

Note from the Editor

Welcome to the latest edition of Fife Pharmacy News. Firstly I'd like to wish everyone a Happy New Year and to introduce myself! For the next few months I will be looking after Pharmacy Communications for Natalie Bate, Communications Officer while she continues her maternity leave with new baby Lois.

I've really enjoyed putting together the February edition of Fife Pharmacy News. It's been a real challenge with lots to learn. In January, Fife Pharmacy participated in an open day with Fife Council and Adam Smith College in Leven alongside organisations such as NHS Mental Health, Childsmile, Fife Leisure and Gingerbread. The event gave us the opportunity to promote Fife Pharmacy as well as offer advice to the public on our services.

We have also been part of the "Be Ready for Winter" Campaign, a national "street health" campaign throughout Scotland encouraging people to self-care where appropriate over the winter months.

In this issue, we feature National No Smoking Day which takes place in March as well as further training information and the latest news and events. Look out for our new feature, where we focus on a member of our team to find out more about them and their role within Pharmacy Services.

I hope you'll find the newsletter as interesting to read as it was to produce! Remember, it's your newsletter so please be sure to feed back your comments as well as any issues or features you would like to see in future editions.

Fiona Forsyth, Communications Officer



Local toddler, Gracie Leishman (2½) gets ready for winter at the Mercat in Kirkcaldy

No Smoking Day 2009

No Smoking Day the UK's leading public health campaign. Last year, 1.2 million people took up the challenge and stubbed out their cigarettes on No Smoking Day 2008. In fact, every year over a million people make an attempt to stop, and over 20 per cent still aren't smoking one month later.

The 2009 campaign is keen to impress that quitting is a step by step process which takes commitment and planning. This year's theme has been developed with smokers themselves and focuses on the impact of the credit crunch. The campaign strapline, "take the first step" - is also an invitation to use No Smoking Day to make a lifelong change. It's a reminder that quitting requires commitment and planning.

With the UK leading the world with dedicated stop smoking services, the campaign also provides a great opportunity for smokers to access the expert help and support required to succeed.

Stop smoking services offer free local help to anyone who's ready to stop and in light of the new Pharmacy Contract including stop smoking support, promotional materials for the 2009 campaign are available to all Fife community pharmacies. These can help to promote the day and highlight the stop smoking service.

No Smoking Day is on the 11th of March 2009.

Further information is available from the website, www.nosmokingday.org.uk.



Wednesday 11 March 2009

No Smoking Day

nosmokingday.org.uk



Community Pharmacy Premises Development Programme 2009-10 and 2010-11

Fife has been successful in being awarded funding for 2009-10 by the Scottish Government to assist in the upgrading of community pharmacy premises.

NHS Circular PCA (P) (2007)281 outlined the arrangements for the contract preparation payments for community pharmacy through the development of an action plan for premises. NHS Circular PCA (P) (2008)212 outlines funding at the Board's discretion to complete such projects. NHS Fife has been awarded a sum of money for community pharmacy. Funding for 09/10 will be available for allocation through a bidding process. Please give some thought now to any bids you may like to submit and gather supporting information, including detailed plans, which may be required as part of the application.

Bids will be considered for:

- Provision of waiting area with seating and space
- Provision of private advice/consultation area

- Provision of consultation room
- Provision of treatment room
- Provision of health promotion area
- DDA requirements
- Security arrangements
- Appropriate signage/signposting of services
- Innovative/functional developments to improve access to substance misuse services
- Innovative/functional developments to improve access to other NHS services

Look out for a letter with further information soon.

Smoking Cessation Training Sessions

By the time this goes to press all of the Smoking Cessation events will have been delivered in 3 locations (Kirkcaldy, Dunfermline and Cupar) around Fife.

These sessions were delivered on a two-part basis. The first session looking at Tobacco Use, Brief Advice and CO monitoring, this session was intended for pharmacy staff that would be predominately in a position to raise the subject of smoking with customers. The second part of the training was intended for pharmacy staff who would be delivering the service and covered aspects relating to supporting a client through their quit attempt, Nicotine Replacement Products which are prescribable and the paperwork that supports gathering national data and reimbursement.

The sessions were well received with positive feedback from all respondents. The following are some of the comments from Part I training:

What have you learned?

"How additive cigarettes are".

"Information on how many chemicals are in a cigarette. The medical conditions and cost of these illnesses due to smoking"

"Info on smoking diary, questions about – Do you really want to quit etc. motivational assessment 3 minute advice."

Things you found most valuable and why?

- The statistics relating to areas of deprivation, young people smoking and resistant smokers.
- Health statistics and associated health issues.
- How to choose the right NRT products.
- Motivational issues to support a customer / client.

- Different levels of service – brief advice and supporting a quit attempt.
- How to help and advise someone to stop smoking.

What are the actions you want to take within the next week/month?

- Inform all staff about Smoking Cessation Team.
- Inform customers we are offering smoking cessation.
- Engage with clients.
- Prepare a folder with all the required documentation.
- Promote the service to customers.

What do you need to do next?

- Attend the next training session.
- Learn more about the NRT products that are available.
- Gain confidence using the CO monitor.
- Put into practice.

The numbers of attendees that attended the Smoking Cessation training was overwhelming thanks to all who attended and made the events a success.

Thanks also to colleagues who enthusiastically supported the delivery of these sessions (you know who you are).

Susan Menzies, Lead Technician (Support Staff Development)

Take the first step
No Smoking day

Stop Smoking Pharmacy Services Update

A review of the provision of the pharmacy "Stop Smoking Service" is planned for March 2009.

This interactive evening session will cover the following:

- Appraise the current paperwork / data collection tools.
- Identify areas of innovation and areas for improvement.
- Share best practice.
- Referral to specialist services.

The update session is open to Pharmacists and Support Staff delivering the Stop Smoking Service and will take place on Thursday 26 March 2009 within the Education Centre, Victoria Hospital, Kirkcaldy

The meeting will commence at 7pm with a buffet available from 6.30pm

To register, please call Lou Alexander on 01383 565376 or email: helen.alexander@fahf.scot.nhs.uk.

AMS & PHS Awareness Update

The most recent programme of these awareness sessions runs until March 2009. These events aim to provide an update on the Acute Medication Service and the Public Health Service and explore the ways in which to implement the services as part of normal working practice.

January's two-part session focused firstly on AMS ePay and PSD usage of Electronic Messages, with part two of the event giving an update of Fife Community Pharmacy Services, both core and additional with an overview of the new Public Health Services – Sexual Health (EHC, Chlamydia) and Smoking Cessation.

Further training is scheduled to take place later this year and will be detailed in the new Training Programme document.



January's awareness session

Wednesday 11 March 2009
No Smoking day
nosmokingday.org.uk



Smoking Cessation Paperwork Update

Below is a quick guide on stop smoking paperwork and where/when this should be submitted.

Minimum Data Set (MDS)

Send to your CHP Administrator

Kirkcaldy and Levenmouth

Smoking Cessation Administrator, Randolph Wemyss Memorial Hospital, Wellesley Road, Buckhaven, KY8 1HU.

Dunfermline and West Fife

Smoking Cessation Administrator, House 2, Lynebank Hospital, Dunfermline, KY11 4UW.

Glenrothes and North East Fife

Smoking Cessation Administrator, Ladybank Clinic, Commercial Road, Ladybank, KY15 7JS

CPUS

Practitioner Service Division (PSD)

Claim Form (Annexe E)

Practitioner Service Division (PSD) by 7th of the month

NRT Voucher

Send to your CHP Administrator
(addresses as above)

New role for Evelyn McPhail

I took up the post of Director of Pharmacy on the 1st December 2008. The post will provide long term strategic and clinical leadership for pharmacy and will strategically integrate pharmacy into NHS Fife but also regionally and nationally. I intend to establish a Pharmacy Board, which will build on the work of the Senior Pharmacists Group, and will be the main strategic group for pharmacy in Fife. Currently, I am meeting with a range of senior managers and clinicians within NHS Fife and nationally to introduce the role and agree joint working arrangements.

I will also continue as Chief Pharmacist for the Community Health Partnerships, including community pharmacy and will continue with the same role as before. I will be delegating some of the aspects of the Chief Pharmacist post over time to allow me more time for the work of the Director's post.

I look forward to continuing to work with you all and look forward to continuing to develop pharmacy within NHS Fife and ensure the delivery of high quality pharmaceutical care to all our patients in Fife.

Evelyn McPhail, Director of Pharmacy

Alcohol Awareness Week – Update

Back in October "Fife Pharmacy News" reported that nine Fife Pharmacies were supporting Alcohol Awareness Week (AAW) and hosting a counsellor from Fife Alcohol Support Services for a session during the week.

Joint working with other agencies is a new concept for most pharmacies and feedback was sought from the counsellors and pharmacies involved. It was found that approximately 150 - 160 people met a counsellor during the event and most received verbal or written information of benefit to them. Counsellors considered themselves more effective in pharmacies where there was space for them and when pharmacy staff also became involved. They also appreciated those pharmacies that had advertised their session.

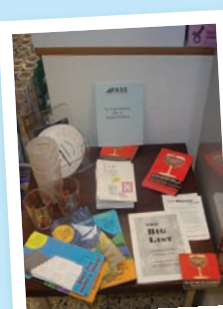
On the whole they found the experience enjoyable, and quite different to their usual work. Response from the pharmacies was similarly positive, noting that the counsellors who approached customers and got them chatting were the most effective. All parties were willing to repeat the experience, with some "fine tuning" to increase the success.

There were also some fantastic window and counter displays put up in support of AAW.

Many thanks to all those who attended the training events and participated in the week. A great deal was learned from these events about the information and materials required to support alcohol awareness.

Funding is being sought nationally for a randomised controlled trial of screening and brief interventions for alcohol misuse. It is hoped that this will provide the evidence required to enable a community pharmacy alcohol misuse service to be commissioned.

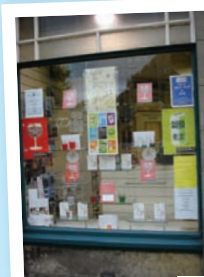
Liz Hutchings, Senior Pharmacist in Substance Misuse



The display in Boots, Dunfermline



Counsellor at Boots, Cos Lane



Lundin Links Window Display



Counsellor at Rowlands in Dalgety Bay

MEET THE PHARMACY CHAMPIONS

The role of the Pharmacy Champions as introduced by the Scottish Executive Health Department (SEHD) aims to support the delivery and roll-out of the Community Pharmacy Contract. Each Champion has their own expertise within the contract areas which they use to help and support others within community pharmacies. Following his success in winning the The Scottish Pharmacist of the Year Award, Raymond Kelly, Pharmacy Champion for North East Fife was presented with a special gift by Director of Pharmacy, Evelyn McPhail. Raymond scooped the top prize for the variety of work he is involved in including supplementary prescribing at the local GP surgery where he runs a hypertension clinic. He also acts as one of three CPD facilitators in Scotland.



Ray Kelly is congratulated by Director of Pharmacy, Evelyn McPhail



The Champions—Susan Hill, Martin Jackson, Aileen Gadd, Raymond Kelly, Fiona Eastop and Dawn Balfour (left to right)

FOCUS ON... Wendy Mitchell, Pharmacy Technician

Wendy Mitchell is a Pharmacy Technician working at McIntyre's Pharmacy in the Cadham Centre in Glenrothes. Wendy joined McIntyre's in September last year. Wendy is no stranger to Fife Pharmacy News – she appeared back in December 2006 after winning the Pharmacy Technician of the Year award.

At McIntyre's, Wendy's job as part of the support team is essential to the smooth running of the pharmacy. Wendy has an excellent understanding of community pharmacy and provides both accurate and professional customer service and advice. Her substantive experience enables her to deal with complex patient and customer enquiries. However, as Wendy explains, the pharmacist is always on hand for help and support if necessary.

On a daily basis, Wendy is involved in processing prescription requests and verifies that all information is complete and accurate. She maintains storage and security conditions for drugs and assists customers by answering their questions, locating items or referring them to the pharmacist for further medication information.

Since joining McIntyre's, Wendy has been involved in coordinating the Compliance Support Initiative. With 50 patients on this scheme, she ensures that the storage, handling and administration of the system run correctly. She has also been able to establish and maintain patient profiles, producing lists of medications taken by individual patients. In addition, Wendy manages the administration aspects of methadone supply to patients and ensures that the prescribed dose and quantity is correct.

Ordering, labeling and counting stock of medications, chemicals, and supplies, and entering appropriate inventory data are also all part of Wendy's remit as well as receiving and storing incoming supplies, verifying quantities against invoices, and informing of stock needs and shortages. Another of Wendy's specialties is the supply and set up of oxygen therapy services and the related administrative functions. Wendy also delivers other medications and pharmaceutical supplies to patients where necessary.

Wendy says her favourite aspect of her job is communication,

"I like being able to make a difference whether it's for the patients benefit or in keeping paper work (which has grown enormously!) up to date. I also enjoy being involved with the new pharmacy contract."

Wendy's communication skills are put to good use with her involvement in the pharmacy's minor ailment service (MAS) and smoking cessation service.

Wendy has a key role in helping patients to stop smoking, and can provide assessment and monitoring within the pharmacy. Wendy offers support, advice and encouragement to her patients, and with National No Smoking Day taking place in March, Wendy's skills in this area are sure to be in demand.

A further challenge which awaits Wendy is the Electronic Prescription Service. Wendy has undertaken all appropriate training in this area and says, "I plan to stay focused to make sure this system is up and running correctly. It should be implemented around February or March this year".

"Other new services are the Acute Medication Service (AMS) and Chronic Medication Service (CMS), and like many other Technicians, I'm a bit apprehensive, but I'm sure after a while we'll all wonder how we worked without it. Nobody likes change but I'm getting prepared and will be ready for it."

In her spare time, Wendy enjoys keeping fit and spending time with her husband and four children. Wendy's daughter, Vicky plans to follow in mum's footsteps and also works as a Pharmacy Technician in Fife.

Wendy attributes her success in community pharmacy to her drive, enthusiasm and her empathy with patients. She is also proactive in keeping abreast of new developments and ensures she has undertaken all appropriate training. Wendy says, "As a Registered Checking Technician there are more and more opportunities to use newly developed skills and make a difference to patients." She's always looking ahead,

"Pharmacy is always changing – you're never bored when you work in Pharmacy!"

Many thanks to Wendy Mitchell for being the first to appear in this new feature.

If you would like to be featured, please contact Fiona Forsyth, Communications Officer (Pharmacy), Pentland House, Lynebank Hospital.



Farewells and Congratualtions

Welcome to Helen (Lou) Alexander, Administrative Assistant who joined Pharmacy Services in December 2008. Lou replaces Sandra Barclay who retired, also in December 2008.

Lou has a wide administrative background and joins Pharmacy Services from the Meat Hygiene Service in Edinburgh.



Community Pharmacy launches new Training Document

The Pharmacy Services Team has been busy delivering training sessions to support community pharmacy services. As training is ongoing, we've launched a new booklet. This will be distributed on a bi-annual basis and include all planned training and awareness programmes with dates, venues and a brief outline of the aims of each session with learning outcomes and course content.

Types of training included are; Smoking Cessation, Sexual Health, AMS and PHS as well as Prescribing Pharmacists reviews and training.

