



COMMUNITY PHARMACY LANARKSHIRE

NEWSLETTER

DECEMBER 2023 EDITION 6



NEWS/OPPORTUNITIES

As we head into the festive period, I would like to take this opportunity to thank pharmacy teams in Lanarkshire for their hard work in 2023 and over the coming winter period, and wish everyone a peaceful festive season & a happy new year.

Double Dosedettes Over the Festive Period: *Thursday 21st December 2023 to Tuesday 2nd January 2024* We have agreement from Monklands, Wishaw, and Hairmyres Hospital Pharmacies that for patients discharged between the dates of ***Thursday 21st December 2023 to Tuesday 2nd January 2024*** who are assessed as requiring a new dosette box, a two week supply of dosetted medication will be issued (instead of the standard 7 days) to help alleviate winter pressures.

Hospital teams will endeavour to communicate with community pharmacies during this period when required. It should be noted that short term acute items such as antibiotics and steroids are always issued in full supply. Pharmacotherapy teams in General Practice have been requested to prioritise prompt actioning of IDLs to ensure any relevant prescriptions required by community pharmacy can be generated and supplied to community pharmacies as soon as reasonably possible. We hope this is helpful to the community pharmacy network in Lanarkshire over the festive period.

Pharmacies Opening over the Festive Public Holidays: Many thanks to those pharmacies who have agreed to open over the festive public holidays, providing essential access for patients and communities in Lanarkshire to pharmaceutical care. We give our thanks for this service. Full lists of those opening will be circulated mid-December.

Update Evening & Sepsis Webinar: We had an excellent online update evening with lots of help and advice on working within Lanarkshire for your community pharmacy, and also a lunch & learn Recognising Sepsis session in November, both held over teams & both recorded- please see details below of how you can watch the recording back.

Winters Here: Snow has fallen and winter is here. Please ensure your teams and weekend staff have access to ECS and clinical shared mailboxes; take a look at your business continuity plans in case of adverse weather; know the process for unplanned closures to the board (this is on CP Lan website); & communicate with local surgeries over the festive period & public holidays. We would also encourage pharmacy teams to “get to know their pharmacy neighbours” (that is their fellow pharmacies) nearby over this winter period.

Free Flu & Covid Vaccines: We remind all community pharmacy staff that they are eligible for free NHS winter covid & flu vaccinations- please take a name badge/evidence of your role in community pharmacy to your appointment

Pharmacy Champions: Our Lanarkshire Pharmacy Champions are out and about on visits to your pharmacies, please make the most of the visit and their expertise.



LETS CELEBRATE: GOOD NEWS STORIES



Community Pharmacy Lanarkshire Update Evening November 2023 – recording now available

[Community Pharmacy Lanarkshire Network Update Evening-20231101_190449-Meeting Recording.mp4](#)

This was an informal virtual evening, with a speed style panel who provided key service updates to help support the community pharmacy network with practical advice and information. *Speakers Included:*

- *Pharmacy Champions, on key service delivery points, digital, processes, visits, PGDs & their support*
- *Arif Hanif, Chair of CP Lanarkshire Contractors Committee*
- *Duncan Hill, Lead Pharmacist Substance Misuse Services- Update*
- *Damien Corr, Lead Pharmacist for Controlled Drugs Governance- Update*
- *Ruth Campbell- Social Care in Community Pharmacy- Update*

We would encourage all community pharmacy teams to view this recording as part of their preparations for winter and team training. To request access to view this, you will require permissions- please email lauren.gibson@lanarkshire.scot.nhs.uk with your name, pharmacy, and I will grant access. Thank you.

We had a fantastic lunch and learn “Recognising Sepsis” session for pharmacy first plus prescribers, delivered by A&E Consultant Dr Silvia Ruiz-Buitrago. This was very well received and we feel its relevant to all community pharmacists, not just IPs. If you or your team would like to view this, please email lauren.gibson@lanarkshire.scot.nhs.uk with your name, which pharmacy you are from and I will grant permission to view.

[Pharmacy First Plus IP Peer Review Session Recognising Sepsis & Red Flags-20231025 130340-Meeting Recording.mp4](#)

PHARMACY FIRST UPDATES

Winter Illness Resources We encourage teams to refresh winter illness learning & resources- a good webinar to watch is : “Pharmacy Management of Winter Illness’ by Scott Jamieson TURAS <https://learn.nes.nhs.scot/44029>

PHARMACY FIRST PLUS + UPDATES

New Pharmacist IPs in Lanarkshire: We have 22 new pharmacists awarded a NES funded IP place for 2024 in Lanarkshire to become independent prescribers. This will take us up to 70+ IPs in Lanarkshire in the coming years, which is fantastic to see. We wish the new cohort well in their course. If any new funding becomes available to the network, I will let you know by email to the shared clinical mailboxes.

Starting Pharmacy First Plus We encourage those qualified as an IP and interested in starting the service to check in with CP Lanarkshire Website- this contains all the information needed on getting started, ordering forms, instructions on joining the peer review group. [NHS Community Pharmacy Website \(scot.nhs.uk\)](#)

IP peer review group- We would encourage those pharmacists practicing as an IP in Lanarkshire to join our peer review group who meet quarterly often with guest educational speakers. Please email lauren.gibson@lanarkshire.scot.nhs.uk

CLINICAL SERVICE UPDATES

Addiction Services (1) **Lost Rxs:** Community Pharmacies are reminded to take extra care with the safe storage of CD prescriptions- There have recently been a number of calls to addiction teams in relation to prescriptions for buprenorphine or methadone that have “gone missing” or “misplaced” in the community pharmacy. The addictions service and prescribers are not obliged to provide a replacement prescription as the original has been issued and accepted by the pharmacy (and generally) the supply commenced.

It is essential care is taken not to “lose” the original prescriptions. If a prescription is “lost” in the pharmacy, the responsibility for the supply is with the pharmacy, not the prescribers, to ensure continued supply as per prescription. It should not be classed as an urgent request or medication supply withheld from the patient as this is a pharmacy issue.

The CD governance team advise that any instances of lost prescriptions for controlled drugs must be reported via the NHS Scotland CD incident form and sent to cdgt@lanarkshire.scot.nhs.uk. There is also guidance on the security of prescription forms on the CPS website <https://www.communitypharmacy.scot.nhs.uk/media/4117/security-of-rx-form-guidance-nov-2020.pdf>.

(2) **Emergency Access to Naloxone Service**: A gentle reminder for pharmacies to implement the new national emergency access to naloxone service. The service started 30 October 2023 and pharmacy teams are asked to familiarise themselves with the arrangements which are detailed in this circular: [https://www.sehd.scot.nhs.uk/pca/PCA2023\(P\)34.pdf](https://www.sehd.scot.nhs.uk/pca/PCA2023(P)34.pdf). There is eLearning and webinars to support this at: <https://learn.nes.nhs.scot/70968/>.

(3) **Neo 360 Ort Module Communication Tool** A gentle reminder that the NEO communication tool is live and available for pharmacies to use. The communications tool will allow community pharmacies to report when patients have missed more than 3 doses or are no longer attending that community pharmacy directly to the patients' community addiction team by e-mail. This will provide a robust audit trail and allow communication between community pharmacy and addiction team. The early reporting of missed doses is important as this allows addiction services to respond to patients who have missed doses quickly. The e-mail will be sent from the NEO system directly, but will use the pharmacies e-mail address to allow for reply or further communication between the community pharmacy and the addiction team.

Smoking Cessation: (1) Please note a change to the contact number for Quit Your Way Pharmacy Improvement Project team, the mobile number is no longer active - please contact us on 01698 754 888.

(2) CO Monitoring has been reinstated for use within pharmacy and should you require any resources ie Monitor, mouthpieces, d-pieces etc then please complete the resource ordering form found here <https://www.communitypharmacy.scot.nhs.uk/media/8145/sc-6.docx> and email PharmacyTobaccoControl@lanarkshire.scot.nhs.uk. This resource ordering form can be used for other useful material such as the How to stop smoking and stay stopped booklet, leaflets and other promotional materials for the Smoking Cessation Service.

(3) A gentle reminder that patients who want to quit vaping are not eligible for the pharmacy-led smoking cessation service, for support for this patient group please refer to the specialist service.

Palliative Care – a gentle reminder as we head into Christmas that there is now an updated Palliative Care Network Leaflet available, due to changes in opening hours and ownership in the pharmacy network. This leaflet can be found on the website [NHS Community Pharmacy Website \(scot.nhs.uk\)](https://www.nhs.uk/community-pharmacy-website)

IT/Digital Update on your ePharmacy Connection (Independent Contractors only)

Transition from SWAN1 to SWAN2 (BT Fibre)

You may already know that BT will provide your new connection to NHS Scotland applications such as ePMS, ECS & Clinical Portal. BT will need to install your new fibre line and the ONT box (Optical Network Terminal) as close as possible to your SWAN 1 connection. This will be arranged as follows;

- BT will liaise with the ePharmacy Helpdesk to schedule your **first** appointment.
- A colleague from the ePharmacy Helpdesk will call your pharmacy to advise the date & time slot for your appointment and confirm suitability with you.
- Should you need to reschedule your appointment, please call the ePharmacy Helpdesk 0131 275 6600.

We will update you all with further information and timelines as soon as we are able.

Staff Changes

When a member of staff leaves or joins your pharmacy;

- Leavers – In relation to NHS.Scot as soon as possible please email NHSLanarkshire.PharmacyFacilitation@lanarkshire.scot.nhs.uk to have delegation rights to your pharmacy's shared mailbox removed.
- Leavers – In relation to ECS, consider if a password reset is appropriate, if so call NHS Lanarkshire's Service Desk 01698 752555 where a colleague will assist you, opening times are Mon – Fri 9am – 6pm.
- Joiners – If the new member of staff requires a nhs.scot email account, assistance accessing their account or your pharmacy's shared mailbox then please email the details to NHSLanarkshire.PharmacyFacilitation@lanarkshire.scot.nhs.uk

- Joiners – ECS if the new member of staff requires access to your pharmacy’s ECS account then please share as soon as you can – assistance with password resets will be provided by NHS Lanarkshire’s Service Desk 01698 752555 Mon – Fri 9am – 6pm.

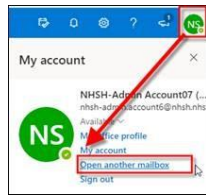
Use of your Clinical Shared Mailbox

Please continue to check your clinical shared mailbox 2/3 times per day, as important comms and other documents, such as prescriptions, are shared here. We encourage you to use your clinical shared mailbox whenever you email our teams in LAN. This allows them to verify your request and place of work. When replying to an email sent to your pharmacy’s shared mailbox, it is important to ensure you send the reply from the shared mailbox, not a folder from your own inbox, see [below for guidance/attachment for guidance](#);

Open shared Mailbox in new browser window – Method to be used when replying to an email sent to a shared mailbox

Once logged into [Outlook Web](#) left-click on your account icon in the top right corner of the screen (will either display account initials or profile picture).

From the menu that appears, select ‘Open another mailbox’. Enter the email address of the account you wish to access and select ‘Open’



The shared mailbox will then be opened in a new browser window and this is where you should always reply from.

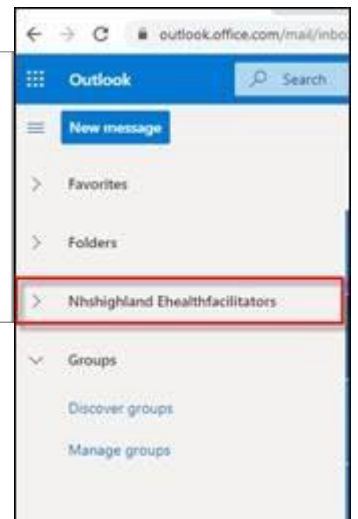
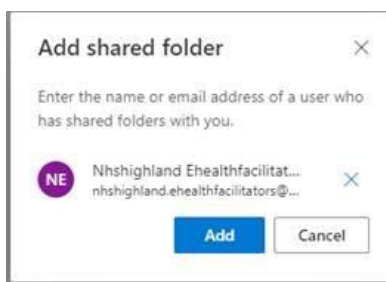
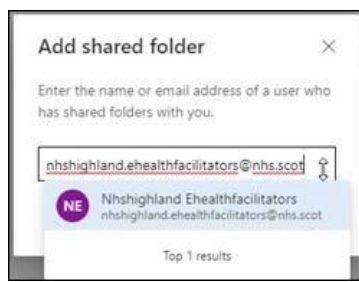
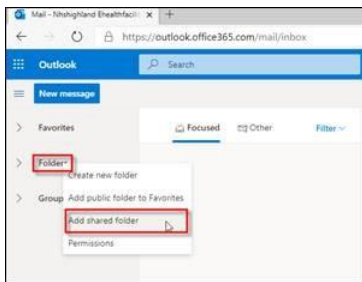
If however you want to view mail that is sent to a shared mailbox, then you can follow this process to add a folder view for your shared mailbox (always following the process above if you decide you need to reply).

Add shared mailbox to folder view – ONLY TO USE FOR VIEWING EMAILS TO SHARED MAILBOXES

Once logged in to your account, right-click **Folders** in the left navigation pane, and then choose **Add shared folder**.

In this example we will add the mailbox: nshhighland.ehealthfacilitators@nhs.scot

Type the email address you wish to add in the the search box and select the required mailbox from the results returned. Select **Add**. The shared mailbox displays in your Folder list in Outlook Web. You can expand or collapse the shared mailbox folders as you can with your primary mailbox. To remove the shared mailbox from your Folder list, right-click the shared mailbox, and then click Remove shared folder.



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