



Pharmacy Services

Community Pharmacy

Weekly Script

Friday 28th July
2023.

No: 30

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MEET THE TEAM – Victoria Dickson



What is your current role? Accuracy Checking Technician (ACT) with Boots, Burns Precinct Kilmarnock

How long have you worked in community pharmacy? 30 years!

What's the best bit of your job?

I love working with my fellow colleagues to deliver the best possible experience to our customers. I have the best work family which makes the job I do really enjoyable!

What do you think about the future of community pharmacy? Community pharmacy has an exciting future, we are the first port of call for customers. We offer so many services, our customers love the fact that we can give them advice and prescribe medicines without contacting their GP. We will become a one stop shop!

What do you do to relax outside of work? I love travelling. I enjoy keeping fit and training with like-minded people. And I love nice wine!

Stat of the week – Emergency Care Summary (ECS)?

The number of community pharmacists accessing ECS continue to increase month on month. The 'Good News Story' below highlights once more how access to ECS has a direct and positive impact on patient care. Work is underway to allow community pharmacists and pharmacy technicians working in A&A access to Clinical Portal, further increasing the clinical information available to community pharmacy teams to support patient care. Detail of this will follow in due course. In the meantime any pharmacists or pharmacy technicians who require ECS access can request log in details by completing a digital access request form [HERE](#)

COMMUNICATIONS SUMMARY

Friday 21st July: September weekend holiday opening hours proforma. Note deadline for response is TODAY (Friday 28th)

Wednesday 26th July: National Patient Safety Alert – Potent synthetic opioids.

Wednesday 26th July: National Patient Safety Alert – Shortage of GLP-1 receptor agonists.

GOOD NEWS STORY – BOOTS BURNS MALL & DEANS PHARMACY KILMARNOCK

On a busy Saturday morning, a patient attended this Boots branch looking for night bags. The patient had ordered this medication during the week but the prescription had not yet been received from his GP Practice and he had none left.

The pharmacist on duty checked the ECS record for the patient, noting that a prescription had indeed been done by the GP Practice the previous day. The ACT, Victoria, went above and beyond, phoning all pharmacies within the area to source stock for the patient. Stock was eventually located at Deans Pharmacy in New Farm, Kilmarnock. The team at Deans used ECS to generate a prescription for this patient, which he later collected.

A great example of collaborative working between community pharmacies to deliver excellent patient care! A special mention also goes to Victoria for going above and beyond in sourcing this medication for the patient! Well done all involved!

Key Messages

Unscheduled Care PGD – V30

If you have not yet signed and returned this PGD, please do so as soon as possible as V30 of the Unscheduled care PGD is now live. Return by e-mail to aa.cpteam@aapct.scot.nhs.uk

NHS Flu service 2023/24

Following two very successful years of community pharmacy supporting the delivery of the Flu vaccination program, this year once again there will be the opportunity for the community pharmacy network to be involved with delivering this service.

Following on from the message last week, I apologise for the delay in circulating the service specification. All being well this will be completed and released in the next few days. Many thanks for your patience. Iain.

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	07385 391392
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	
GENERAL ENQUIRIES EMAIL: aa.cpteam@aapct.scot.nhs.uk			

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