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MEET THE TEAM – Linzi Milligan



What is your current role?

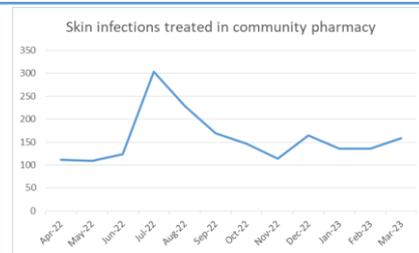
IP Pharmacist Manager at Rowlands Pharmacy  
Member of the CPHB A&A contractors committee  
Member of the APPC

How long have you worked in NHS A&A? Since June 2017, almost 6 years now.

How long have you worked in community pharmacy? 13 years.

What's the best bit of your job? I have a real passion for education and feel very lucky to be an educational supervisor for the Foundation Pharmacist programme, Post Registration Foundation Pharmacist programme and the Vocational Training Foundation Programme for Pharmacy Technicians. I find it really inspiring to work with people to develop their skills and practice. Working in community pharmacy can be challenging but it is full of variety and great for building relationships with patients. It is especially rewarding to see the impact that community pharmacy services can have on our local communities by providing great patient care.

What do you do to relax outside of work? I spend time with my friends and family, I like to bake and cook in my spare time and love to travel.



**Stat of the week – Pharmacy First: Skin infections**

Unsurprisingly we see a peak in skin infections treated in pharmacies over the summer months. With June being just around the corner we would encourage all pharmacy teams to familiarise themselves with the proforma and PGD which can be found on the A&A section of the CP website.

COMMUNICATIONS SUMMARY

- **Friday 5<sup>th</sup> May** – Quit your way clinic information
- **Tuesday 9<sup>th</sup> May** – SG letter – face mask withdrawal.  
**URGENT CLASS 1 recall – Emerade**
- **Wednesday 10<sup>th</sup> May** – MEMO x 2 Potassium iodide returns / Emerade recall
- **Thursday 11<sup>th</sup> May** – Class 3 medicines alert - Gemcitabine

**GOOD NEWS STORY**

**Alloway Pharmacy - Ayr**

This week a patient handed in a load of goodies for the team at Alloway after their ACT went above and beyond to help! An item was missed off a surgery Rx and upon delivery the patient realised it wasn't there and had absolutely none left. Unfortunately we had no stock, but my ACT phoned (every) pharmacy in Ayr/Prestwick and the last pharmacy we phoned had the stock. Our delivery driver went to collect the stock and we did a "swap" of stock and were then able to deliver this to the patient via the urgent care service.

The patient was so grateful and Susan (pharmacy manager) was so proud of the staff member for taking the time to do this for the patient and sorting it within the pharmacy network. Great work Team Alloway – and Thanks for sharing!

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

### Face masks – guidance for healthcare settings

The **Scottish Government** this week published a letter signaling their **intent** to withdraw current face mask wearing guidance for health and social care settings as of the **16th of May**. [You can read this letter here](#).

#### Repeat communication – Emerade MEMO (This was sent to you clinical mailbox on Wednesday 10<sup>th</sup> May)

## MEMO

**To:** All A&A Community Pharmacies

**From:** Iain Fulton - Principal Pharmacist Primary Care and Community Pharmacy

**CC:** Kirstie Church, Alyson Stein – Senior Pharmacists: Primary and community care

**Date:** 10<sup>th</sup> May 2023

**Re:** Emerade drug recall (Patient level, class 1)

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Dear pharmacy team,

Yesterday (Tuesday 9<sup>th</sup> May 2023) you received notification of a class 1 (patient level) drug recall for Emerade auto injectors.

GP practice colleagues are in the process of contacting all patients who have had these prescribed and advising on next steps. The standard letter being issued is copied below for your information. Please note in particular the points highlighted in blue and ensure your team are prepared to counsel on the use of alternative devices and also ready to accept patient returned Emerade injectors for destruction.

#### Letter to patient (NB this information may alternatively be given via telephone call)

Dear Patient,

#### **Re: Medicines recall – Emerade Auto-Injector:**

Please find enclosed letter from the Medicines and Healthcare Products Regulatory Agency regarding the recall of Emerade 300 and 500 microgram auto-injector pens.

We note from our records that you were prescribed this product. A replacement prescription has been issued for you for an alternative brand of adrenaline auto-injector. Once you have obtained two replacement devices, please return any unused Emerade 300 and 500 microgram pens to your local community pharmacy for disposal.

Please note different brands of adrenaline auto-injector pens may require a different administration technique. Please ask your community pharmacist to explain how to use the new device.

Yours sincerely,

KEY COMMUNITY PHARMACY CONTACTS			
<b>CP Team</b>	Community Pharmacy Administration	<a href="mailto:aa.cpteam@aapct.scot.nhs.uk">aa.cpteam@aapct.scot.nhs.uk</a>	01292 513905/513833
<b>Iain Fulton</b>	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
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<b>GENERAL ENQUIRIES EMAIL: <a href="mailto:aa.cpteam@aapct.scot.nhs.uk">aa.cpteam@aapct.scot.nhs.uk</a></b>			

*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:**