QUIT YOUR WAY
Smoking remains the principal cause of preventable illness and early death in Scotland. The new year is a time when many people may decide to quit for good.

Pharmacies are reminded that they should keep working with their local community, patients and the public to support people to stop smoking.

Remember .. Go to your Pharmacy First
Pharmacy First consultations are increasing each month across Fife in community pharmacies with nearly 90% of these for the UTI service.

Pharmacy First allows patients to access free advice and/or treatment for uncomplicated Urinary Tract Infections in women and Impetigo.

When healthcare advice is required, remember Pharmacy First.

Should you require more posters, please contact: Fiona Forsyth (fionaforsyth@nhs.net) or call 01383 565375
**UNPLANNED CLOSURES**

Advice and actions for community pharmacies

On occasion, due to exceptional circumstances out with your control the pharmacy may have to close for a portion of the day. It is essential that if the pharmacy is unexpectedly closed for more than 30 minutes you inform NHS Fife Primary Care Department with the reason for the closure.

Whilst we would not anticipate that this happens regularly, if you are in one of the following situations, please follow the advice below:

**SITUATION:**

**Unable to open the pharmacy at the start of the day**

**ACTIONS REQUIRED:**

- Inform local GP surgeries and other local Community Pharmacies that you are unable to open.
- If there is a member of staff in the pharmacy, ensure a sign is placed clearly on the window/door signposting patients to the nearest open pharmacy.
- Use your individual business continuity plan to ensure that all instalment and dosette patients are informed and have arrangements made for their medications.
- Complete and e-mail template (http://intranet.fife.scot.nhs.uk/uploadfiles/publications/UNPLANNED%20CLOSURES%20IN%20COMMUNITY%20PHARMACY%20Nov%2018%20WJ.docx) to Primary Care Department.

**SITUATION:**

Pharmacy was open but is closing early OR closed for portion of the day

**ACTIONS REQUIRED:**

- Have all ORT patients had their daily dose? If not, every effort must be made to contact the patient. If you are unable to do this, the prescriber must be informed that their medication has not been collected for that day.
- Have all instalment prescriptions (including dosette trays) been collected/delivered or patients notified of the period of closure?
- Which other community pharmacies in the area are still open? Does this provide an adequate pharmaceutical service?
- Have you informed the local GP surgeries of closure?

**ACTIONS REQUIRED:**

- Inform prescribers of any ORT patients who have been unable to collect their daily dose ahead of closure.
- Display a notice signposting patients to the nearest open pharmacy.
- Complete and e-mail appropriate template to Primary Care Department - Fife-UHB.PrimaryCareAdmin@nhs.net.

**SITUATION:**

Pharmacy is unable to open OR is closed for a portion of the day at the weekend

**ACTIONS REQUIRED:**

- All actions as above.
- Details of the closure to be sent to the following two e-mail addresses:
  - Fife-UHB.pces@nhs.net
  - nhs24providerupdates@nhs24.scot.nhs.uk
- Complete and e-mail appropriate template to Primary Care Department - Fife-UHB.PrimaryCareAdmin@nhs.net.

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**During Christmas:**

**Take Stock this Christmas**

NHS Fife’s Waste Campaign

This Christmas, NHS Fife continues to highlight the costs involved as a result of over-ordering of medicines, particularly on repeat prescriptions, or continuing to order medicines no longer needed. Prescriptions may be free but medicines are not. Over a year wasted medicines can cost NHS Fife around £2.1 million, which could be used to fund other health services. Everyone can make a real difference and this Christmas, we’re asking you to keep thinking about how to help reduce medicines waste by:

- Checking what medicines a patient already has before ordering more
- Asking patients to check their bag of medicines before leaving the pharmacy or on delivery, and hand back any they don’t need
- Informing GP practices about medicines that patients no longer order or collect
- Checking all medicine returns from care homes are appropriate and feedback if they are not

**Keep on Taking Stock this Christmas**

Thanks for all your hard work in supporting the campaign so far!
Out of Hours Urgent Care
- Talk before you walk

In 2016, Fife’s Health and Social Care Partnership began a review of how out of hours urgent care is provided to develop a system that would ensure safe, effective and sustainable services across Fife.

After two years of analysing data, developing services and consulting and engaging with staff, communities, community groups and organisations, the Integration Joint Board agreed a new model of care in June 2019.

What do we mean by out of hours urgent care?
This is care that is provided when the GP surgery or pharmacy is closed. This might be for chest infections, urinary tract infections, district nurse care for someone receiving palliative care at home, a child with a high temperature that is not reducing with the medicines you have at home or a minor injury.

What’s changed?
From 4 November 2019, a more flexible, integrated and multi-disciplinary team approach was implemented to work from three centres, supported by home visits.

How to access urgent care out of hours
- To ensure everyone gets seen by the right person and in the right place, patients should talk before you walk and call NHS 24 (111 – free number) first.

Do You Know Who To Turn To?

With illness and injury it’s vital to know who to turn to for the right medical assistance. Choosing the most appropriate service ensures that patients receive the best treatment in the shortest possible time and also helps NHS services to run more efficiently.

The "Know Who To Turn To" website (https://intranet.fife.scot.nhs.uk/uploadfiles/publications/KWTT%202016%20Page%20Booklet%20Final.pdf) provides excellent advice and will help patients to select the best service for their needs when they are unwell or are injured.

Most of the time, the most appropriate care is received from your Local Pharmacist, GP Practice or self-care.

It’s important to remind patients that Accident and Emergency and 999 services should only be used when people are seriously ill or injured.
Over the coming festive holiday period, GP surgeries will be closed for four days.

If patients find themselves unprepared when their GP surgery is closed, they may not know that their local community pharmacy could help.

There are a few hints and tips you can advise on how to ensure people are prepared:

- **Plan ahead** - find out who lives near you and travels to the same place of work. Consider sharing travel arrangements and make sure you know who the key-holder for the pharmacy is - do they live nearby?
- **Always tell someone where you are.**
- **Be prepared** - carry emergency equipment in your car, e.g warm clothing, sturdy footwear, a mobile phone (and charger), food and drink and an overnight bag. Make sure you have supplies of any medication you are taking.
- **Regularly assess any risks involved travelling to and from work (use the media for this).**
- **Inform your manager/pharmacist as soon as possible of any travelling difficulties you might face.**
- **Maintain regular contact with your manager/pharmacist and colleagues during the adverse weather.**
- **Be prepared to work from an alternative base if required.**
- **Consider the possibility of whether you would be able to continue working after your agreed hours to help support patients and provide services.**

Does your organisation have a Business Continuity Plan in place? This can be a valuable document which sets out what you need to do in an emergency situation.

Community pharmacies can help during Out of Hours, and particularly over weekends and public holidays.

When GP practices are closed over public holidays, advise patients to:

- **Ask the pharmacist for health advice on a range of treatments.**
- **Visit www.nhs.inform.co.uk for self-care health advice, local health services, emergency dental information and pharmacy opening times.**

Advise only to call NHS 24 Urgent Care Services (111) if they can’t wait until the GP practice re-opens.

Over the coming festive holiday period, GP surgeries will be closed for four days.

If patients find themselves unprepared when their GP surgery is closed, they may not know that their local community pharmacy could help.

There are a few hints and tips you can advise on how to ensure people are prepared:

- **Keep a well stocked first aid kit and medicine cabinet over the festive season.**
- **If they take repeat medication, make sure they have plenty to cover holiday periods.**
- **If they run out of medicine - ask them to seek advice from a pharmacist first, if possible.**
- **If they need advice or treatment for a minor illness, recommend the Minor Ailment Service.**

Extreme weather conditions can cause major challenges for Pharmacy Services and our ability to provide vital services to patients. Are you prepared for a spell of severe weather winter? Would you be able to keep patients updated on any delays with the provision and/or delivery of their medicines? Or could you help patients to obtain their medicines through alternative means?

Here are some things to consider in the event of extreme weather this winter

- **Plan ahead** - find out who lives near you and travels to the same place of work. Consider sharing travel arrangements and make sure you know who the key-holder for the pharmacy is - do they live nearby?
- **Always tell someone where you are.**
- **Be prepared** - carry emergency equipment in your car, e.g warm clothing, sturdy footwear, a mobile phone (and charger), food and drink and an overnight bag. Make sure you have supplies of any medication you are taking.
- **Regularly assess any risks involved travelling to and from work (use the media for this).**
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