

CONTENTS

Meet the team
Elaine Sharp

Communications
Summary

Local Services
Sign Up
PCA2023(P)24
Levenorgestrel
PGD
Doxycycline PGD

Stat of the Week
Sexual Health

Good News story

Boots Portland Rd

This week's key
messages:
UCF Updates

MEET THE TEAM – Elaine Sharp



What is your current role? Accuracy Checking Pharmacy Technician and Store Manager Boots Portland Rd Kilmarnock.

How long have you worked in pharmacy? Too long, I remember having to write out labels! I have been working in pharmacy for 25 years. I have done a number of roles over the years in a variety of stores in Kilmarnock. I have been based in Portland Rd for the last 5 years and have built great relationships with the community.

What is the best part of my job? I really enjoy looking after my patients. It has been wonderful to see the evolution of pharmacy through the years and see the positive impact this can have. I look forward to the next thing that allows quicker, easier access to care for the citizens of Ayrshire and Arran. I also love a cuppa and a chat with any visitors that come in..... the kettle is always on!

What do you do to relax outside of work? My two young grandchildren keep me on my toes, I love spending time with them! I also enjoy getting out and about and going somewhere nice for lunch.

STAT OF THE WEEK – SEXUAL HEALTH

More than 1 million sexually transmitted infections (STIs) are acquired every day worldwide, the majority of which are asymptomatic.



Community pharmacy can play a vital part in supporting the reduction and treatment of STIs and associated drug resistance through offering established pharmacy sexual health services. These include C Card, chlamydia testing, Hep B vaccination and signposting to local sexual health services. Further information on these services is available via www.communitypharmacy.scot.nhs.uk

COMMUNICATIONS SUMMARY

- Friday 23rd
 - Clinical PCT – Local Pharmacy Services Sign Up 2023/24
 - Clinical PCT – Quarterly Complaints Quarter 1 April – June 23
- Tues 27th
 - Clinical PCT – PCA23(P)24
 - CP MEMO – Levenorgestrel PGD
- Wed 28th CP MEMO Doxycycline PGD

GOOD NEWS STORY – BOOTS PORTLAND RD

A patient who is known to suffer from dementia found her way to the store, she had driven in her car. Whilst in branch she was getting very distressed about her medication – supplied via MDS from the pharmacy. There was also an added complication that came to light, the patient had left her dog in the car and this was during the weeks where we had some very hot weather! The team leapt into action. A team member got the dog out of the car and gave it some water. The police and RSPCA also arrived in store, they had been alerted by a member of the public. This made for a great commotion in the pharmacy. Janine, the pharmacist, kept the patient calm and chatted to her in the consultation room. The patient's daughter was phoned to let her know about what had gone on. Eventually Janine sorted out all the concerns about the medication and the police took the patient home. Janine had a lengthy discussion with the daughter and used her own personal experiences to provide some advice and signposting. The team then followed up with the daughter a week later. This was quite a stressful situation for all involved but the team worked together to keep this situation as controlled as possible and take care of their patient and her dog! Well done, a great example of going above and beyond!

Key Messages

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.

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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.