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Meet the team

Anne Shaw



What is your current role? Primary Care Manager – Pharmacy & Optometry
How long have you worked in NHS AA? I will have been with NHS A & A for 37 years this August
What roles have you previously held? I have always worked in Primary Care (started 1986 as a temporary Clerical Officer in Ophthalmic for 3 months and still here!)
What's the best bit of your job? Mmmm – that's a difficult question – looking after two contractor groups is challenging but the best bit is probably seeing services come together from an idea to a full blown implemented service
What do you do to relax outside of work? - I like doing jigsaws, reading books (not kindle – I am a dinosaur!!) and spending time with my dog, Oscar who was my work buddy during lockdown when I started working from home.

Stat of the week....

Unscheduled Care – Supplies from Community Pharmacy

Urgent supply of medicines via the national unscheduled care PGD is a vital service to support patients and the wider NHS. We have this week communicated the new public messaging regarding turnaround times for prescriptions and we hope that the increased awareness around patients ordering in advance of medicines running out will reduce the demand for emergency supplies due to delayed prescription processing.

On average, 9300 supplies are made through pharmacies in A&A every month!

The current version of the PGD is V29 and can be found on the Community Pharmacy website [here](#)

Also, please remember that the PGD specifies that the patients GP practice MUST be informed each time a supply is made under the PGD.

COMMUNICATIONS SUMMARY

Mon 20th:

Tues 21st: CP MEMO - Methylphenidate

Wed 22nd: CP MEMO – prescription turnaround times

Thu 23rd: DRUG ALERT - MHRA EL (23)A/04 (Lemsip)

Friday 24th:

Lloyds Pharmacy -
Auchinleck

SUCCESS STORY

Our story this week comes from Paula at Lloyds Pharmacy who has been smoke free herself for over two years. Paula has been using her own experiences to help support the patients of Auchinleck to stop smoking.

One particular patient, who has two little girls, has successfully been through the programme and popped in to the pharmacy to tell Paula with the money she had saved that she had been able to take her girls on holiday.

Nice to hear the support we provide in community pharmacy can have such a positive impact on our patients! Keep up the good work!

The smoking cessation programme has been available for many years in community pharmacy. Not only are there many health benefits from quitting smoking it can also have a positive impact on a person's finances.

Please share your success stories with the community pharmacy team for inclusion in future editions of

Weekly Script!

Key Messages

Unlawful Activity Reported - Cold Calling Vulnerable/Elderly - Nomad Delivery Charges

We have received a report from one of our community pharmacy colleagues in Fife advising that one of their patients, (89 Yr old male on an MCA/Nomad™) was contacted today by someone claiming to be from his community pharmacy.

The person said the purpose of the call was because the pharmacy would now have to charge for his deliveries. The person making the call was polite and very believable and was requesting bank details from the patient for ease of future payment.

Luckily the patient's daughter was present, she hung up and called the pharmacy to check. The pharmacy confirmed it was a fraudulent call.

The patient and the pharmacy have individually reported this incident to Crimestoppers. We would recommend that any Ayrshire and Arran pharmacy experiencing a similar situation, should also make a report to Crimestoppers so that the situation can be monitored.

7 Day prescription turnaround messaging

Please see below a REPEAT of the documents attached to the memo issued on Wednesday 22nd

KEY COMMUNITY PHARMACY CONTACTS

CP Team	Community Pharmacy Administration	aa.cpteam@aapct.scot.nhs.uk	01292 513846
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The information contained in this communication is issued on the understanding that it is the best available from the resources at our disposal and the opinions expressed are those of the authors and do not necessarily reflect Ayrshire & Arran Patient Services' policy

PRIMARY CARE CONTACTS

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GENERAL ENQUIRIES EMAIL: aa.cpteam@aapct.scot.nhs.uk

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Dear community pharmacy team,

Following consultation with the NHS A&A Pharmacy contractors committee and the GP Sub-committee an agreement has been reached to standardise the time taken to turn around requests for **REPEAT PRESCRIPTIONS** in primary care. (This refers to time taken between patient ordering their medication and the items being ready to collect from community pharmacy). It has been agreed that 7 days is the time scale that will be communicated to our citizens with the aim of reducing pressure and unnecessary work load associated with locating prescriptions that are in the system at a specific point in time.

The drivers for this piece of collaborative work between general practice and community pharmacy are:

- The seven days allows 72 hours for GP practice (as per A&A prescribing policy) and 72 hours for community pharmacy for the vast majority of repeat requests.
- Prescribing and dispensing are important processes which take time - this will help ensure our clinicians in general practice and community pharmacy can carry out the necessary checks required and are able to manage their workload more effectively across the week.

The message below will be circulated to the citizens of Ayrshire & Arran via the board's social media channels. Posters will be printed for (optional) display in general practice and community pharmacy premises.

Public Messaging

NHS Ayrshire and Arran has agreed to move to a standardised time frame for ordering of repeat prescriptions. Our clinicians prescribe and dispense around 9 million prescription items each year. This seven day turn around will ensure they have the required time to undertake necessary checks to ensure the safe prescribing and dispensing of your medicines.

This change will commence on Monday 20th February 2023. We are asking for support from our citizens to do the following:

1. *Please now allow seven days from initially ordering your repeat prescription to collecting your medication at your community pharmacy*
2. *Order all of your required prescription items at the same time.*
3. *If you are on regular medication for a long term condition ask your GP practice or community pharmacy if a serial (longer term) prescription would be suitable for you.*

Points to note

- If a patient's prescription is ready before the 7 days then they can collect when convenient, you might, for example, use a text service to let patients know their prescription is ready.
- If a patient presents before 7 days and their prescription is NOT ready, please do not let the patient go without medicine. Their script could be expedited or an urgent supply made if appropriate. Please take the opportunity to educate the patient and give them the advice slip attached to help.
- Synchronisation of a patient's prescriptions reduces the workload for all of the primary care team and makes the process easier for patients. Liaise with your local surgery teams as required to facilitate the synchronisation of medicines for patients.
- Please speak to the GP practices from where you collect prescriptions and agree how URGENT prescriptions will be identified to ensure acute/urgent prescriptions are identified for dispensing.

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