Congratulations!

Well done to Maxine East and Andy Thornley, Pharmacy Technicians at NHS Fife. Maxine completed her PDA in Assessment and Supply of Individual Patients’ Medicines and Andy was successful in gaining an HNC in Pharmacy Services Development and Management.

Well done also to Michelle Tingley, Pharmacy Technician at Dears Pharmacy, Glenrothes who was rewarded with the Training Matters Highly Commended for Customer Care Award.

Michelle’s open communication with customers is key to a successful service and when she started working at Dears Pharmacy, what started out as just a job, soon became a career that she loved. Michelle progressed smoothly from Medicines Counter Assistant to Dispensing Assistant and then Pharmacy Technician.

Michelle is currently preparing for her Accuracy Checking Technician exam and her main responsibility is looking after patients on monitored dosage systems. She visits all new patients to make sure that there aren’t any medication issues or errors, and answers their questions – hugely important to a population with many housebound patients.

Well done Michelle!

For She’s a Jolly Good Fellow!

Congratulations to Evelyn McPhail, Director of Pharmacy NHS Fife who was appointed as a Fellow of the Royal Pharmaceutical Society in September.

Being appointed a Fellow of the Society is one of the highest honours that can be bestowed upon Members. Fellowship is an honour which recognises those individuals who have attained distinction in their pharmacy career.

As Fellowships are based on nominations from Members, they signify the esteem in which the individual is held by his or her peers.

To be eligible for a fellowship, nominees must have been a Member of the Society for at least 12 years, and must have made an outstanding original contribution to the advancement of pharmaceutical knowledge or attained distinction in science, practice, profession or history of pharmacy.

NHS Fife Medicines Waste Campaign 2016

Helping reduce medicines waste is the number one priority and focus for all communications over the next few months, as NHS Fife has been tasked with reducing the amount of money spent on medicines.

Medicine Waste, Patients Own Medicines and Managed Repeat Prescriptions are part of the Prescribing Efficiencies project, and will be communicated out to all staff, patients, carers, Care Home staff and the public as it is all of our responsibility to help reduce medicines waste.

The campaign is running again to help reduce medicines waste, ask patients not to order double their prescription items at Christmas, and also think carefully about what medicines they need. While prescriptions may be free, medicines are not. Posters will be displayed throughout NHS Fife premises in the new year, and within pharmacies and GP surgeries in December.

Online promotion, Facebook and Twitter will also help to increase the awareness of the campaign, with further promotion within the Winter edition of Fife Life. You can follow the campaign on social media using #loveyournhsfife.

Note from the Editors

Autumn is now officially here with the colder weather, colourful trees and inevitable planning for Winter! Welcome back to Natalie Bate who has returned from her secondment to Health Promotion and who will be focusing on prescribing efficiencies, medicines waste and improving internal communications within the NHS Fife Pharmacy team. This newsletter includes articles on new staff who have joined the Prescribing Efficiencies Team, the local Love Your Pharmacist winner in Fife, Public Health update, Patients Own Medicines campaign and help for community pharmacy staff to access their generic NHS Mail accounts. We hope you enjoy reading this newsletter, if you have any news updates, fundraising or ideas you would like in future editions, please email Fiona or Natalie on fionaforsyth@nhs.net or natalie.bate@nhs.net.
Prescribing Efficiencies Team Expands

Welcome to Gaynor Black and Anne McKean, who have recently started with the Fife Pharmacy Team, as respiratory prescribing support nurses. They are will be helping with increasing respiratory formulary compliance and cost effective prescribing in asthma and COPD patients, especially with the planned changes to the formulary and reducing high dose inhaled corticosteroid prescribing. The team will be working with community pharmacies to support changes in prescribing and the formulary.

They will be contacting all practices to determine the level of support that each practice requires, e.g. education session on changes to formulary, peer support/shadowing for practice nurses, or provision of clinic time to practices (including follow-up) to see patients and change inhalers where appropriate. Once they know the level of support that practices require, they will plan the coming months accordingly. They will inform practice pharmacists/technicians when they anticipate assisting the practice, and accordingly.

To help support the prescribing plan and deliver efficiencies, an experienced nurse has been employed to work within the Fife Pharmacy Team. Nicky Creland started in June and she joins us with a wealth of experience in diabetes and in the provision of training.

Nicky’s remit includes:

- Make efficiency savings in diabetes prescribing by changing patients where appropriate to clinically equivalent, more cost effective treatments.
- Formulary meter and strip choice, to ensure in line, where appropriate, with the NHS Formulary choice.
- Improve adherence to Fife Prescribing Formulary and use of Fife Primary Care Diabetes Guideline.
- Undertake clinical reviews and face to face counselling with patients and ensure quality patient care is maintained.
- Support GP practice clinicians by providing education and training where required.

For further information please contact Gaynor or Anne gaynorblack@nhs.net, annemckean@nhs.net.

New Stoma Care Provision E Learning Module

PCA (P) (2016) 1 Stoma Appliance Service in the Community

This Circular advises that a report on the Stoma Care Quality and Cost Effectiveness Review has been published and asks NHS Boards to consider and take forward implementation of the recommendations contained within it.

In response to this the NES Pharmacy Team have developed an E learning module on Stoma Care Provision. The resource covers the key learning required to provide stoma care in general and in line with expected standards in NHS Scotland. All educational resources are available either via the NES Pharmacy website or Portal: www.portal.scot.nhs.uk

Further information on all training available from NES can be found at http://www.nes.scot.nhs.uk/media/3672037/PCA%20%28P%29%20%282016%29%20Stoma%20%20Final%20Version.pdf

For more information please contact Andrea Smith at andreasmith@nhs.net.

Scottish Patient Safety Partnership News

Warfarin Video

The Scottish Patient Safety Programme (SPSP) is a unique national programme that aims to improve the safety and reliability of healthcare and reduce harm, whenever care is delivered. From an initial focus on acute hospitals, their work now includes safety improvement programmes for the following areas: Acute adult, HAIC, Maternity and Children, Medicines, Mental Health and Primary Care.

An informative video was made in Fife by the Scottish Patient Safety Programmes pilot, of which NHS Fife was one of 4 boards selected to participate. It covers why Warfarin is prescribed, how to take it, interactions from other medicines, food and drink, missed doses and other useful information. The video has been added to the SHOW website, and also to NHS Fife’s YouTube channel.

You can view the video here: https://youtu.be/wbgatrNtSND8

Just in Case Boxes

Please note the Just in Case boxes come in 2 sizes - red (13 inch) and orange (15 inch).

Please ensure you order the correct number of boxes you require and in the most appropriate size.

If you need any further information on JIC boxes please contact Ashley Paterson, Community Services Pharmacy Technician on 01383 565347.
Accessing Your Generic Mailbox in NHS Mail2

Pharmacy Services have received feedback that a number of pharmacies are having difficulty accessing their generic NHS Mail accounts. Please see right for step-by-step instructions which should hopefully help access your accounts, as communications are increasingly being sent by email to all pharmacies.

To access your generic mailbox account in NHS Mail 2, log in to your own e-mail account through NHS Mail.

Click your name in the top right-hand corner.

If still on Internet Explorer 8 you may need to login through Google Chrome or Firefox to see your name

Click on “Open another mailbox”

In the box that appears type in your generic account name.

The first time you try this in NHSMail2 you may need to type in the first part, most of the address.

In the box that appears type in your generic account name.

The first time you try this in NHSMail2 you may need to type in the first part, most of the address.

Click on “Open another mailbox”

In the box that appears type in your generic account name.

Click Open and mailbox will open in another tab on your internet browser.

Changes to MAS when Universal Claim Form (UCF) Introduced

UCF is the form which allows electronic dispensing for any items currently (and in future) processed on a CPUS form, i.e. Urgent Supply, EHC, GFFS, Smoking Cessation.

With its introduction, come changes for MAS.

The current CP2/3 will be replaced by a CP4/3, where the CP4 part will be for MAS and UCF.

Other changes for MAS will be:

- 3 items per form as opposed to 2
- A dummy CHI number will be added to consultation claims automatically where required

One of the main changes is that MAS Registration and Consultations will be electronic only, i.e. there will be no paper back up if the electronic message does not leave your PMR.

To prepare for the introduction of UCF, it is important to ensure that your housekeeping is carried out regularly to check that electronic messages are leaving your system when they should.

If this is not being checked regularly and messages are not leaving your PMR, then you could lose out on payment when MAS becomes fully electronic.

The introduction of UCF will vary, depending on when your PMR is ready to implement it, but will be available centrally, early 2017.

Jenny Gilruth, MSP, said:

"It was fantastic to meet with Naseem and his team at Dears Pharmacy. It's obvious to see that the service they provide the people of Glenrothes is first rate and I'm glad that this is being recognised through this 'I Love My Pharmacist' Award. To win the Scottish final is a superb achievement."

Bernadette Brown, Pharmacist at Cadham Pharmacy in Glenrothes was also shortlisted as a Regional Finalist for Scotland due to her dedicated service to her local community.

Using her independent prescribing skills she has effectively transformed her pharmacy and the services it offers focussing on how best to support patients with their health and wellbeing needs.

Bernadette said: “I am so thrilled to have been shortlisted for the I Love My Pharmacist Award as I really want to make a difference to my patients and my local community. I am really pleased that fellow health professionals want to work with me in my pharmacy as part of a shared care approach to health and wellbeing. We not only improve lives in physical terms but also in terms of people’s mental health through increased self-esteem and getting their life back."
**Patients Own Medicines - Green Bags are Go**

NHS Fife is encouraging patients to bring their own medicines into hospital.

Before coming into hospital, patients are asked to put all medicines they are taking into a bag. On arrival at hospital, these medicines should be handed over to a member of nursing/medical staff and if they are transferred to another ward, their medicines will go with them.

Patients will be less likely to miss any doses, and staff will know which medicines patients take and how. Bringing patients’ own medicines helps reduce waste and also reduce time on discharge. Using the bag means that the hospital pharmacy often won’t need to dispense more of the same medicines for patients.

Green bags will be available soon from GP Practices, the Ambulance Service and Community Pharmacies.

The campaign was promoted to NHS Fife staff in VHK, QMH and St Andrews from 7 November.

The Patients Own Medicines campaign is linked to NHS Fife’s Medicine Waste campaign.

The bags have been introduced into a small number of wards at VHK and so far the feedback has been overwhelmingly positive, with staff stating the bags make it much easier for them to carry out medicines reconciliation, have less need to re-prescribe medicines the patient already has, and speeds up the discharge process.

The bags will be introduced in every ward, Ambulance and Out of Hours locations by June 2017.

---

**New Localities in NHS Fife**

Following the formation of the Fife Health and Social Care Partnership earlier this year, NHS Fife now contains seven Localities (based upon the seven Fife Council Area Committees). The Fife Health and Social Care Partnership is in turn divided into East and West Divisions – see list below;

Which Locality does your pharmacy fall under? We will be shortly sending you more information on this matter including activity data grouped in Localities from various community pharmacy services such as the Stop Smoking Service and the Sexual Health (Emergency Hormonal Contraception) Service.

### Localities

<table>
<thead>
<tr>
<th>Locality</th>
<th>Population (2011 Census)</th>
<th>The Health and Social Care Partnership Division</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fife</td>
<td>365,198</td>
<td>-</td>
</tr>
<tr>
<td>Levenmouth</td>
<td>36,665</td>
<td>East</td>
</tr>
<tr>
<td>Glenrothes</td>
<td>51,000</td>
<td>East</td>
</tr>
<tr>
<td>North East Fife</td>
<td>73,889</td>
<td>East</td>
</tr>
<tr>
<td>Cowdenbeath</td>
<td>30,347</td>
<td>West</td>
</tr>
<tr>
<td>Dunfermline</td>
<td>54,435</td>
<td>West</td>
</tr>
<tr>
<td>Kirkcaldy</td>
<td>59,752</td>
<td>West</td>
</tr>
<tr>
<td>South West Fife</td>
<td>50,110</td>
<td>West</td>
</tr>
</tbody>
</table>

---

**Supply of Prophylactic Paracetamol following MenB Vaccine**

It is now over 12 months since the Community Pharmacy Public Health Service, allowing the supply of prophylactic paracetamol following MenB vaccine commenced. The Fife page of the SHOW web site provides a web link to a series of Q and A’s which summarise some of the practical aspects of this service.

As you’ll be aware a PGD is used to underpin this service which allows the supply of THREE doses of paracetamol when babies receive their primary doses of MenB vaccine usually at 2 months and 4 months. In NHS Fife the supply of prophylactic paracetamol to these babies is expected to be solely via the Community Pharmacy Service.

See Q and A document & prophylactic paracetamol PGD for full details.


---

**Discontinuing Managed Repeat Medicines**

A letter to all pharmacies and GP Practices was distributed on 04 November that NHS Fife will no longer support managed repeat services within Fife, due to the potential for waste.

Having patients manage their own medicines empowers them to know what their medicines are for and how to take them, and managed repeat services, while convenient, encourage patients to simply order everything, every time. Patients will be advised accordingly how to manage, order and collect their future repeat medicines.

We would ask everyone to support this initiative to help reduce wasted medicines within Fife.