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MEET THE TEAM – Siobhan McGrath



What is your current role? I am a pharmacist and the pharmacy manager in Gallaghers Pharmacy – Central Avenue in Ardrossan.

How long have you worked in community pharmacy? I started working in community pharmacy when I was still at school so that's 18 years now!

What's the best bit of your job? For me, it's knowing that I have helped someone! Sometimes it's the simple things we do every day such as making emergency supplies or being there to speak to patients. Of course we also make significant interventions but all of these, small or not make huge differences to our patients and I love the feeling I get when I get to help someone!

What do you think about the future of community pharmacy? It's exciting! As the number of community pharmacist prescribers increase (I'm patiently on the A&A waiting list) the number and variety of services offered in our setting will undoubtedly increase. I'm looking forward to being able to offer more advanced services and further enhance the care we provide to our patients in the community.

What do you to relax outside of work? I really enjoy eating out with friends and family (with the occasional glass of wine too). I also love spending time with my children!

STAT OF THE WEEK - NHS A&A HOSPITAL DISCHARGE SERVICE (PILOT)

We now have 65 of our 98 pharmacies signed up to this service and are still hoping that those pharmacies who have not will sign up and join the pilot service for the remaining 3 months. There have been 12 patients through the community pharmacy pathway thus far and we hope for many more as community pharmacies go live with the service. Feedback from all involved remains overwhelmingly positive with the patient experience and enhanced relationships with community pharmacy teams being the highlights!

If you have not yet signed up, see below for information on the Lunch and Learn sessions next week or reach out to your senior pharmacist for primary and community care who will be happy to guide you through the process.

COMMUNICATIONS SUMMARY

- Wednesday 14th – From Clinical PCT: 2023/24 service specifications for local enhanced services. Sign up's required.

GOOD NEWS STORY – GALLAGHER PHARMACY – CENTRAL AVE

Siobhan (introduced above) shared this good news story from her pharmacy this week:

Last week we had a patient on holiday from the Dumfries area who had forgotten to bring her regular medicine. She called in on the 'off chance' that we could help her before she embarked on the 2 hour trip home to collect her medicine....and of course we could! She was really grateful for our help and that this allowed her to carry on enjoying the Ayrshire sunshine!

The patient and their family returned twice more during their holiday to access more services from our pharmacy and dropped in before going home with some chocolates for the team to say thanks for all the help and allowing them to make the most of their holiday by helping look after them!

Key Messages

URGENT F.A.O Palliative care network pharmacies

We have been made aware of an issue where a palliative care network pharmacy did not have stock of a required item from the product list. On investigation it turned out that the pharmacy were using an old list. The CURRENT palliative care network stock list is below for your information and can also be found in all JIC (just in case) bags. Please ensure you have stock of the listed products and adhere to the extended list if this applies to your pharmacy.

Palliative care drugs stocked per Network Community Pharmacy

Drug	Quantity
Alfentanil 500microgram/ml 2ml injection *	10 amps
Alfentanil 5mg/ml 1ml injection*	10 amps
Clonazepam 1mg/ml 1ml injection (unlicensed) *	10 amps
Cyclizine 50mg/1ml injection	20 amps
Dexamethasone 3.3mg/1ml injection	10 amps
Diamorphine 5mg injection	5 amps
Diamorphine 10mg injection	5 amps
Diamorphine 100mg injection*	5 amps
Diclofenac 75mg/3ml injection*	10 amps
Furosemide 50mg/5ml injection*	10 amps
Glycopyrronium 200mcg/1ml injection	10 amps
Haloperidol 5mg/1ml injection	10 amps
Hyoscine Butylbromide 20mg/1ml injection	20 amps
Levetiracetam 500mg/5ml injection *	10 amps
Levomepromazine 25mg/1ml injection	20 amps
Lorazepam 1mg tablets (scored, blue Genus brand for sublingual use – prescribe as 'Lorazepam for sublingual use')	28 tablets
Metoclopramide 10mg/2ml injection	20 amps

Midazolam 10mg/2ml injection (note: this is the only strength / ampoule size which should be prescribed and dispensed for palliative care)	20 amps
Midazolam buccal liquid 10mg/2ml pre-filled syringes (Buccolam®) *	4 syringes
Morphine sulphate injection 10mg/1ml	20 amps
Morphine sulphate injection 30mg/1ml	10 amps

Octreotide 500microgram/1ml injection *	5 amps
Oxycodone 10mg/1ml injection	20 amps
Oxycodone 20mg/2ml injection	20 amps
Oxycodone 50mg/1ml injection	10 amps
Oxycodone 5mg/5ml oral solution	250ml
Phenobarbital injection 200mg/1ml *	10 amps
Water for injection 2ml	20 amps
Water for injection 10ml	20 amps
Sodium chloride 0.9% injection 10ml	20 amps

*Extended Release etc.

***Extended list kept at:**

South: Morrisons Ayr, Boots Dalrymple Street Girvan, Toll Pharmacy Prestwick & Willis Templehill Troon.

East: Boots, King Street Kilmarnock, Morrison Kilmarnock, Lloyds Townhead Street Cumnock & Doon Valley Pharmacy Dalmellington.

North: Superdrug Largs, Boots East Road Irvine, Well Pharmacy Beith & Brodick Pharmacy, Arran.

All pharmacies should stock the purple lines and extended list should also have those highlighted green.

We ask that ALL network pharmacies review their current stock in line with the list and ensure you are holding the stock required as per the service specification for our palliative care network.

Fiona Knight	Specialist Palliative Care Pharmacist	Fiona.knight@ayrshirehospice.org	01292 269200
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F.A.O Boots Pharmacies

We have 2 MS teams sessions for Boots pharmacy teams this week covering the Hospital discharge pilot service (Trauma & Orthopaedics) these can be accessed via the following MS teams links that have also been sent to your clinical mailboxes. All members of community pharmacy teams are welcome to attend. You only need to attend one of these sessions.

https://teams.microsoft.com/l/meetup-join/19%3ameeting_M2ZmYzE2MmItYjNmMC00YmI5LWJlNzItYmEwNDM5NWNkMTVi%40tread.v2/0?context=%7b%22Tid%22%3a%2210efe0bd-a030-4bca-809c-b5e6745e499a%22%2c%22Oid%22%3a%227051ccc7-e61e-4c1f-b127-ef0cddfede8%22%7d

Lunch & Learn – Hospital Discharge Service

The sessions above are 'open' and therefore any member of any pharmacy team in A&A can join the session if you missed the training session at the launch of the service. This will be especially helpful if you have yet to sign up for this innovative service pilot.

If you are unable to join either of the live sessions then you can watch back on Vimeo via the following link:

<https://vimeo.com/808739445?share=copy>

PMR updates – new national hay fever service

We are aware that some PMR systems have updated the UCF menu to include options for the new national hay fever service that is due to launch soon. The launch of this service has been delayed due to the ongoing contract negotiations between CPS and The Scottish Government. Rest assured that the relevant circulars etc. will be sent to you in due course along with everything you need to operate this new service. There is no further action required for now.

NHS NSS Practitioner Services Customer Satisfaction Survey 2023

NHS NSS Practitioner Services are keen to know how they are performing and how you feel about the services they provide. Understanding how much you know about the changes that affect you, and what your priorities and concerns are, will help them target improvement and continue providing the best possible service to you. Their annual survey is currently live and your feedback is greatly valued - please use the link below:

<https://forms.office.com/e/6JsLW790jn>

The survey closes on 30 June 2023. If you have any questions, comments or feedback about the survey please don't hesitate to get in touch with Anna Rist, Customer Experience Manager at

anna-maija.rist2@nhs.scot.

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