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MEET THE TEAM – Gail Turnbull



What is your current role? I am the Principal Pharmacy Technician for East health and social care partnership.

How long have you worked in pharmacy? I have had various roles within the world of pharmacy which includes many years working as a Pharmacy Technician in community pharmacies across Ayrshire & Arran. I have worked for the NHS for 9 years undertaking the role of a GP Practice Pharmacy Technician and Care at Home Pharmacy Technician, before moving to my current role as Principal Pharmacy Technician over 3 years ago.

What is the best part of my job? My role involves supporting and developing pharmacy teams across care homes, care at home and GP practices and seeing the impact the teams can make to patient care across these settings is what I really enjoy about my role.

What do you do to relax outside of work? I love spending time with friends and family, walking my dog whilst listening to a good podcast and converting my campervan.... The latter probably being more stressful than relaxing!!!

STAT OF THE WEEK – SMOKING CESSATION

In the last year, community pharmacies in Ayrshire & Arran has set over 1300 quit dates for people who have wished to stop smoking! The success rate of patients reaching a 4 week quit has risen from 28% to 34% within this time!

All pharmacies within Ayrshire & Arran should have had a visit from the Quit Your Way team over the last 4 months to support with further education and training within this service. If you need any additional support with smoking cessation within your pharmacy, please don't hesitate to contact your Senior Pharmacist for Primary & Community Care or Quit Your Way.

Never underestimate the power of talking to patients about smoking cessation when serving them at the counter or handing out a prescription– it may just trigger a quit attempt!

COMMUNICATIONS SUMMARY

- Tues 20th June – From Clinical PCT: Protected Learning Time (PLT) June/July 2023
- Thurs 22nd June – From Clinical PCT: CP Claims Form (Latest return date 5th July 2023)

GOOD NEWS STORY – LAWTHORN PHARMACY, IRVINE

Following a visit from QYW to deliver further training and education and a new Smokerlyser, the team at Lawthorn Pharmacy have had a number of recent successes with smoking cessation, supporting several patients to successfully stop smoking following completion of the 12 week programme.

One particular success was a patient who had been supported by Jean. The patient had never attempted to stop smoking before but with Jean's support managed to successfully stop by week 7 of the programme! The patient really valued the support and encouragement from Jean and continued to attend the pharmacy right up until when the programme finished at week 12. In this period, the patient continued to feel motivated from having periodic CO readings and linking in with the pharmacy on his weekly progress. To this day, the patient has continued to stop smoking and regularly updates the pharmacy of his progress and how much money he has saved when attending for his monthly prescription. Well done Jean!

Key Messages

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.

KEY COMMUNITY PHARMACY CONTACTS

CP Team	Community Pharmacy Administration	aa.cpteam@aapct.scot.nhs.uk	01292 513905/513833
Iain Fulton	Principal Pharmacist, Community Pharmacy, Public Health & SA HSCP	iain.fulton@aapct.scot.nhs.uk	01292 513831 / 07977 941048
Alyson Stein	Senior Pharmacist, Primary Care & Community Pharmacy (North)	Alyson.stein@aapct.scot.nhs.uk	
Kirstie Church	Senior Pharmacist, Primary Care & Community Pharmacy (East)	Kirstie.church@aapct.scot.nhs.uk	
Sharleen Bell	Controlled Drug Inspection Officer	Sharleen.bell@aapct.scot.nhs.uk	01292 513822
Alex Adam	Specialist Pharmacist in Substance Misuse	Alexander.adam@aapct.scot.nhs.uk	07557 083093
Fiona Knight	Specialist Palliative Care Pharmacist	Fiona.knight@ayrshirehospice.org	01292 269200
Laura Gill	Facilitator, Digital Services	Laura.gill@aapct.scot.nhs.uk	01292 513742

PRIMARY CARE CONTACTS

Anne Shaw	Primary Care Manager, Pharmacy and Optometry	Anne.shaw2@aapct.scot.nhs.uk	
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GENERAL ENQUIRIES EMAIL: aa.cpteam@aapct.scot.nhs.uk

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