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### MEET THE TEAM – Laura Gill



What is your current role? Digital Services Facilitator

How long have you worked in NHS A&A? 25 Years!

What roles have you previously held? I initially started as a temporary clerical officer for 3 months and was lucky to pick up a permanent post as a secretary moving onto a Facilitator and here I still am. The post of Community Pharmacy IT Facilitator started in 2004 to rollout the ePharmacy Programme; Minor Ailments Service, AMS and CMS. The role has evolved over the years and moved to be part of Digital Services where we have a wider team of facilitators that cover all areas of Primary Care Contractors and Community Services.

What's the best bit of your job? I enjoy the diversity of the role and the people I work with. It's challenging, and interesting covering a wide aspect of IT system related services for Primary Care Contractors. And a few others bits n bobs along the way....

What do you do to relax outside of work? I enjoy catching up with family and friends, reading, walking my dog and adventures in my caravan always somewhere new to see.....

### Stat of the week – Pharmacy First PLUS

We now have 27 pharmacies across the Ayrshire & Arran pharmacy network delivering pharmacy first PLUS services. It's fantastic to see so many of our community pharmacists embracing this service to enhance patient care in the community. There are more prescribers set to qualify over the coming weeks and months so, if this is you, please liaise with your senior pharmacist or community pharmacy to ensure you are set to deliver pharmacy first plus if this is your intention after qualifying as an IP!

### COMMUNICATIONS SUMMARY

- **Tuesday 2<sup>nd</sup> May**  
Circulars x 2:  
PCA 18 HRT PPC's  
PCA 19 Extension to  
SSP's

### SUCCESS STORY

Gallagher Pharmacy

Central Ave. Ardrossan

This week in Gallagher Pharmacy Central Avenue Ardrossan a patient came in who had travelled from Edinburgh on route to Arran. Their child had a burst ear drum and they had attended a local surgery who could not see them. Louise our IP pharmacist assessed the patient and was able to prescribe them with antibiotics and painkillers so they could enjoy their holiday and didn't have to return home to Edinburgh. The patient and his parents were very grateful for her prompt help.

This is a great example of the fantastic service and care that our community pharmacies provide not only to our citizens in Ayrshire & Arran but also to tourists visiting our fantastic destinations! Well done and thank you to the team in Gallaghers for sharing this story!

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

## Key Messages



### NHS 24 – Communication with Pharmacies

#### NHS 24 to share triage information with community pharmacy

NHS 24 currently send a contact record (a summary of each clinical assessment and rationale for triage) to the majority of partners when passing a caller on for further assessment or advice. This practice will now extend to include community pharmacies from 16th May or shortly afterwards dependent on NHS 24 system downtime arrangements. This means a copy of the NHS 24 contact record will soon be routinely sent to the community pharmacist, for information only, whenever NHS 24 comes to a 'Contact Pharmacy' outcome. A copy of that contact record will also be sent to the caller's own GP practice at the same time, again for information only.

The contact record will be sent by secure NHS email to an open community pharmacy of the patient's choosing, and will be delivered directly into the pharmacy's secure NHS Clinical Mailbox. The sharing of this information means the pharmacist will have the background to why NHS 24 has triaged the caller to a pharmacy, and provide useful background information to support the pharmacist's own clinical assessment of the individual or provision of medicines and health advice.

Remember that should you need to discuss the care of the person or refer them for medical assessment, the 'professional to professional' line to the local GP out of hours service should always be used (A&A = 01563 545575). The person should not be referred back in to the 111 service. If you are the Responsible Pharmacist, please ensure you have access the NHS Clinical Mailbox when on duty.

The sharing of relevant clinical information between NHS 24 and community pharmacy will hopefully support the delivery of care closer to home in the right place, right time, first time.

An example of the NHS 24 contact record you will receive is shown in appendix 1 of this Weekly Script.

KEY COMMUNITY PHARMACY CONTACTS			
CP Team	Community Pharmacy Administration	<a href="mailto:aa.cpteam@aapct.scot.nhs.uk">aa.cpteam@aapct.scot.nhs.uk</a>	01292 513905/513833
Iain Fulton	Principal Pharmacist, Community Pharmacy, Public Health & SA HSCP	<a href="mailto:iain.fulton@aapct.scot.nhs.uk">iain.fulton@aapct.scot.nhs.uk</a>	01292 513831 / 07977 941048
Alyson Stein	Senior Pharmacist, Primary Care & Community Pharmacy (North)	<a href="mailto:Alyson.stein@aapct.scot.nhs.uk">Alyson.stein@aapct.scot.nhs.uk</a>	
Kirstie Church	Senior Pharmacist, Primary Care & Community Pharmacy (East)	<a href="mailto:Kirstie.church@aapct.scot.nhs.uk">Kirstie.church@aapct.scot.nhs.uk</a>	
Sharleen Bell	Controlled Drug Inspection Officer	<a href="mailto:Sharleen.bell@aapct.scot.nhs.uk">Sharleen.bell@aapct.scot.nhs.uk</a>	01292 513822
Alex Adam	Specialist Pharmacist in Substance Misuse	<a href="mailto:Alexander.adam@aapct.scot.nhs.uk">Alexander.adam@aapct.scot.nhs.uk</a>	07557 083093
Fiona Knight	Specialist Palliative Care Pharmacist	<a href="mailto:Fiona.knight@ayrshirehospice.org">Fiona.knight@ayrshirehospice.org</a>	01292 269200
Laura Gill	Facilitator, Digital Services	<a href="mailto:Laura.gill@aapct.scot.nhs.uk">Laura.gill@aapct.scot.nhs.uk</a>	01292 513742
PRIMARY CARE CONTACTS			
Anne Shaw	Primary Care Manager, Pharmacy and Optometry	<a href="mailto:Anne.shaw2@aapct.scot.nhs.uk">Anne.shaw2@aapct.scot.nhs.uk</a>	
GENERAL ENQUIRIES EMAIL: <a href="mailto:aa.cpteam@aapct.scot.nhs.uk">aa.cpteam@aapct.scot.nhs.uk</a>			

*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.*

## Appendix 1: Example of NHS 24 contact report

### NHS24 CONTACT REPORT

**PCM ID:** 80002781

**CHI:**

**Surname:** ADULT

**Forename:** HASHTAG

**DOB:** 13.05.2004

**Gender:** F

**Caller :** Self

**Date/Time Call Received:** 03.05.2023 14:24:00

**Date/Time Call Completed:** 03.05.2023 14:30:09

**Address:** 1 Springhill View  
KILMARNOCK  
KA1 2XF

**Current Location:** 1 Springhill View  
KILMARNOCK  
KA1 2XF

**Phone Number:** 07593123456

**Phone Ext.:**

**GP:**

**Special Directions:**

**Temporary Resident:** YES

#### Call Classification:

#### CALL SUMMARY:

##### FINAL ENDPOINT:

Contact chosen Pharmacist

##### REASON FOR CALL / RELEVANT INFORMATION:

THIS IS A TEST PLEASE DO NOT ACTION

##### OUTCOME:

Pt advised to contact Pharmacist - For Information Only

<b>Confirmed Symptom(s):</b>

- Medication enquiry - not overdose
- Prescription enquiry
- Caller wants advice on how to access medication
- Caller ran out of their regular and repeat medications
- Do you know the Pharmacy you are attending: Yes

<b>Symptom(s) not found:</b>

- No fever

<b>Risk Factor(s):</b>

- No travel outside Europe in last 21 days or to an affected country

<b>Call Detail(s):</b>

- Clinical supervision not used

#### PAST MEDICAL HISTORY:

#### NOTES:

03:05:2023 14:29:23 PPLANCT4 THIS IS A CALL TAKER NOTE (TEST)

#### Support Line Notes: