Hello and welcome to your Pharmacy Champions Spring/Summer Newsletter. Where is the year going?! We hope that you will take some time to read the articles below for updates on what’s going on across Lothian in Community Pharmacy.

The Champions Team

**Quality Improvement- What’s New For 2018?**

In December 2017 each contractor received a payment of £1600 in advance of undertaking the following two activities:

- **Completion of Safety Climate Survey and development of an action plan.**
  
  The Safety Climate survey can be accessed [here](#) and an action plan template is available [here](#).

- **Participate in NSAID care bundle interventions**
  
  Each pharmacy should have received a toolkit from Health Improvement Scotland. The toolkit contains all QI tools required to carry out the NSAID interventions. The materials should be used to:
  
  o Deliver a bundle of three safety messages each time an NSAID is prescribed or purchased between 1st June and 30th September 2018
  o Collect small samples of data about how consistently the messages are delivered: the suggestion is weekly data collection to allow continual reflection on practice and improvement
  o Track improvement in delivery of the three messages over time.

The emphasis is on communication as a pharmacy team in delivering these three messages.

Remember, it’s all about gradual improvement and you don’t have to achieve 100% on 1st June!

A feedback form must be completed and retained locally for the purposes of any future payment verification checks (Annex B of the PCA).

Annex C of the PCA needed to be completed by each contractor (or on behalf of each contractor by a head office if applicable) by 30th April 2018 to confirm that they will undertake these two activities. There is an electronic declaration available at [www.cps.scot/QI2018](http://www.cps.scot/QI2018).

Both activities must be completed by 30th September 2018.

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**Upcoming Event**

- 30th May- RPS local event- Stress Management
Pharmacy First- The Story So Far
Pharmacy First was launched in November last year. Our aim is to have all 182 contractors signed up in the very near future. NHS24 systems now allow appropriate patients to be referred to community pharmacy for treatment of uncomplicated UTI and impetigo. NHS Lothian is providing NHS24 with updated lists of all pharmacies which are able to deliver the service.
The latest figures from the submitted claim forms show that in April there were 433 UTI consultations resulting in 322 supplies of trimethoprim and 73 impetigo consultations resulting in 62 supplies of fusidic acid cream. In order to support further analysis of the data and on-going service development, the claim form has been reviewed to capture both in-hours and out-of-hours consultations. The new claim form is available to download from the community pharmacy website and should be used from April onwards.

Out of stock medicines- some advice
When a medicine is required urgently for a patient and is out of stock with your wholesaler, what steps can be taken by the community pharmacy team to ensure continuity of supply for the patient? Remember, there is a difference between manufacturing issues and wholesaler out of stock situations.

- Does your wholesaler have a date for the medicine coming back into stock?
- Has the pip code of medicine changed due to a change in pack size?
- Is the supply issue due to a specific wholesaler out of stock or a national manufacturer cannot supply (MCS)?
- Can medicine be obtained from another wholesaler? Ask another pharmacy to order it for you if their wholesaler has it in stock and either borrow or direct patient there
- Does manufacturer have a supply available for urgent prescriptions? If so, order direct and charge through wholesaler – no need to open up an account
- Does manufacturer have a date for release of new stock for MCS issues?
- When does the patient actually require the medicine? Medicine may come back into stock before they run out
- Is there a generic version of the medicine?
- Can GP prescribe an alternative licensed medicine if needed urgently?
- If no alternative licensed product available, is there an equivalent clinically appropriate unlicensed product available?
- Have you advised surgery of MCS issues?
- For long term MCS issues, liaise with local GP surgeries

Taking the above steps should negate the need for patients having to visit numerous pharmacies trying to obtain an urgent medicine.

Serial Prescriptions-are you ready?
The Practice Based Pharmacists in Lothian are beginning to work with GPs to generate serial prescriptions for appropriate patients.

You may start to see serial prescriptions being generated from surgeries that haven’t done so in the past.

To prepare for this, please make sure that you have reviewed your serial dispensing SOP and are aware of how to process a serial prescription on your PMR.

There are PMR guides available on the Community Pharmacy website by clicking http://intranet.lothian.scot.nhs.uk/Directory/PharmacyServices/Pages/CommunityPharmacy.aspx
Welcome to Aileen – our team project manager

We would like to welcome to the community pharmacy development team our new project manager, Aileen Boags. Aileen has many years experience in community pharmacy, initially working as a pharmacy manager then latterly as an area manager with Lloyds.

Aileen joined us in January and will work closely with Dawn, Hazel and the champions to support community pharmacy teams across NHS Lothian, and help review and develop services.

Palliative Care Network

The Palliative Care Network consists of 22 pharmacies with an equitable spread throughout Lothian. These network pharmacies all keep an agreed list of palliative care drugs in stock and the pharmacists and their teams provide specialist palliative care advice and information to other community pharmacists and other health care professionals when required.

In addition 8 of these network pharmacies provide an out of hours service, providing supply and advice at weekends, nights and public holidays to ensure access to medicines and advice 365 days a year, 24 hours a day. There is also a commitment by the on call pharmacists to provide urgently needed medicines to patients in the community out of hours, for example, insulin and anti-convulsants.

If you are unable to dispense an urgent palliative care prescription in the time required to meet the patient’s needs please contact the nearest network pharmacy to organise supply to the patient. Patients and carers should never be sent from pharmacy to pharmacy looking for urgent medicines on the Palliative Care Stock List.

List of network pharmacies, stock list and much more can be found on:
http://www.nhslothian.scot.nhs.uk/Services/Pharmacies/CommunityPharmacy/Pages/PalliativeCare.aspx

Have you seen these?

The below important communications have been sent out since the last newsletter:

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<thead>
<tr>
<th>TOPIC</th>
<th>SENT BY</th>
<th>DATE</th>
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<tbody>
<tr>
<td>Pharmacist IP (electronic prescribing)</td>
<td>Dawn Owen</td>
<td>05/12/17</td>
</tr>
<tr>
<td>Unscheduled Care</td>
<td>Dawn Owen</td>
<td>17/01/18</td>
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<tr>
<td>PCA(P)2018(2) (Quality Improvement)</td>
<td>Veronique Athukorala</td>
<td>07/03/18</td>
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<tr>
<td>NES funded IP common clinical conditions course</td>
<td>Dawn Owen</td>
<td>15/05/18</td>
</tr>
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The Community Pharmacy Development Team has a new inbox! Please contact us at cpdt@nhslothian.scot.nhs.uk with any queries and one of us will get back to you as soon as we can.