Welcome to the spring edition of the New Fife Pharmacy News. You may notice some further changes to the 37th edition, a new pharmacy contract section, information on Fife Pharmacy’s Stop Smoking Service, No Butts, the FAST campaign, training reviews, dates for your diary, preparation for the just ask summer campaign and much more.

Please remember this is your newsletter, so if you have any comments or suggestions, don’t hesitate to get in touch!
Fiona Forsyth/ Natalie Bate on 01383 565375

New! Stop Smoking Tool-Kit - No Butts Pilot Scheme Launches

Following on from the recent Stop Smoking Conferences, the Pharmacy Services Team has been busy developing a toolkit, designed to support pharmacy staff deliver the No Butts stop smoking service.

The new toolkit comes in a user friendly format as a compact flip chart where one side faces the client, and the staff member accessing the other. The client side contain facts and information about the benefits of stopping smoking and the positive effects that quitting will have on them. The other side takes the staff member through the patient’s stop smoking journey week by week and helps advise on product choice, issues to be addressed and the appropriate actions to take.

The toolkit is undergoing a trial exercise at present within a small number of pharmacies within Fife. The final version and launch are scheduled to take place in May 2011. Look out for your copy!

Prescriptions are Free

The Scottish Government has confirmed that prescriptions issued in Scotland are now free of charge. Charges have been gradually reduced over a 3 year period and were scrapped altogether in April. Prescriptions issued in England and presented for dispensing in Scotland will still be £7.40.

The Minor Ailment Service will remain following the abolition of prescription charges, the same groups will be able to register for and use the service. These groups are: people aged 60 years or over, those under 16 years of age, 16-18 year olds in full time education, those with medical and maternity exemption certificates and those with income related exemptions.

A circular will be issued by the Scottish Government with updated directions and service specifications in the near future, please see PCA 2011 [P]05M07. Work is also taking place with Health Rights Scotland to update the Minor Ailment Service leaflet and poster. New CP2 forms have also been drafted, these will be printed and distributed once supplies of existing forms have run out. Patients will still be required to annotate and sign the back of the existing CP2 form, however the charge will be £0.00.
Pharmacy Team Reaches Award Finals

NHS Fife Pharmacy Services team were finalists at Community Pharmacy Scotland's annual Scottish Pharmacist Award Ceremony held at the end of February at the Edinburgh International Convention Centre.

Short-listed for Community Pharmacy Team of the Year, the Fife Pharmacy Services team were celebrated alongside two other finalists, for their outstanding achievement, dedication and excellence across the Scottish pharmacy profession.

Although not overall winners, it was a great achievement for the team to reach the award finals. This is the second time in recent months that Fife Pharmacy Services have been recognised for their achievements; Susan Menzies, Support Staff Development Lead within the team was a finalist for the Scottish Pharmacy Education & Self Development for the Future of Pharmacy Award in 2010.

Director Praises Staff in Hospital Network

“The staff (in secondary care) have done an excellent job and they’ve been faced over the last couple of months with major issues around the weather, norovirus and on top of that they’ve had over 100 patients in delay in our beds – that’s more than three wards worth.

Unfortunately that does impact on the quality of care patients are receiving. Patients in delay are in the wrong place and they are not receiving the right level of care – we’re needlessly exposing these patients to the risks around healthcare associated infections [HAI’s].

We’ve had to reprioritise and reprioritise again and when you do that, mistakes can be made and operations can be delayed beyond what we would like. With patients stuck in hospitals and beds at a premium, I wish to praise all staff at Fife’s hospital network who have been working in very, very difficult circumstances, but still managing to preserve patient safety.

Dr Gordon Birnie, Medical Director, NHS Fife”

[source: Scottish Pharmacist, Volume 3, Issue 1, 2011]

Chronic Medication Service – Update

As the national roll out of the Chronic Medication Service continues, Fife Pharmacies with the support of the ePharmacy Delivery Team are well underway with the latest early adopter phase of the CMS programme.

The early adopter (EA) phases ensure that all electronic infrastructure is fit for purpose and also assists in the development of a toolkit to support all NHS Boards in implementing CMS at local level.

Updated versions of GP or community pharmacy systems have been and are being installed to support CMS and the early adopter phase. The scheme now involves real patients who can be registered for CMS within the pharmacy.

The implementation phase so far has gone well with close links between community pharmacies, GP practices and Health Boards forged. Support from the ePharmacy team is invaluable.

Some of the hurdles faced include problems with IT systems causing delays, and completion of patient care records which can be time consuming.

The synchronisation of medication can also be complex, but the EA phase is designed to experience such challenges and potentially offer solutions.

CMS is happening and although time intensive at present, will be of benefit to community pharmacies, GP practices and of course, patients. If you have any comments or questions on how CMS is progressing, please contact fionaforsyth@nhs.net.

Support the Charity Cycle

Dougie McPhail, Primary Care Development Pharmacist for GNEF CHP will join 15 cyclists in an attempt to cycle over the highest road in Europe this summer.

As well as raising funds for the Male Cancer Awareness Campaign, the cyclists are aiming to highlight male cancer and the need for men to overcome embarrassment and seek early detection and treatment.

Watch out for an update on the cyclist’s progress in the next edition. In the meantime, for more information on the campaign and on how to donate, please contact douglasmcphail@nhs.net.

Fife’s Unscheduled Care Activity Increased

Recent developments, implemented within community pharmacy mean that pharmacies are now an important access route for people who require unscheduled care, particularly over weekends and public holidays.

These developments and services include the National Patient Group Direction for the Urgent Supply of Repeat Medicines and Appliances, Community pharmacy Direct Referral to local Out of Hours services and the pharmacy Minor Ailment Service.

The latest figures for NHS Fife’s CPUS activity show an overall increase, with the largest number of items dispensed in October 2009 and April 2010. The increase in these two months most likely attributed to public holiday weekends.
### Just In Case!

Just In Case boxes are for terminally ill patients who are susceptible to a range of symptoms as their illness progresses. The boxes contain medicines which, among other things, are very effective in treating pain and sickness when administered by injection. If the patient has difficulty swallowing, nurses or the GP can administer treatment quickly and effectively.

Just In Case boxes support anticipatory prescribing by having the required medicine available in advance and in the patients home. They should not to be used instead of usual medicines, they are kept as an immediately available back-up if patients are unable to take medicine by mouth. This is especially helpful should drugs be required in the evenings or at weekends.

NHS24 retains records of patients who have been supplied with a JIC box as well as the medicines contained within the box. It is anticipated that the boxes will be of most benefit during out of hours periods and will enable patients to be managed in their own environment without the need for unwanted admission to hospital.

Practices wishing to supply a patient with a JIC box should generate the required prescriptions along with a kardex which will allow community nursing staff to administer the medicines prescribed. The practice should also inform PCES that a JIC box is in place in the patient’s home.

The boxes are distributed via the network of Palliative Care Pharmacies. The JIC box will be sealed with a tamper evident seal to ensure that it is only opened by the appropriate team of healthcare professionals. They will also make sure that the medicines are accounted for and used appropriately. GPs/District Nurses/Specialist Nurses will discuss the use of the JIC box with the patient when they prescribe the medicines within it, in the form of a normal prescription. The prescription will be dispensed by the approved Palliative Care pharmacy. If the box is no longer needed then it should be returned to the pharmacy that supplied it.

### Get Set for Summer

Spring has sprung and summer is just around the corner! Time to get the barbecue out and start thinking about holidays and suntans! However, it’s also the season for sunburn, rashes, bites and stings, not to mention travel vaccinations. The next Just Ask campaign will take place from the end of May.

Branded give-aways for this campaign include beach balls, pens, posters, leaflets and handy stickers (for prescriptions bags etc.), and, as usual, there will be a prize for the pharmacy with the best window display.

The Just Ask campaigns provide Community Pharmacies across Fife an opportunity to inform their customers and patients about the wide range of services they can offer – services that people often don’t know about. The key message from Pharmacy Services is that help is always at hand, all you have to do is just ask.

Pharmacists can advise on a wide range of summer health care topics, from hay fever to sunburn, travel medicine and first aid. They will help with all the minor ailments and can arm people with the various lotions and potions they need to see them through the long, hot months ahead. Whether people have had too much heat, a bad case of sunburn or a nasty insect bite, pharmacies will have the remedy.

Look out for an email asking you to participate in this year’s campaign, and let us know if you would like to take part in the window display competition.

### Series of Fortunate Events II

Get ready for the launch of Season Two of the Series of Fortunate Events – Fife Pharmacy Services innovative series of training events. The aim of the programme is to allow you to learn exactly what you require to further your development and help you with training and educational needs while improving your skills and knowledge to meet the needs of your role within community pharmacy.

Training takes the form of workshop sessions held over a number of months. The 2011 events begin in May and will continue throughout 2011, finishing before NES programme of events commence in October 2011.

Before each event, you will receive a booking form, where you can choose the most suitable date, venue and workshop choices for your development needs.

The Series of Fortunate Events is unique because you choose which training sessions you want to attend (a maximum of 3 during one event). Because the sessions take place over a number of months, you have the opportunity to attend a workshop that you might have missed previously, as a new choice, at the next event.

Workshops are pitched to and relevant to all levels of staff and everyone in the pharmacy team is encouraged to attend. Pharmacists are welcome to attend to support their teams. The Fortunate Events programme aims to make training more accessible, appropriate, relevant and interesting, as well as encouraging you to pursue further training and development.

**Confirmed dates for 2011’s Series of Fortunate Events are:**

- **Thursday 16th June 2011**
- **Thursday 25th August 2011**
- **Thursday 15th September 2011**

To be held within the Education Centre, Victoria Hospital, Kirkcaldy.

Look out for further details and your booking forms.
Stroke is the 3rd biggest killer in Scotland after heart disease and cancer. It claims the lives of 1 in 8 women and 1 in 10 men and leaves thousands more with some form of permanent disability.

But it is not only something that happens to older people. Of the 12,000 strokes that will happen throughout Scotland this year, around 1000 will be people under 55, a 100 of them will be under the age of 30.

There has been a huge change in attitude to Stroke in recent years with a growing understanding that is should be treated with the same sort of urgency as a heart attack because rapid treatment can make a huge difference to the odds of surviving or being left with some form of long term disability.

The latest advertising campaign led by Chest Heart & Stroke Scotland (CHSS) in partnership with NHS Fife, addresses this and is designed to increase public awareness of the symptoms of a stroke and the need to seek help urgently.

The campaign highlights that stroke is a brain attack. You can’t see the damage it causes but emergency treatment can make all the difference to the chances of making the best possible recovery.

The Fife campaign includes the distribution of posters, leaflets and wallet size cards alerting people as to what to watch out for and when to dial 999.

Pharmacies are being asked to target those receiving statins, warfarin, digoxin, blood pressure tablets and aspirin.

The FAST message was developed by leading stroke physicians and focuses on how an attack affects the face, arms and speech. The T represents time to call the emergency services.

To spot the signs of a stroke, just remember the word FAST, where

- F stands for FACE. Can the person smile normally? Does their mouth droop?
- A is for ARM. Can they lift both arms normally?
- S is for SPEECH. Can they speak clearly? and
- T is for TIME. Time to call 999 if any of these signs are present.

Remember - Think FAST and save a life!

For more information visit Chest Heart & Stroke Scotland at www.chss.org.uk
No Butts - Fife Pharmacy Hosts Stop Smoking Conferences

No Smoking Day took place this year on 09 March 2011 with events held across the UK and around one million smokers attempting to quit.

Fife Pharmacy Services organised two very special events leading up to No Smoking Day, sponsored by McNeill and offering a whole host of information and advice to pharmacists and support staff, helping them to improve the No Butts Stop Smoking Service across Fife.

The conferences took place in the Queensferry Hotel in North Queensferry and the Balbirnie Hotel in Markinch. A wide range of topics were covered, including an introduction with information by McNeill, specialist workshops, advice on paperwork as well as an insightful look into the use of carbon monoxide monitors.

Kay Samson, Tobacco Co-ordinator (NHS Fife), Susan Menzies, Support Staff Development Lead and Richard Pohler from McNeill Products Ltd attended both conferences with contributions from Andrea Smith, Lead Pharmacist, Michelle Collinson, Pharmacy Champion, Karen McDonald, Smoking Cessation Worker (NHS Fife), William John, Public Health Pharmacist, Rebecca Robertson, Smoking Cessation Co-ordinator and Karen Smallman, Pharmacist (NHS Fife).

Both events were well attended and the feedback received so far has been excellent!

Dates for your Diary...

CPD (Continuing Personal Development)
Evenings:
Tuesday 19 July 2011
Wednesday 19 October 2011

Series of Fortunate Events II:
Thursday 16th June 2011
Thursday 25th August 2011
Thursday 15th September 2011
Drug Tariff Remuneration & Pt 7, Pt 11 Reimbursement Arrangements

Remuneration and Tariff Pt 7 and Pt 11 reimbursement arrangements for community pharmacy contractors providing pharmaceutical services as included in the Drug Tariff to apply for the year 01 April 2011 to 31 March 2012 are advised in detail in NHS Circular PCA(P)(2011)14. A summary of the key points of these arrangements follows:

• The Global sum plus temporary support package will be maintained at the same level as in 2010-11 (£165.251m).
• The 2010-11 transitional payment regime is being rolled forward, based on dispensing activity over period 01 December 2009 – 30 November 2010.
• The Efficient Purchasing and Prescribing programme has been updated for 2011-12 to reflect a target efficiency saving and the protocol for setting Drug Tariff Pt 7 prices is being amended.
• A new Quality and Efficiency Initiative is being introduced into Chronic Medication Service arrangements – directions will be issued in due course.
• A revised reimbursement clawback scale for proprietary drugs to replace Part 11.
• Of the Drug Tariff reducing the target clawback rate from 6.33% to 6.11%, effective for dispensings from 01 April 2011.
• The clawback rate for Pt 7 items will be re-set to 0 – effective for all dispensings from 01 April onwards.
• Staff training arrangements are extended until 31 March 2012.
• A new allocation of funding for supplementary and independent prescribing clinics from 01 April to 31 March 2012 is available.
• Other payments for the dispensing month of April are to continue in accordance with the rates in force at 31 March 2011, except ....
• Base transitional payments in place at 31 March are effective from 01 April are rolled forward with an adjustment based on the results of the Material Change of Circumstances outcomes for 2010-11 transitional payments.
• Contractors outside the transitional regime who have been on the list prior to December 2006 will transfer to the transitional regime from 01 April 2011. All other contractors outside the regime will be paid in accordance with the shadow fees, allowances and associated uplifts at rates ruling at 31 March 2011.
• A payment supplement for 01 April 2011 – 31 March 2012 will be made to all contractors in receipt of transitional or shadow payments, as well as Essential Small Pharmacy (ESP) contractors in receipt of the ESP allowance at the rate of £420 per month.
• The Material Change of Circumstance arrangements will run with amendments to the detail of operation for a further year, using the same upper and lower thresholds, calculated by comparing outturn for period 01 December 2010 – 30 November 2011 with the immediately preceding 12 month period.
• Progress on the roll out of CMS is under review. Further CMS implementation payments will be announced in due course.
• Due to the abolition of prescription charges, commission to contractors on pre-payment certificates will cease from 01 April 2011.
• The following payments continue at either 2010-11 rates or as previously advised:
  – On- cost allowance for GP10A stock orders remains at 17.5%
  – Influenza vaccine supply payments for 2011-12 season remain as advised.
  – Unscheduled care payment – monthly rate of £105 per contractor.
  – Single infrastructure support payment – monthly rate of £300 per contractor.
  – Public Health Service availability for service – monthly rate of £250 per contractor.
  – Minor Ailment Service – monthly tiered availability for service payment.
  – Payment for model schemes for the frail, elderly, and severe and enduring mental illness were discontinued with effect from May 2010 and incorporated into the continuing payment supplement. All contractors continue to retain the obligation to provide the service.
• Public Health Service patient service payments (for smoking cessation and EHC) continue at present rates until 30 June 2011 pending review.
Chlamydia Service Terminated

The Scottish Government have confirmed the termination of the Pharmacy Chlamydia testing and treatment service as a nationally funded service.

Please note PGD’s 50 and 51 should be removed and destroyed from your community pharmacy.

CIP Payments – New Pharmacies

If you have opened a new pharmacy or have taken over an existing pharmacy from 01 January 2011, NHS Circular PCA(P)(2011)3 gives details of “CIP” payments you are entitled to.

Pharmacy Regulations


Minor Ailment Service - Directions and Service Specifications

The revised directions stated within NHS Circular PCA(P)(2008)17 for the Minor Ailment Service have been revoked and replaced by the new service specification [Annex B] within NHS Circular PC(P)(2011) 6.

These directions clarify who is eligible to register for and use MAS. From April 2011, prescription charges are abolished but there are no changes to who is eligible for MAS. The same groups will continue to be eligible after 01 April. There are no plans to extend MAS to all patient groups.

The Minor Ailment Service patient leaflet is currently being revised. Copies will be distributed to all community pharmacies and GP practices after April 2011. Copies of the old leaflet should be destroyed (recycled where possible).

There are no changes to the existing payment and funding arrangements for MAS.

Public Health Services Claims

In order to claim for public health services, you must use the latest version of the claim form. If you submit an old form it will not be processed. The new form contains a declaration that you have completed and submitted the National Minimum Data Set form to NHS Fife. Forms are available on the Community Pharmacy Scotland website http://www.communitypharmacy.scot.nhs.uk or from NHS Fife.

It is possible for both large multiples and small chains to claim for all their pharmacies on one form.

- New claim forms must be submitted to Moira Hanley, either scanned and emailed or by post by the 9th of the month.
- Do not send scripts or patient information forms.
- Submit PHS CPUS forms to PSD for reimbursement in the normal way.
- Submit National Minimum Dataset forms for NRT patients to your NHS Board.
- Forms must be hand signed. If not, they will not be passed for payment.
- As the CPUS Form is used for PHS and unscheduled care prescriptions, PSD ask that you apply the code 99996 to distinguish.
Congratulations to Niketa Platt on the birth of Cameron James who was born on the 28th February 2011, weighing in at 8 pounds 2oz. Both mum and baby are doing well and enjoying getting to know each other.

Welcome also to Margery Reid, Fife Pharmacy’s new PGD Pharmacist. Margery’s previous roles include working at Great Ormond Street, in Saudi Arabia, a Government Hospital in Kuwait, and at the Royal Hospital for Sick Children in Edinburgh with various roles.

Welcome to Geraldine Smith who joins Fife Pharmacy Services as Lead Pharmacist for Controlled Drugs. Geraldine’s new role involves the delivery of Accountable Officer’s responsibilities for the safe management of controlled drugs across NHS Fife and will also continue in her role at NHS 24 as Senior Pharmacy Advisor. Geraldine is happy to be back in Fife – she began her career as a Community Pharmacist in Kirkcaldy.

Farewell to Lawrence Gove, Head of Pharmacy Services at Victoria Hospital who retired on 31 March 2011. Lawrence began his career with the NHS in 1973, joining NHS Fife in 1985. Lawrence plans to ease himself into retirement, with no major plans for the moment. Friends and colleagues alike wish him well for this new chapter in his life.

Fraser Notman also joins Pharmacy Services as Practice Pharmacist within Dunfermline and West Fife CHP covering 7 practices from Cardenden to Limekilns. Previously, Fraser was a Community Pharmacist, starting his career in Hull at Boots. More recently, Fraser has worked at Dears Pharmacy in Kelty and Lloyds Pharmacy in Cupar.

Another farewell to Martin Jackson, Practice Pharmacist, who retired at the end of March. Martin has worked with Dunfermline and West Fife CHP for 8 years. During that time, he has been a key member of the team, working on IT solutions and developing the electronic formulary for the EMIS GP computer system. Martin’s skills and innovative ideas will be missed by friends and colleagues alike. We wish him all the very best for his future “retirement” although knowing Martin, he will be keeping busy with his artistic interests and property developing!

If you require this newsletter in alternative formats, please telephone 01383 565375.