

FIFE PHARMACY NEWS

Issue 74 - Winter

IN THIS ISSUE:

- ☆ Urgent Care
- ☆ Quit Your Way
- ☆ Pharmacy First

- ☆ Know Who to Turn to
- ☆ Severe Weather Advice
- ☆ Unplanned Closures

- ☆ Unscheduled Care
- ☆ Medicines Waste



Urgent Care Services

The way in which urgent care is accessed 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, Pharmacy First Plus and preventing inappropriate and needless attendances at A&E.

This process for getting the right medical help from the right place, at the right time is part of a 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, they should avoid entering any healthcare settings and instead, call NHS24 on 111 for advice and support.



Right Care Right Place

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. Remember to also add the quit attempt details to your PCR system to ensure correct payment.

My local pharmacist helped me find my way to quit smoking.



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:

- [PGD 225 Trimethoprim - National PGD](#)
- [PGD 280 Nitrofurantoin - National PGD](#)
- [PGD 247 Fusidic Acid - National PGD](#)

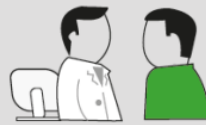
Remember that there is no longer an upper age limit on the UTI PGDs and lower age limit on the PGD for Impetigo.

You can also find our set of newsletters for Primary Care teams, particularly aimed at general practice administrative staff - [Issue 1](#), [Issue 2](#), [Issue 3](#).

for more information on the differences between Pharmacy First and Pharmacy First Plus, available on the SHOW website. Don't forget the CPS website - it's a great source of help and information - <https://www.cps.scot/featured/nhs-pharmacy-first-scotland>.

NHS PHARMACY FIRST SCOTLAND

ADVICE | TREATMENT | REFERRAL



ADVICE ON YOUR SYMPTOMS



TREATMENT IF RECOMMENDED



REFERRAL TO OTHER SERVICES

110

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

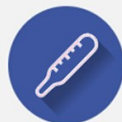
With illness and injury it's vital to know who to turn to for the right medical assistance.

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 on 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 community pharmacy, GP Practice or by self-care.

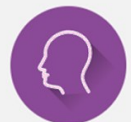
It's important to remind patients that **Accident and Emergency and 999 services should only be used when people are seriously ill or injured.**



Looking After Yourself



Local Pharmacy



Mental Health



Your GP Practice



Dental Services



NHS 24 & GP Out of hours service



Minor Injuries Service



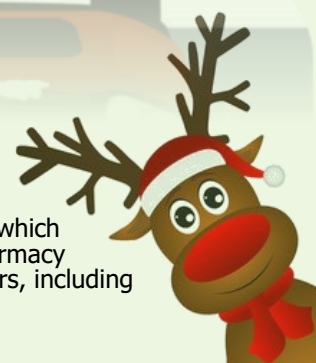
Accident & Emergency



Severe Weather Planning

Scottish winters can be unforgiving so it's 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.



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.

Unplanned Closures Advice and actions for community pharmacies

In exceptional circumstances (out with your control) you may have to close your pharmacy for a portion of the day.

It's important that you inform the health board as soon as possible if you think you will need to close during your regular contracted hours. NHS Fife colleagues will be able to provide advice and support.

If it looks likely that you won't be able to organise appropriate clinical supervision for your pharmacy in time please email fife.primarycareadmin@nhs.scot **as soon as possible**.

If your pharmacy does have to close unexpectedly for more than 30 minutes **it is essential** that you:

- Inform NHS Fife Primary Care Department of the closure and the reason for this.
- Email fife.primarycareadmin@nhs.scot using this [template](#) or call **01592 226 930 (only manned Mon-Fri)** to provide the same information. **N.B on weekends you should email NHS 24 and Out of Hours services to let them know too** (see [full guidance](#)).
- Make alternative arrangements for all relevant patients (e.g daily dispensed medication/Monitored Compartmental Aids [MCA]) and alert them in advance.
- Inform your surrounding GP surgeries



Full guidance and associated resources can be found within the documents below.

[Unplanned Closures in Community Pharmacy Full Guidance](#)

[Missed Doses in OST Patients
Addiction Services Missed Dose Guidance](#)

[Reporting the closure
email template](#)

[Public display
Door Signage](#)



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.



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 hand 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!

