

Pharmacy & Medicines Directorate Weekly Update



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COVID-19 Treatment (Antiviral) Service – Change of Telephone Number

The telephone number for the COVID-19 treatment service for those in the highest risk groups has changed, effective from 1st September 2023. The new number is **01224 556527**, where you will be able to leave contact details to receive a call back from one of the NHS Grampian Team.

This phone number **IS NOT** for urgent medical advice, general health enquiries or vaccination. You are **ONLY** eligible to be assessed for treatment if all of the following apply:

- You are aged 12 or over
- You have symptoms of coronavirus that started in the last 5 days that **aren't getting better**
- You are in a group who are deemed to be at **highest risk** of getting seriously ill from coronavirus
- You have **tested positive** for coronavirus

Details of the conditions or treatments that make someone high risk and eligible are available on the [NHS Inform website](#).

Use of 'Induction Switch' App

NHS Grampian believes that some clinical colleagues may be using an app called 'Induction Switch' to share contact information for colleagues and services within NHS Grampian. NHS Grampian has done no assurance work around this product and therefore cannot validate the quality of the data.

The use of unapproved systems is not permitted for business and, especially, patient data. This includes clinician-clinician communications about patients.

NHS Grampian would like to understand if colleagues have used Induction Switch in the past, why and what value they found from it. If there is a need here that we need to address via the adoption of this app or something else, we need to consider that properly with the right technical security and governance in place. Any feedback colleagues have can be sent to Alan alan.bell4@nhs.scot. Please could we have feedback by 15 September with the email subject 'Induction Switch'.

Migraine Management in Pharmacy Training Events

This is a reminder of the training dates for Migraine Management in Pharmacy. These are open to all staff in pharmacy teams who wish to attend. To register, please contact: gram.transformationteam@nhs.scot.

- Online (Teams) Tues 5th September 2023 7-9pm
- Crimond Health Centre Wed 6th September 2023 6.30-8:30pm (limited spaces available)
- Online (Teams) Tues 19th September 2023 7-9pm

- Online (Teams) Wed 20th September 2023 7-9pm

Care Home Waste Survey

We are currently undertaking an audit of the Care Home Waste service and looking for information from community pharmacies to assist us in improving the service. If your pharmacy has signed up to the care home waste SLA, please complete the survey linked [here](#) by Friday 8th September 2023.

Sick Day Rule Cards

New NHS Grampian produced Medicines Sick Day Rules Cards are now available to order via [NHS Grampian Health Information Resource Service](#) (HIRS). The new cards have the addition of **SGLT2 medicines ending in "gliflozin"** and more space for other medicines to be added.

To order from resources, click the link above and search "medicines sick day rules", "sick day rules" or order code: L30151 and they should come up. Please set up an account if you haven't previously.

HEPMA Syringe Pumps Standard Operating Procedure (SOP)

Hospital Electronic Prescribing and Medicines Administration (HEPMA) is being progressively rolled out across ARI. Specific to palliative care, syringe pumps continue to be prescribed on a paper chart however all other medicines including 'as required/anticipatory' medicines are prescribed on the HEPMA system. Historically, a patient's syringe pump prescription chart has been emailed to the primary care team in preparation for discharge. However, the patient's CDD is also shared on discharge and lists all the medications prescribed including the syringe pump and 'as required/anticipatory' medicines.

Please find the attached Standard Operating Procedure (SOP) which outlines the new process for sharing prescription information regarding a continuous subcutaneous infusion (CSCI/Syringe pump) between HEPMA areas and Primary Care including Community Hospitals and Care Homes.

****Please note this SOP will be effective from Mon 4th Sept 2023 when all areas using HEPMA will only share syringe pump prescription information via the CDD****

Scottish Fire and Rescue Services Leaflets/HFSV Postcards

Throughout August, a small number of postcards were delivered to community pharmacies in Aberdeenshire and Moray to be used selectively and attached to prescription bags.

Please be reminded that the postcards are intended to provide information and contact details to *elderly (60+) and vulnerable people* within your communities, so that SFRS can provide valuable home safety information and possible home visits across Aberdeenshire and Moray areas.

Home fire safety visits are a valuable initiative aimed at promoting fire prevention, risk reduction, and community safety, by engaging residents and providing them with fire and home safety awareness.

Public Health Update Sepsis Awareness Month

September is Sepsis Awareness Month! Do you know the key symptoms of sepsis?

Find the attached poster for easy reference of the key symptoms. Please share this poster wider for awareness of the key symptoms, helping to save lives and improve outcomes for sepsis patients. An adult or older child may have any (but not all) symptoms of sepsis.

WHAT ARE THE SYMPTOMS OF SEPSIS?



very high or low temperature



uncontrolled shivering



confusion



passing less urine than normal



blotchy or cold arms or legs

Other symptoms of sepsis may include:

- Fast or difficult breathing
- Rapid heartbeat
- Feeling dizzy or faint

On their own, each of these symptoms can be an indication of other health problems that may still require medical attention. But a combination of these symptoms, becoming progressively worse, means you need to seek urgent medical attention. Early recognition and prompt treatment can and does save lives.

Community Pharmacy Scotland Newsletter Round-Up



Sodium Chloride 0.9% Nasal Drops - NHS Pharmacy First Scotland Service

CPS and P&CFS closely monitor rejected items on Pharmacy First. Currently, the claims for the available sodium chloride 0.9% nasal drops are being rejected. To fix this issue, a change is being made



Digital Prescribing and Dispensing Pathways programme update

The Digital Prescribing and Dispensing Pathways (DPDP) programme summer newsletter is now available to view.



The Happy Place 😊

The top things to make you feel good and boost your mood – and a new positivity bench in London

A poll of 2,000 adults uncovered the top things that boost our mood, with getting a compliment, eating a favourite snack and laughing until the tears flow scoring high. While 45% love nothing more than getting a nice bit of praise, 37% are delighted when their pets are happy to see them. The average adult experiences these moments three times a day and claims that, in a typical week, they feel good about their day four times out of seven. That said, 34% are finding it increasingly hard to be happy, with 83% proactively avoiding negative stories on social media and TV due to it leaving them feeling 'emotionally drained'.

The research, commissioned by cheese snack, Babybel, also found 46% of Londoners currently feel like they need a pick me up. In response, the brand has created the Goodness Bench inside King's Cross Station, London, to mark the launch of its Join the Goodness campaign. It's designed to spread feel-good vibes by playing positive news stories from the week while donating to its longstanding charity partner, Comic Relief, each time the bench is sat on.



If you would like to use this section to say thanks to one of your team, do contact us!

Newsletter by,

The Pharmaceutical Care Services Team,

All weekly updates are uploaded to the [CP Grampian website](#).

Please like our Facebook page for regular updates and information:

[Community Pharmacies Delivering NHS Grampian Services](#)

We are happy to receive all feedback and comments to improve our communications to you, please don't hesitate to get in touch on gram.pharmaceuticalcareservices@nhs.scot