



Pharmacy Services

Community Pharmacy

# Weekly Script

Friday 29th  
September 2023.

No: 38

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## MEET THE TEAM – Lauchlin Kerr



What is your current role? I am a Pharmacy Support Assistant at Gallaghers Pharmacy, primarily working in the Glasgow Street, Ardrossan branch.

How long have you worked in community pharmacy? I have worked in community pharmacy for 18 months.

What's the best bit of your job? I love interacting with the public and delivering great patient care through helping patients. Being the smoking cessation champion within my pharmacy allows me to tick all these boxes!

What do you think about the future of community pharmacy? I think the future of community pharmacy is really exciting and think the services we can offer will only evolve with time. Community pharmacy is the first port of call for patients and the expansion of services will allow us to continually support patient care. As the smoking cessation champion, I have seen first-hand the value that this service can have in supporting patients both health wise and financially and I hope this continues to grow through time.

What do you do to relax outside of work? I love socialising with friends and family. I am a keen cook with my speciality being pasta bakes! I am a bit of a pharmacy geek and have been known on occasion to enjoy perusing the BNF in my spare time!!!

## COMMUNICATIONS SUMMARY

**Monday 18th Sept:**

**MEMO** - NHS A&A Community Pharmacy Flu Service 2023/24 (participating community pharmacies)

**Wednesday 20th Sept:**

**Clinical PCT** – CP Claim Form September 2023

**Friday 22nd Sept:**

**Clinical PCT** – PCA2023(P)35

**Clinical PCT** – Quarterly Complaints & Whistleblowing

**Thursday 28th September:**

**Laura Sproat** – Drug Alert Class 4 – Max

Healthcare Paracetamol 500mg capsules

**Laura Sproat** – Nat PSA Methylphenidate Shortage

## Drongan Pharmacy

A patient recently attended their local Community Pharmacy, Drongan Pharmacy for advice and support. The patient was from Ukraine and was not able to speak any English. Unfortunately her son, who would normally help to translate for her, was at school so reliable communication for this patient on this occasion was challenging. Luckily, the pharmacist on duty thought to use a translation app to help enable discussion around the patient's needs, with both taking it in turns to type and translate. Through the use of this, it was determined that the patient was suffering from UTI symptoms. The pharmacist was then able to go through the eligibility criteria as part of the UTI PGD and supply the patient with the appropriate treatment and counselling for her condition.

Well done to the team in Drongan for this great example of providing excellent patient care in a situation where language barriers can be a challenging!

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

## Key Messages

### Diazepam 2mg/5ml Liquid Shortage

There have been reports of shortages of Diazepam 2mg/5ml Liquid which has led to some patients being unable to obtain supplies of this medication from their community pharmacy. The date for the expected resolution of this is November 2023.

Guidance suggests that the most suitable alternative would be Diazepam 2mg tablets which the patient/carer would crush in liquid (excluding grapefruit juice).

On occasions where community pharmacy are involved in the dispensing of this alternative, please support with the counselling of how to take this medication. The following resources may prove beneficial in supporting with this:

Kidzmed: <https://www.e-lfh.org.uk/programmes/kidzmed/>

Mypsyh: [mhs-mrg-02-safe-and-cost-effective-administration-for-covert-medication-in-dysphagia.pdf](https://www.nhs.uk/publications/mhs-mrg-02-safe-and-cost-effective-administration-for-covert-medication-in-dysphagia.pdf)  
([nhs.uk](https://www.nhs.uk/publications/mhs-mrg-02-safe-and-cost-effective-administration-for-covert-medication-in-dysphagia.pdf))

### NHS Ayrshire & Arran Controlled Drugs Team

**Update from Sharleen Bell** - Controlled Drug Inspection Officer/ Authorised Witness for destruction of CDs

The regulation and governance of controlled drugs (CDs) remains a key focus throughout all relevant roles and sectors within NHS Ayrshire & Arran including community pharmacies.

Recently there has been an increase in CD incidents with the delivery of CD prescriptions. On review, the common theme that led to these incidents was from the recording of CD deliveries and/or supplies. An example of this included:

*28 days' of CD medication supplied with a weekly supply instruction on the prescription. A CD stock discrepancy arose due to an accidental double supply delivered to the patient. This was disputed by the community pharmacy, but there was no recorded evidence of provision from the community pharmacy. The medication had been delivered through the patient's letterbox when they had already been admitted to hospital.*

It is therefore extremely important that all community pharmacies have SOPs in place to ensure that CD medication is **signed for when delivered** and I.D is requested if the recipient is unknown. This should be without exception.

Incidents and concerns involving the use or management of CDs within community pharmacies in Ayrshire & Arran MUST be reported to the Accountable Officer/CD Team for NHS Ayrshire & Arran via:

[Clinical AO ControlledDrugReports AA@aapct.scot.nhs.uk](mailto:AA@aapct.scot.nhs.uk) or [sharleen.bell@aacpt.scot.nhs.uk](mailto:sharleen.bell@aacpt.scot.nhs.uk) (Sharleen Bell - Controlled Drug Inspection Officer/ Authorised Witness for destruction of CDs)

This includes:

- All events or near misses involving prescribing, administration or dispensing of CDs
- Complaints from patients/service users relating to CDs.
- Unexplained losses/discrepancies of any CDs, schedule 2-5.

- Events or near misses involving CD destruction.
- Fraud or possible criminal issues, lost, stolen prescriptions, suspected illegal activity relating to CDs e.g. theft, attempts to obtain CDs by deception.

All CD incident reports must include details of any investigations undertaken and actions taken to prevent recurrence.

Further information relating to controlled drugs can be found on the NHS Ayrshire & Arran Community Pharmacy Website (<https://www.communitypharmacy.scot.nhs.uk>)

### **PCA (P) 34 – Naloxone service**

Further to the circular issued earlier today, your community pharmacy team will be working with Alex Adam (Specialist Pharmacist in Substance Misuse) to provide guidance locally regarding this national service. As you know we currently have a locally negotiated Naloxone service so this will transition to the national specification and we will communicate this in due course. We would like to highlight the webinar details found within the circular:

*Webinars to support the implementation of the service will be held on **Wednesday 4 October** and **Tuesday 14 November** at 19:30. Details of how to register can be found at [Pharmacy Naloxone Emergency Supply Service | Turas | Learn \(nhs.scot\)](#) The webinar will be recorded and made available.*

### **RPS Core Advanced Pharmacist Curriculum**

NES are running some sessions to support pharmacists who are undertaking or considering starting the core advanced curriculum. This session is also open to educational supervisors. This is a good opportunity to find out more about the curriculum. I would encourage anyone who is considering completing the advanced practice curriculum to attend. See dates below and also further details of what the session involves via TURAS.

'If you are interested in finding out what the RPS core advanced pharmacist curriculum entails either from a supervisor or participant perspective why not book one of the [Introduction to core advanced curriculum sessions](#) planned for **Tuesday 12<sup>th</sup> September 7pm**, **Wednesday 20<sup>th</sup> September 9am**, and **Monday 2<sup>nd</sup> October at 11.45am or 7pm.**'

### **Treatment of C Difficile Infection (CDI)**

We recently audited all patients in Ayrshire and Arran who had CDI between April and June 2023. The audit highlighted an occasion where a patient had been prescribed vancomycin 125mg orally to treat the CDI. The community pharmacy team contacted the GP practice to confirm the indication and advised that they did not have any vancomycin capsules in stock and it was not cost effective. As a result, the prescription was changed to metronidazole.

Our guidelines were reviewed in 2022 and metronidazole was removed as a first line treatment for CDI. The first line treatment is vancomycin 125mg orally every 6 hours for 10 days.

NHS Ayrshire & Arran empirical antimicrobial guidelines are hosted on NES Antimicrobial Companion that can be freely downloaded as an app for a smart phone.



Download the Antimicrobial Companion app from iTunes

or Google Play



app stores.

### KEY COMMUNITY PHARMACY CONTACTS

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