



NEWS

The newsletter for all community pharmacy teams in Fife

Issue 75
June 2023

In this issue: Repeat Prescription Ordering, Survey Results, Travel Vaccinations, Quit Your Way, Serial Prescribing, Champions Update, Equalities and Human Rights Network and much more

Order your repeat prescriptions in plenty of time

We all lead busy lives these days so it's important now more than ever to be organised. We've produced a handy poster to encourage our patients and service users to do the same and make sure they order their repeat prescriptions in plenty of time.

The poster, which is included with this newsletter, highlights to patients that it may take up to seven days between ordering their medication at the GP practice and collecting their dispensed prescription at the community pharmacy.

Posters have also been distributed to GP practices for display in patient waiting areas.

We hope this will help in managing patient expectations.

Pharmacy and Medicines

Please order your repeat prescriptions in plenty of time

Allow 7 days between ordering your prescription and collecting it from the pharmacy

Some pharmacies send text alerts to let you know when your prescription is ready.

Ask your pharmacy team if they offer this.

Pharmacy and Medicines
NHS Fife

Fife Health and Social Care Partnership Event



Alec Murray and Hazel Close with Nicky Connor, Director of Fife's Health and Social Care Partnership

Fife Pharmacy and Medicines took part in the Fife Health and Social Care Partnership Integrated Leadership event in Glenrothes recently. A number of services across different sectors and professions were showcased.

The event provided a fantastic opportunity to promote integrated working throughout the partnership. We were really proud to represent the great work of community pharmacies in Fife!



Survey Results

Annual Request for Feedback - Fife Community Pharmacy

Your views.....

In our last newsletter, we featured some survey results - we asked for your opinions around the support we provide via

- our communications
- Pharmacy Champions
- resources we produce

Not everyone had a chance to see this feature last time so here it is again! Thank you for your engagement, positive feedback and suggestions for improvement.

Here's what you thought...



Learning Events

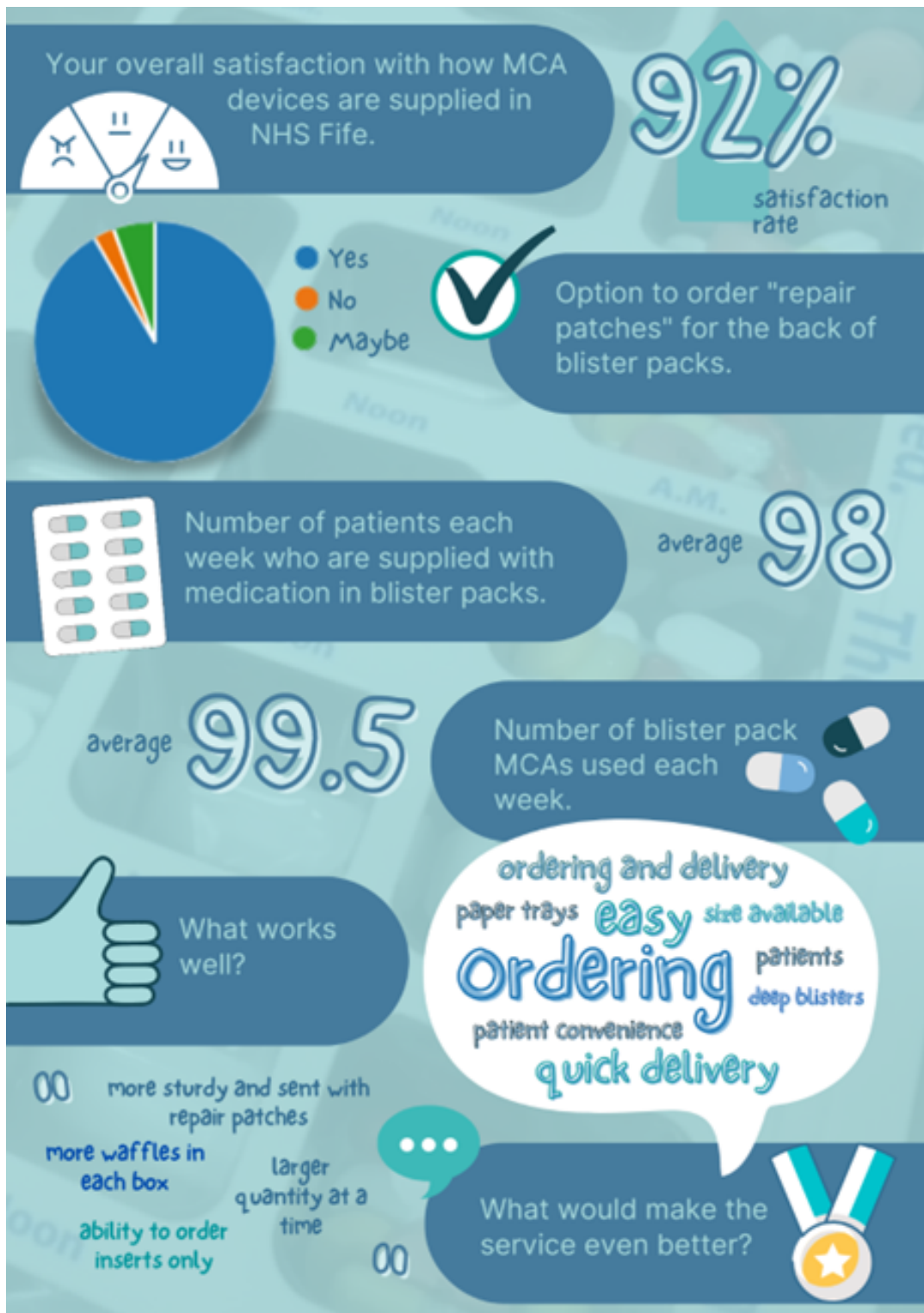
We're committed to supporting you with educational learning events based from your feedback.

Some 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.



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



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.

Keep in Touch

We'd love to hear what you think of this newsletter and if you have any news, events or information you would like us to feature. You can get in touch by email at fife.fifepharmacycommpharm@nhs.scot or Fiona.forsyth2@nhs.scot.



Travel Vaccination Update

It's the time of year when more people are making plans to travel for holidays and trips overseas. We'd like to say a big thank you to everyone providing the pharmacy travel vaccination service.

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 is available on the SHOW website and 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 find the NES Vaccination TURAS page here - <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.



Further information can be found here on SHOW.

The NHS FifeFitforTravel (FFT) webpage provides details of the community pharmacies providing the travel health service. The webpage which is linked to NHS Inform and PHS also includes opening hours (www.nhsinform.scot/pharmacies).

Spring Clean of SOPs - MCAs

We've noticed a theme in recent datix reports around MCA/nomad deliveries. Datix reports are sent to the board when there has been a near miss or dispensing error and are an important tool to ensure we learn about root causes of incidents and to be able to share the learning improve patient safety. Please make sure you review your SOPs regularly and in particular you may want to start with those for NOMADS/MCAs and delivery of medicines.

Things to consider are:

- That the patient details are confirmed with the person every time they deliver. Mistakes can happen when assumptions are made.
- It is best practice to have a delivery signing sheet to prove receipt of the MCA/Nomad – Some near misses have been noticed by patients/the receiver themselves and CD medicines should always be signed for.
- MCAs should never be posted through letter boxes.
- If a change to medication in an MCA is communicated to the pharmacy does your SOP say how and where this should be recorded?
- Not all medicines are suitable for MCAs. Does your SOP say how this is reviewed?



<https://www.sps.nhs.uk/home/tools/medicines-in-compliance-aids-stability-tool/>

Quit Your Way - Stop Smoking Service Event Update



Community Pharmacy and Health Promotion teams at the event

Our first face to face training event for more than two years took place at the end of February. A big thank you to our presenters - Champions, David Sands and Catherine Aglen and to Kay Samson, Health Improvement Programme Manager. Thank you also to Sheila Dall, Admin Officer who supported the smooth running of the night.

During the session, attendees were able to meet the Fife Health Promotion team for a service update with key information on the processes required to provide the smoking cessation service.

Staff members were also able to learn about various smoking cessation products and Identify contractors needs as well as identify any barriers to delivering the service.

The evening was well attended and also provided an opportunity to discuss CO meters and have them calibrated.

CO meters can now be used again so if you need yours calibrated contact us and we'll put you in touch with the team.

As a face to face event, there is no recording. However, you can access the slides and an output from one of the breakout sessions... "The 4 L's" which recorded all the things that attendees mentioned they **Loved, Loathed, Liked and Learned** about the smoking cessation service.

Some useful questions were raised around ideas for improvement and also some practical questions about the service too. If you have any more please feel free to get in touch. We'll let you know how the feedback is progressed.

Thank you to everyone who came along!



Every board in Scotland is set targets of number of successful quit attempts in their areas of deprivation. Fife is currently in fourth place versus their target. The NHS Fife target is similar to NHS Tayside when comparing boards. Community Pharmacy has a large part to play in supporting people to give up smoking alongside "Quit Your Way".

We're performing well against our target, but we also know that only 24% of people are reported as successfully quitting smoking by week 12 (3 months) over all services. One thing you can do to help is to always make sure people are followed up on PCR by calling or texting and encouraging them to come back so that they are not lost to follow up. Since our education event we've seen an increase in activity. Thank You!

M:CR/Serial Prescribing Update

Resources

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. These resources are enclosed with this newsletter and can also be found here - <https://www.communitypharmacy.scot.nhs.uk/nhs-boards/nhs-fife/mcrserial-prescribing/>

Remember...

You won't need to order your regular repeat medicines any more if they are now on a serial prescription.

Watch this video for more information:
https://youtu.be/scqc09_u2zM



Your next prescription will be ready on:

Date: Collect Deliver

Date: Collect Deliver

Date: Collect Deliver

Date: Collect Deliver

Pharmacy Name and Address:

STAMP

Patient Reminder Cards

Sometimes patients can forget collection days or they may present at the wrong time for their serial prescription. To help support patients to remember collection days, we've produced handy reminder cards.

Counselling Tool and Patient Satisfaction Survey Laminate

When patients present without being told what a serial prescription is, this tool and video will help to support. 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 medication. Surgeries and PC teams will also be able to use the link on patient letters and reception TV screens.

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>



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



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.

Stickers for Bags and Rx's

We've heard that some pharmacies use similar stickers and have found this helpful. We've produced our own for you to highlight M:CR patients on shelving, for stage 1 reviews or however else you would like to use them



M:CR Pharmaceutical Care Plan

Please answer the questions below to enable us to assess your suitability for a long term prescription. If you have any questions, please ask us for more information.

NAME: DOB:

CONTACT NUMBER:

Please answer YES/NO to the following questions. (delete as appropriate)

Do you know the names of your medicine and why you take them? YES / NO

Do you ever forget to take your medicine or choose not to? YES / NO

Do you know what to do if you miss a dose of your medication? YES / NO

Do you ever experience any side effects from your medication? YES / NO

If yes please list below:

Do you understand why it is important to take your medication as prescribed? YES / NO

Do you have regular blood tests, checkups and medication reviews with your GP? YES / NO

Females only

Are you pregnant? YES / NO Are you breastfeeding? YES / NO

Current smoker? YES / NO Previous smoker? YES / NO Considering Quitting? YES / NO

Any Allergies / Sensitivities: YES / NO if yes, please list below:

Any known impairments eg Swallowing, physical, dexterity, visual, hearing impairments? YES / NO

If yes, please list below:

Any kidney, liver, lung or immune system problems? YES/NO

If yes, please list below:

Please list your medical conditions:

If you have any issues or concerns around taking your medication or if you are experiencing any side effects from your medicines, please speak to the pharmacist today.

Stage One Proforma

Performing stage 1 reviews can be challenging. They are a necessary requirement of the national core service (and of course a requirement for payment). We know it can be difficult to access a computer at times so we've produced this form which can be printed and added to medication bags. Support staff can help to collect this information and refer to pharmacist if necessary.

We'd like to thank you for your help in making NHS Fife the fourth highest board for serial prescribing.

if you need further support or training, please contact the GMS Facilitators at fife.gmsfacilitators@nhs.scot

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

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.

Here's another 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.

Powers of Endorsement



On some occasions you may not always need a new prescription when you are unable to get hold of exactly what is on the prescription.

Community Pharmacy Scotland have created this useful guide that will remind you and your team about what can and cannot be endorsed on a prescription when the item can't easily be sourced.

For example; if the 30gm size of cream is out of stock, you can use your discretion to supply the 100gm size instead.

If the prescription is electronically endorsed properly you will be reimbursed – you will also have helped improve the patient's journey by reducing unnecessary contact with the GP surgery.

Full endorsement guidance is available at [Endorsing guidance for shortages](#).

Always use your professional judgement to consider if supplies are appropriate and safe.

PenCycle Recycling Scheme



Did you know 23 million medical pens go to landfill or are incinerated every year?

Novo Nordisk have launched a great service completely free of charge to help patients and community pharmacies recycle medical pens. Many UK community pharmacies are already signed up, but if you're not yet, just take a look at their website for more details: <https://www.pen-cycle.co.uk/healthcare-professionals.html>.

Participation only takes a few minutes and you can order or download materials including return boxes and information leaflets.

Equalities and Human Rights Network

NHS Fife Equality and Human Rights Team have an email-only network which is used to distribute useful and/or topical information around Equalities and Human Rights and strives to enhance efforts to mainstream equalities across NHS Fife. This network aims to open the lines of communication between you, your teams and the Equality and Human Rights team.

If you would like to get involved, email: fife.equalityandhumanrights@nhs.scot to express interest, ask questions and join the mailing list.



Rebecca Creighton, Prescribing Support Technician has been a member of the network for some time. Rebecca explains,

"As a disabled NHS Fife employee, I think it's so important networks like this exist to provide employees with protected characteristics, and their allies, a platform for discussion, to raise awareness and support escalation.

The network aims to mainstream equalities across NHS Fife and promote a more equality-focused approach amongst senior management. With the recent focus on equality, diversity and inclusion by the GPHC there is no better time to get involved.

Networks like this help to create a culture where protected characteristics can be talked about openly, where employees feel safe to make requests for reasonable adjustments in the knowledge that managers are aware of their responsibilities to these groups and where all members of staff are welcomed and valued."



Rebecca Creighton