Walking the Walk!
Fife Pharmacy HSCP Management Team

cross sector working

The Fife Pharmacy Health and Social Care Partnership Management Team “walked the walk” recently by shadowing colleagues from some very different areas of the pharmacy service.

The exercise proved to be a “real eye opener” giving a great insight into the different parts of the service. Fiona Forrest, Lead Pharmacist (West Division) commented, “We all really enjoyed it and learned so much from the experience. So much so, that we plan to repeat this on a regular basis with others throughout the single system pharmacy service.”

During a feedback session after the exercise, key comments were:
- Eye opener to see what goes on in different parts of our service
- Proud to see the contribution which our profession makes to patient care
- We can learn so much from each other across different sectors
- Benefits of staff working across different sectors

A big Thank You to everyone who took part!

From the Editor .. Welcome to the latest edition of the Fife Pharmacy News. This issue is packed with features including: a feature on Cross Sector Working, Update on Specials, Pharmacy Champions and much more! Also in this issue is a festive pull out section with a wealth of information on winter health - perfect for the holiday season ahead! As always, if there is anything you would like added to future issues please contact me on 01383 565375 or at fionaforsyth@nhs.net.

Fiona, Communications Specialist
The Medicines Management Team recently presented some of the achievements made around Specials/Unlicensed Medicines. We would like to share some of these with Community Pharmacies and thank you all for contributing to these achievements over the years. As you can see below, the reduction in spend on Specials since 2014 has been tremendous!

### Clawbacks

We can’t talk about Specials without mentioning clawbacks. Since the clawback process was implemented in 2015, NHS Fife has recovered £420,556 in unauthorised payments. While there has definitely been an improvement in compliance with the authorisation part of The Scottish Government Reimbursement of Specials process, the number of clawback letters issued seems to have remained the same. We believe that this is something that can be improved with a bit of support, education and perseverance. NHS Fife would ultimately prefer not to issue clawbacks and we are sure the feeling is mutual about receiving them! But how do we go about tackling this? Let’s have a look at some of the numbers…

Thanks to the cooperation of Community Pharmacies when NHS Fife authorises lower prices than requested, we managed to avoid spending an additional £211,734 in 2018/2019!

#### Types of Clawback Letters sent from January to April 2019

NHS Fife has five main types of letter which can be issued to inform of the intention to clawback. The green, purple and blue segments represent situations where authorisation was not sought. As you can see this makes up the majority of the chart. In these situations, NHS Fife is initiating a clawback because:

- the item should have been ordered from an NHS Manufacturing Unit at a lower price
- the item would have been authorised at a lower price had authorisation been sought
- the item would not have been authorised and alternative advice would have been given

Obtaining authorisation before ordering a Special is so important; when the Health Board and contractor communicate we can manage everyone’s expectations and ensure that there are no surprises when reimbursement is made.

The most common type of letter issued (the red section) is due to contractors being reimbursed a higher price than was authorised. Most of the time this is due to a lack of endorsement. Generally pharmacies have ordered the item at the authorised price, but when there is a lack of endorsement PSD will use an “on file” price to reimburse the prescription, this is often a higher price than was authorised.

A lack of endorsement is the main cause of clawback for every type of letter issued.

Let’s take the same example of clawback letters from January to April this year and take a closer look at the endorsing:

As you can see, the majority of prescriptions do not have sufficient endorsing. The “SP XXXX” endorsement must be used in the electronic message and paper copy of the prescription to ensure that correct payment is made.

Items which commonly miss this endorsement include Riboflavin Tablets & Capsules, Metolazone Tablets, Omeprazole Suspension, Levomepromazine 6mg Tablets, Megestrol 40mg Tablets, Liothyronine 5mcg Tablets and various unlicensed liquids.

These are just a few examples, every prescription for a Special not included in Parts 7S/U of the Scottish Drug Tariff must be endorsed with a price and submitted with a copy of the invoice to ensure correct payment is made.

By improving endorsement of Specials we can reduce the number of clawbacks significantly.

We hope you will be on board with continuing the amazing work we have achieved so far. As ever if you require any help or support please call Rebecca Creighton on 01383 565 397.
NHS Fife Pharmacy Champions support community pharmacists and their staff in defined geographical areas. They regularly visit pharmacies in their area to offer support.

Your Local Pharmacy Champion is Listed Below
If you have any questions or feedback on the services provided in your pharmacy, call or drop them an email.

Amanda Dellar  07807 646 624
amanda.dellar@nhs.net
Boots - Cowdenbeath, Crossford, Boots - Kingsgate, Well - Douglas St, Well - Abbeyview, Well - St Andrews St, Alderston, JBB Dick, Lloyds - Bellyeoman, Willow, Well - Elliot St, Lloyds - Duloch

Colin Cossar  01383 843617
colincossar@nhs.net
Aberdour, Charlestown, Asda - Halbeath, High Valleyfield, Lindsay & Gilmour - High St, Lindsay & Gilmour - The Cross, Kincardine, Dears - Oakley, Well - Rosyth, Rowlands - Rosyth

Allan Shields  07977 469 251
allanshields@nhs.net
Boots - Lyon Sq, Cadham, Boots - Cos Lane, Lloyds - Glenrothes, Superdrug - Glenrothes, Lomond - Kinglassie, Leslie, Omnicare - Leven, Markinch

Naseem Sadiq  01592 772797
Naseemsadiq@nhs.net
East Neuk, T&K Brown, Anstruther, Crail, Davidsons, Elie, Leuchars, Pittenweem, Lloyds - St Andrews, Boots - St Andrews, WM Morrison - St Andrews, Rowlands - Tayport

Alex Stuart  01592 652209
alexandrustuart@nhs.net
Kirkcaldy pharmacies.


VACANCY

Focus on Hazel Close - New Lead Pharmacist - Public Health and Community Pharmacy
Hazel began her role earlier this year after initially joining the Fife Pharmacy team in 2018 as PGD Pharmacist. Hazel’s career began in community pharmacy before joining NHS 24 as a Regional Pharmacy Advisor where she stayed for 12 years, providing expert pharmaceutical advice to the public and medical professionals.

Hazel’s current focus within public health and community pharmacy is to help expand the work of Community Pharmacists in Fife as well as promoting their role within public health. Hazel’s aim is to help improve the health of patients and the public by ensuring community pharmacies are accessible to everyone as a first point of call for health advice and appropriate treatment.

Contact Hazel at: hazel.close@nhs.net.

Minor Ailment Service (MAS) Formulary
the new MAS formulary available to use now:

NHSnet - Reminder
NHSnet should be used as the main form of communication in pharmacies. Please check inboxes regularly (twice daily for shared mailboxes). Contact Gillian.McGregor1@nhs.net for information on how to access shared mailboxes and any additional access requests. Remember, all patient identifiable information should be sent via NHS mail - this is the only safe method.

The best way to communicate with Fife Pharmacy Services is by using your community pharmacy nhs.net generic email address. This is efficient, faster and secure as well as being easy to read and process.
Award Success for Fiona Allan .... Outstanding Member of Staff

Congratulations to Fiona Allan who won the 2019 NHS Fife Outstanding Member of Staff Award recently. A fantastic achievement and very well deserved, the award reflects Fiona’s outstanding contribution to patient care. Scott Garden, Director of Pharmacy described Fiona as "An inspirational role model for the pharmacy team". Well Done!

Meet Sarah Macfarlane
New Specialist Pharmacist in Substance Misuse

Say hello to Sarah Macfarlane who joins the Fife Pharmacy team as SPISM Pharmacist. Sarah spent the early part of her career working in community pharmacy before moving on to NHS Primary Care. Always looking for a new challenge, Sarah has had interest in substance misuse from her early days as a Community Pharmacist and is looking forward to multi-professional working with partners such as Addiction Services and Fife Alcohol and Drug Partnership within the community to help reduce the impact of substance misuse in Fife. Contact Sarah at: sarah.macfarlane2@nhs.net.

A Hair Raising Donation!
Karen Welsh (Education and Training Administrator) has donated 10 inches of her hair to the Little Princess Trust - a charity providing free, real-hair wigs for young cancer sufferers and children/young people experiencing the devastating effects of hair loss.

Karen’s hair donation will be used to make a wig for a child/young person. Since 2006, the Little Princess Trust have supplied over 8000 wigs to children and young people and invested around £5 million into ground-breaking childhood cancer research. Well Done Karen!

Congratulations, Welcomes and Farewells!

Welcome to Louise Hislop - new Practice Pharmacist (East Team). Also to Ainsley Mullen, Pharmacy Assistant (Care Home Team) and Briana MacKerron joining the Kirkcaldy cluster as Senior Practice Pharmacist. Welcome back to Caroline Wood, rejoining the West Team (South West cluster). Welcome also to Sarah Macfarlane - Specialist Pharmacist in Substance Misuse (more above).

Congratulations to the Pharmacy Technician Team (see above) and to Michelle Jackson who took the main stage at the SP3AA event to showcase the work of Pharmacy Support Workers in care homes. Well done to all who displayed their posters! Congratulations also to Mary Thomson as she takes up a new post as Medicines Management Nurse.

Congratulations to Senior Practice Pharmacist Judith King on the birth of baby Magnus and well done to Siobhan McGuinness, Senior Practice Pharmacist (South West cluster) on her secondment as a Scottish Pharmacist Clinical Leadership Fellow.

Farewell to Pete Buckner, who moved to NHS Tayside as Clinical Lead and to Elaine Masterton who leaves us for a new role with Boots.