Note from the Editors

Welcome to the Autumn edition of Fife Pharmacy News - we've been lucky to have enjoyed some sunshine this summer - hopefully everyone will have taken the necessary precautions with sunscreen and hats and not seen patients with sunburn over the summer?!

This issue includes articles on a new Prescribing Efficiencies leaflet, a Grand Round event in October, an update on Specials (unlicensed medicines), results from the Hearing Loop survey in June plus an opportunity for all of you pharmacists, pharmacy assistants, technicians and more to become film stars! (find out more on page 3)

We hope you enjoy reading this issue, if you have any ideas for future articles, news items, developments in pharmacy services, fundraising or staff successes, drop us a line at fionaforsyth@nhs.net or natalie.bate@nhs.net, or call 01383 565375.

EVERY PENNY COUNTS

A patient information leaflet has been produced in conjunction with the Prescribing Efficiencies project to help explain to the public why prescription medicines are sometimes changed or made generic.

Information provided includes how much of NHS Fife's budget is spent on medicines, and how the prescribing spend in Fife is high when compared with other health boards. Information on medicines reviews and how the changes may affect patients is also included.

Patients are also advised to ask their pharmacist or GP if they have any questions on any of their medicines.

These leaflets will be distributed via GP surgeries, and will also be sent out to pharmacies in Fife.

Teaching Asthma a Lesson

Asthma Awareness in Fife Pharmacies

As part of the national Community Pharmacy poster campaign on Asthma, Fife Pharmacy highlighted services to help patients make the most of their medicines, and to know what questions to ask if they are unsure how to use their inhalers.

Community pharmacies are uniquely placed to advise and support patients with asthma on how to improve their inhaler technique to ensure patients get the most from their medication.

Dr Colin Selby, Lead Respiratory Clinician at NHS Fife said "This campaign is focussed on one of the common reasons for poor asthma control. Inhaler medication is at the centre of asthma management but if patients are not using inhalers correctly they are unlikely to get the full benefit from their medicine. I would encourage patients and parents of children with asthma, to drop into their pharmacy and get advice on how to use their inhaler."

Further information is available from http://www.asthma.org.uk/backtoschool
Circular PCA (P)(2013)21 Summary
By Alec Murray, Pharmacy Champion

Circular PCA(P) (2013) 21 gives advance notice of planned changes to remuneration arrangements for 2013-2014 and...

A: The consolidation of the transitional remuneration payments into a new four part payment structure comprising of:

1. Establishment payment: single flat rate payment based on dispensing turnover
2. Dispensing pool payment: based on historic dispensing volumes
3. Complex dispensing payments: a % payment calculated from how many "complex patients" are recorded on PCRs i.e. a measure of the "level of support" provided to these patients.
4. Pharmaceutical needs payment: a weighted payment reflecting the needs of the patients served (details to follow in forthcoming circulars).

Pharmacies were advised to record and mark all "complex patients" on their PCRs systems by 13th September. This will allow the SG and CPS time to collate and assess the amount of patients receiving this level of support and calculate the criteria for the distribution of payments. It is accepted that this will be an ongoing process so look out for future circulars.

B: The introduction of an "operations and development payment" in place of the CMS phasing payment, will take effect from October 2013.

The amount of money will be unchanged but will be split into two parts one fixed and one variable.

Current understanding is that the fixed element will be based on providing Gluten Free prescriptions as an additional pharmaceutical service (12 months trial)....

It might be an idea to begin creating a PCR record for your coeliac patients.
The variable element will be based on increasingly realistic targets of how many NMI, HRMI and assessments are carried out following CMS registration. From January 2014 to March the variable element will also include targeted implementation of SOPs for serial prescribing.

C: To ensure that all contractors follow their contractual obligations, they will only receive 90% of anticipated payments in advance with reconciliation made the following month once prescriptions have been received.

In summary:

1. Aim to scan and claim more than 90% of your prescriptions.
2. Complete 4 HRMIs and 4 NRMIs and keep a look out for further information.
3. Ensure 95% of all people registered for CMS are assessed by a certain date (For Sept payment it's 95% from the people registered at 30th April 2013)
4. Create PCRs for your complex patients and mark them as such. (see recent communication from Dawn Balfour)
5. Start creating PCRs for your Coeliac patients.
6. Start planning for serial prescribing with your pharmacy team and local GP practices.
7. Pay attention to the Calendar sent by CPS (if a member), as this details all the things you need to do and by when to ensure payment. (The variable payment for "operational and development" being liable to change most frequently).

PHARMACIST ASSISTANT TRAINING GRANT FUNDING

Funding is now available to claim from the Government for Pharmacy Assistant training for 2013/14

- Each pharmacy will be able to claim £150 each as a contribution towards their costs in putting their staff through the course. No more than £150 per contractor is payable and claims must be submitted within this financial year.

- The claim and payment process and distribution of training packs will be managed by NHS Education for Scotland (NES) Pharmacy with resources available with immediate effect. Payment will be made on submission of the Claim Form at Annex A. [http://www.sehd.scot.nhs.uk/pca/PCA2013(P)20.pdf]

- Each Pharmacist Assistant will be able to complete the PA programme of education and through NES register and complete the assessment. On completion the individual will be able to access a CPD record if required.

- Claims should be submitted, on the form attached at Annex A, to Rose Marie Parr, Director of Pharmacy, NHS NES, by 31 January 2014.
Safer Prescribing and Medicines Management

Make a date in your diary for Wednesday 30 October 2013 when Dr Brian Montgomery, Medical Director NHS Fife and Evelyn McPhail, Director of Pharmacy will host a Grand Round Event which focuses on Safe and Cost-effective Medicines Management.

The Grand Round will take place between 1:00pm and 2:00pm in the Education Centre at Victoria Hospital in Kirkcaldy with a LIVE video link to the Education Centre within Queen Margaret Hospital, Dunfermline.

Following the Grand Round from 2:00pm to 4:00pm, delegates are welcome to stay for a further educational drop in event. Cost-effective topics will include:

- Polypharmacy
- Medicines Reconciliation
- High Risk Medicines
- NHS Fife Joint Formulary

Information stands will also showcase:

- Fife Pharmacy
- Medicines Waste
- Prescribing Efficiencies
- Getting Better in Fife - Safe & Effective Medicines Management

Coming Soon – NHS Fife’s Green Bag Scheme

Linked to the ongoing Medicines Waste campaign, NHS Fife will soon be launching a Green Bag scheme - encouraging patients to bring their own medicines into hospital.

There are many benefits of using these bags within hospitals including:

- Improved pharmaceutical care of patients in hospital and at home
- Improved education about medicines to patients/ carers
- Improved risk management
- Less medicines waste
- Ensuring patients have access to their own medicines on admission & throughout their hospital stay if transferred
- Accurate Medicines reconciliation & medication history
- No delays on admission or discharge if no change to existing medicines.
- Reduced prescriptions from hospital pharmacy as no need to re-dispense all medicines on discharge.
- Improved communication across the primary care/hospital

Specials

Specials (unlicensed medicines) continue to be a focus for pharmacy across Fife due to the changes by Scottish Government at the beginning of 2013.

A link to the Algorithm and Authorisation Request Form on the SHOW website is below:
http://www.communitypharmacy.scot.nhs.uk/nhs_boards/NHS_Fife/special_unlicensed.html

Updated information on Specials in Fife will be circulated soon. Look out for updates in your email Inbox. Please direct any queries to Gillian Kerr & Sandra Notman.

Hospital at Home

Hospital at Home was launched in Dunfermline and West Fife in April last year. The Kirkcaldy Levenmouth service will be fully operational from September 2013, with Dr Suzanne Burns as the Consultant, Hazel Petrie (Pharmacist) and Julie Nicholson (Clinical Pharmacy Technician).

The Kirkcaldy Levenmouth Pharmacy Technician is going to contact some local Pharmacies to provide information about the service.

Contact details for the Hospital at Home teams are available from:
Natalie Bate/ Fiona Forsyth on 01383 565375.

Public Health Campaigns 2013

From 02 September to 06 October, the public health poster campaign focuses on Organ Donation. This will change on 07 October, promoting Seasonal Flu and continue until 10 November 2013.
We’re looking for pharmacists, technicians, counter assistants, managers and staff members to volunteer to be part of a team who produce an educational video for both NHS Fife staff members and the public on what you really do behind the scenes when providing medicines.

**Its well known that Pharmacies are not big on shouting out all of their achievements, however we’d like to change that.**

Filming is planned to commence early 2014 and the videos will be linked to the NHS Fife website, Community Pharmacy SHOW, NHS Fife Intranet, YouTube and NES.

**Topics may include:**
- Did you know... 10 things you didn’t know were provided in a pharmacy in Fife
- What does a community pharmacist do?
- What does a hospital pharmacist do?
- Getting the most out of your medicines
- Questions to ask your pharmacist
- What happens in a Keep Well health check?
- How can pharmacies help me to stop smoking?
- What can my community pharmacy in Fife do for me?

Now’s your time to shine - if you are interested in being involved, or having your pharmacy used as a movie set - please contact Natalie Bate or Fiona Forsyth on Natalie.bate@nhs.net or fionaforsyth@nhs.net, and we will get back to you with further details.

---

**Congratulations to...**

Everyone who has completed the courses below:

**Professional Development Award (PDA) in Assessment and Supply of Individual Patients’ Medicines**
- Maria Simpson (VHK)
- Amanda Gray (VHK)
- Heather Hamilton (VHK)
- Pamela Simpson, (Lynebank)

**HNC – Pharmacy Services Development Management**
- Maxine East (Lynebank),
- Shirley McNeill (Co-op, Elliot Street, Dunfermline),
- Rebecca Cain (VHK)

**Complete their Pharmacy Technician Qualifications**
- Claire Stodart (VHK)
- Denise Cunliffe (Lloyds, Glenwood, Glenrothes)
- Mary-Ann Christianson (Lloyds, Kenway)

**Now a qualified Accuracy Checking Technician**
- Claire Anderson (Morrison, St Andrews)

**Completed Pharmacy Dispensing Technician Course**
- Derek Cassidy (VHK)

---

If you require this newsletter in alternative formats please call 01383 565375
Making the most of the Pharmacy Stop Smoking Service

Boots in Fife Central Retail Park, Kirkcaldy delivers one of the busiest and most successful pharmacy stop smoking services in Fife. Here’s how they view the service and how they make the most of the training and resources available.....

Keeping stock of commonly prescribed items is essential - it’s never a good moment when someone turns up for their week 2 supply and you have no step 1 patches left!

Although using a carbon monoxide monitor gives some people a fright at the first consultation - this can be a real motivator; patients are delighted to see their levels plummet after just one smoke free week.

The most important thing you need are ‘quitters’. Public awareness of the service is low so it’s important to get the right information out there. Ask your Stop Smoking administrator for No Butts posters and leaflets. We’ve found that word of mouth is the best way to promote the service and momentum quickly gathers as word spreads.

Perhaps there are staff in your pharmacy or their family members who want to stop? Start speaking to local businesses and distribute No Butts leaflets; there are bound to be staff who want to stop and if you recruit one or two they will often recruit more for you. Local workers make ideal patients as they can pop in at a mutually convenient time and may not have the time to make an appointment to speak to their GP about stopping smoking.

Another source of referrals is your local GP surgery, make sure that they know that you offer this as an NHS service, most are happy to free up GP time. Let local dentists and opticians know too.

Opportunistic sign-ups when talking to patients about respiratory or other smoking-related conditions can also be made and it should be a routine question when risk assessing CMS patients.

Sign someone up to stop smoking, you could save a life and reduce second hand smoke!
A brand new pharmacy at East Wemyss was opened on 22 June 2013. The Pharmacy is owned by Fergus Coffey and Fiona Birnie, and is on the main High Street. The pharmacy was officially opened by David Torrance MSP, Mark Feeney from Community Pharmacy Scotland and members of the East Wemyss and Coaltown of Wemyss Community Councils.

The Pharmacy also has its very own branded car!

At the end of May 2013 Pharmacy Services conducted a Hearing Loop Survey with community pharmacies. Many thanks to all who participated. Results are below:

**Does your pharmacy have an induction loop system?**
- Yes 82%
- No 18%

**When was your induction loop system installed?**
- 2013 5%
- 2012 5%
- 2011 10%
- 2010 5%
- Earlier than 2009 20%
- Don't know 60%

**Do you have a nominated member of staff responsible for working the induction loop system?**
- Yes 18%
- No 73%
- Don't know 9%

These results show that the majority of pharmacies in Fife (who responded to the survey) do have a hearing loop fitted in their pharmacies, however there are vast differences in knowledge of how to operate and test the systems and lack of training appears to be an issue.

Fife Pharmacy Services have developed links with Disabilities Fife and Action on Hearing Loss. Future plans include providing training for all pharmacy staff in the correct use of hearing loops and raising awareness of better ways of communicating with those who are deaf or hard of hearing.

Maxine East has recently moved on from her role at Pharmacy Services as Senior Community Services Pharmacy Technician.

She was recently appointed as the new Clinical Pharmacy Technician for Mental Health, and will be based at Stratheden Hospital. Maxine will be joining Jonathan Bate and Alyson Henderson, Senior Clinical Pharmacists to support the existing pharmacy team, bringing technical ability and input.

Maxine will be supporting the patient journey, focussing on medicines reconciliation, patient’s own drugs and ward stocks. Maxine will also be supporting cost effective and patient-centred prescribing for the diverse nature of patients at Stratheden, and will also be assisting with admission and discharge procedures.

A new Boots store was launched in the Kingsgate shopping centre in Dunfermline, Fife in July 2013. The new store was relocated from the High Street, and is now within the vast space previously occupied by Argos.

The anchor store includes a spacious dispensary, large consultation room, plus an Opticians and Hearing Care Centre making it an ideal one stop shop for healthcare for the large community of Dunfermline.