to Vikki, who joins NHS Fife Addiction Services

Key Messages

Here's a reminder of some important key messages from Champions:

PCR association:

Reports from NSS indicate that PCR association is low and the number of days between association and updating a patient's record on the PCR is high. Please remember to associate an RP daily on the PCR system and to ensure payment for services, please make sure that patent details for services such as smoking cessation are updated.



M:CR service stage one reviews:

This is linked to payment as initial and annual stage one review must be undertaken. There is also a patient safety element to consider as stage 1 reviews are part of the M:CR service, as such, the board will be contacting pharmacies who are reporting above 40% 'missing stage one reviews' to see if they require support to complete these medication stage 1 reviews. If you need help, please get in touch.



Changes to impetigo and UTI PGD:

Please be aware of the changes to this PGD, particularly the removal of the upper limit for UTI PGD and lower age limit for impetigo and the new assessment forms which are available on the SHOW website.



Travel Vaccinations:

Do pharmacies know where to refer people to if they don't offer the service? The public should be referred to Fife Fit for Travel Webpage: <https://www.nhsfife.org/fifefitfortravel/> which also lists the participating pharmacies. So far there have been 1189 consultations, with 1658 vaccines supplied.



Public Health Service Poster Campaigns 2022-23

The forthcoming Public Health Service campaigns with display dates are below.

Please be aware that these dates are subject to change. You should continue to display existing posters until the new campaigns arrive in the post.

06 December - 09 January 2023	Right Care, Right Place (see right)
10 January - 06 February	Smoking Cessation
07 February - 06 March	Women's Heart Health
07 March - April	Antimicrobial Resistance



ONLY GO TO A&E IF YOU NEED URGENT MEDICAL CARE FOR A CRITICAL EMERGENCY

If you think you need A&E but it's not an emergency, contact your **General Practice** or call **NHS24** on 111.



**CALL 999
OR GO TO A&E
FOR
EMERGENCIES
ONLY**

**CONTACT
GENERAL PRACTICE
DURING THE DAY**

**CALL NHS 24
ON 111
DAY OR NIGHT**

**Right Care
Right Place**

For more information and practical advice visit nhsinform.scot/right-care

Community Pharmacy Scotland Shortage Reporter 2.0 Launched



CPS have updated their Shortage Reporter, making it easier and faster than ever to report availability issues with medicines. The intuitive new shortage reporter allows you to report the way you want to whether it is line by line or multiple items at once. You'll find it easy to use and mobile friendly.

It has been designed with 3 main objectives in mind:

1. Easier for members to report and reduce the time taken to do so.
2. Gives members an option to report single items or multiple, depending on how they work.
3. Guaranteed quality of data gathered.

So What's NEW?

- When developing the reporter, the focus is on two aspects: **accuracy** and **speed**.
- The reporter is now linked with the Part 7 app which will allow the user the freedom to search the drug and pack size they are wishing to report quicker than ever.
- The ability for the user to be remembered has been added – no more adding in your email, contractor code, and name each time you wish to report on medicine availability.
- As you complete the report there will be a summary to review the accuracy of the information the user is reporting as they go. Any mistakes don't worry you can simply go back and amend them.
- Main suppliers are already listed to save you time
- Ability to upload multiple lines
- Mobile friendly so if you wish to report on your smartphone, you can.

Hopefully, this will help ease the workload pressures within the network whilst ensuring that the evidence gathered is concrete.



For more information - <https://www.cps.scot/news/shortage-reporter-launch>