Pharmacy First Launches

On the 29th July 2020, the Minor Ailment Service which began in 2006, was replaced by the new NHS Pharmacy First Scotland service.

So far, the launch has gone well for everyone, however please get in touch if we can support you with any aspect of the new service.

The Pharmacy First info hub on the CPS website is a great source of help and information too:


We’ve added more information to the Fife section of the Community Pharmacy SHOW website too, including consultation forms that you might find useful to fill out with the patient ahead of inputting the information into the PMR.

There’s also a short video for patients and members of the public starring Pharmacy Champion, Alex Stuart (more on page 3).

It would be great to hear your feedback, so please don’t hesitate to get in touch and let us know how your are getting on.
**Pharmacy First**

Following the launch of the service, and with the help of Community Pharmacy Scotland, we’ve put together some of the most popular Pharmacy First FAQ’s. We hope you find these helpful.

**What qualifies as a consultation?**
A consultation is where the pharmacy team assesses a patient’s symptoms and recommends a course of action.

**Does the patient have to attend the pharmacy in person for a consultation?**
No - each case should be assessed on its own merit, applying professional judgement to make a decision on what is appropriate.

**If the patient presents with more than one condition, does the count as multiple consultations?**
No - this would count as a single consultation. Remember – it is not the outcome that NHS Pharmacy First places the value on, it’s the consultation.

**Is there a set payment for each pharmacy?**
Each pharmacy receives exactly the same base payment each month. Contractors who exceed a set number of consultations will receive a proportion of an activity pool of funding directly in proportion to their activity.

**Should patients in care homes be treated differently, with the care home staff relaying their symptoms?**
This is the same as where a patient is not present. You should use professional judgement as to whether it is appropriate to supply or not.

**Is the Pharmacy First service linked to CHI numbers?**
Yes. CHI numbers are required to ensure tracking of a patient’s eligibility, i.e. Scottish resident, GP etc. and for claiming purposes. Unknown CHI numbers can still be looked up via the PCR.

**Can EHC be prescribed through the Pharmacy First service?**
No. EHC will continue to be prescribed through the Public Health Service as it is now.

**Do products still need to be labelled?**
Yes.

For more information, visit the Pharmacy First Info Hub. This contains everything you need to know to stay up-to-date with information and changes before they happen. From webinars to information on how NES will be supporting the delivery of the service, including dates for all upcoming events.


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**www.nhsfife.org**

**NHS Fife Launches New Website**

Over the last year, following patient and service users feedback, NHS Fife’s communications team have developed a new website to meet the needs of patients and the general public in Fife.

The new site launched at the beginning of September and includes a wealth of information about NHS Fife and the services/departments provided.

Information on all aspects of pharmacy can be found on the web site with a specific section on community pharmacy including a postcode search to find your nearest pharmacy, a snapshot of Fife Pharmacy’s twitter feed and a focus on the Pharmacy First service.

The launch of nhsfife.org also signals the end of the NHS Fife Community Pharmacy for professionals web pages. However all relevant information is now held within the SHOW Community Pharmacy Website (www.communitypharmacy.scot.nhs.uk/nhs-boards/nhs-fife/) and the new staff based app, StaffLink (more on page 3). If you have any information you would like to see included on SHOW or would like to comment on the new site, please contact: Pharmacy Communications (Fiona.forsyth2@fife.nhs.scot)
Lights, Camera, Action!
Spotlight on community pharmacy with new videos

Community pharmacy has been the focus of two new NHS Fife videos recently.

Part of a series talking directly to the public to prepare for what to expect as part of the new working norms across NHS Fife, the videos feature both acute and community within the areas of Children, Secondary Care, General Practice, Consultant/Surgical, Dentistry and Pharmacy. Alex Stuart, Pharmacy Champion and Pharmacist with the team from St Clair Pharmacy in Kirkcaldy are our stars, focusing on the community pharmacy message with a summary of what is different following the covid-19 pandemic.

Alex also took part in the new Pharmacy First video for NHS Fife, giving information to patients and the public on the new service which launched at the end of July. Many thanks to Alex for taking part. You can watch both videos via the links here: New Normal - Changes to pharmacy services (https://youtu.be/VxUoqwKFkt4) Introducing Pharmacy First (https://youtu.be/lD1t9cc12-SN)

To sign up:
Visit nhsfife.joinblink.com, click on:
• ‘My Team is on Blink’
• ‘Use Email Address’
• Enter your NHS Mail details

StaffLink will be available on your NHS Fife laptops and desktops, just look for the icon. Once you’re signed up you can download the app to your own devices.

For help and further information, contact Fife-UHB.stafflink@nhs.net

Sign up to StaffLink
The best way to stay connected

It’s never been more important to stay connected with the latest organisational news, information and guidance. The new NHS Fife staff app, StaffLink, can help you do just that. StaffLink is for all NHS Fife staff, including community pharmacy.

StaffLink ensures that you have all of the important information you need at your fingertips, whether you are at work or home. You’ll also be able to access key guidance and documents quickly and easily.

The app is secure and free to use, and is easily accessible on your work or personal smart phone, tablet and desktop.

StaffLink is expanding rapidly to provide a comprehensive platform to access news, guidance and documentation relevant to all aspects of pharmacy in Fife.

It can also allow you to communicate with your colleagues, individually and in groups.

If you haven’t already done so, sign up is easy. Most staff will access StaffLink through their NHS mail address.
NEW - Serial Prescribing Campaign

Serial prescribing is the ability for general practice to issue prescriptions for 24, 48 or 56 weeks via the MCR (Medicines Care and Review) service (previously CMS) as part of the NHS Pharmacy Contract.

Join the Campaign
We’re currently engaged in a campaign to increase our numbers of serial prescriptions in Fife and are asking all community pharmacies to get involved by liaising with GP practices to identify and sign up patients to the MCR service. GPs can authorise and issue prescriptions which last for 24, 48 or 56 weeks where the patient is prescribed and is taking stable, repeat medication. Prescriptions can be cancelled electronically at any time.

Benefits to Community Pharmacies
Community pharmacy teams are able to support people with long-term conditions by:

- Identifying and prioritising risk from medicines
- Minimising adverse drug reactions
- Addressing existing and preventing potential problems with medicines

Serial prescribing also provides continuity of care for patients with structured follow-up and interventions where necessary. It offers an added safety measure, whereby the prescription can be completely cancelled if the patient’s tests results show any concerns.

Benefits to GP Practices
Include reduced administration time in generating prescriptions, signing of prescriptions and less repeated patient encounters. As such, more and more practices are seeing the benefits of serial prescribing.

Next Steps...
We’re here to help so please get in touch if you have any questions. You can contact us at - Fife-UHB.PharmacyServicesAdminTeam@nhs.net.

NHS Fife Community Pharmacy Flu Vaccination Service 20/21
We are delighted that 64 community pharmacies are participating in the NHS Flu vaccination service this year. The service should be actively promoted to the “care at home” social care staff for whom community pharmacy is the first choice provider. All other patients should attend their pre-arranged clinic appointment. The participation fee for NHS Fife’s community pharmacy flu vaccination service will increase from £150 to £250 and the per vaccination fee will increase from £7.67 to £8.27. NHS Fife will honour this increase and a new service specification does not need to be signed. Full information on the service can be found here (https://www.communitypharmacy.scot.nhs.uk/nhs-boards/nhs-fife/flu-202021/) including the new PCA regarding the national fee.

NEO 360 Training
For training on the NEO 360 system which will be used for recording the NHS vaccinations please see the information here (https://www.communitypharmacy.scot.nhs.uk/media/3449/neo-360-training-information.pdf) on how to book on to a session. Please scroll through September for available dates.

COVID Guidance
The Primary Care COVID guidance has been updated and can be found here. There is now a COVID section on the Fife pages of the Community Pharmacy SHOW website here (https://www.communitypharmacy.scot.nhs.uk/nhs-boards/nhs-fife/covid/).

Community Pharmacy Staff Testing Protocol
The Staff testing protocol has been updated and can be found here (https://www.communitypharmacy.scot.nhs.uk/nhs-boards/nhs-fife/covid/covid-staff-testing/). The main change is that the symptom criteria now align with national criteria for testing, but there are some other updates so please take a moment to look over the document.