

Champions Checklist Community Pharmacy 2023

Pharmacy Name & Address:

Date of Visit:

Champion Name:

Do a mix of staff (not just one staff member) know the following?

IT/ Digital

1) ECS Logins:

- Do you have them?
- Do you understand what to use them for?
- Can you access ECS and know where to access?
- Is the site bookmarked?
- Can locums/weekend staff access?
- Do you know who to contact for any issues?

2) Clinical Inbox email:

- Do you have this?
- Can different staff (more than 1) access this?
- Can locums/weekend staff access?
- Is there SOP for checking this, say 2/3 times a day? flash reminder on computer?
- Do you know that's the main route for messages from the health board & communications, and OOH scripts at weekends?
- Aware of risk of deletion/archive of messages- all staff sight on
- Do you know who to contact for any issues?

Health Board Contacts & Communications

- Do you know who to contact for what?

Monthly Newsletter

- This is quite new- monthly updates, news, opportunities
- Are you receiving this?
- Are you printing this out, and putting on staff notice board/tea room so all staff can easily read?

Lanarkshire's Website

- Do you know about Lanarkshire's website?
- How to access it?
- Do you know what useful info it contains?
- Do you have it bookmarked / favourite?

Other helpful Websites to Bookmark

- CPS, TURAS, Practitioner Services, Shortages, eMC, BNF online, Dm+D specials website [Ingredient search - dm+d browser \(nhsbsa.nhs.uk\)](https://www.nhs.uk/medicines/ingredient-search-dm+d-browser/)

<u>Claims</u> <ul style="list-style-type: none"> • Do you know how to claim for all your services? • Do you know the payment cut off dates? • Do you know where the relevant forms are? • Do you who to contact? • Are you aware of the claims summary form? 	
<u>Waste Management</u> <ul style="list-style-type: none"> • Do you know who to contact for pharmaceutical waste management? 	
<u>Unlicensed Meds/ Specials</u> <ul style="list-style-type: none"> • Do you know the Lanarkshire process for ULM authorisation? 	
<u>Shortages Process</u> <ul style="list-style-type: none"> • Do you the best practice shortages process? • CPS guidance information Medicines Shortages Guidance (scot.nhs.uk) • CPS app reporting • Good comms with GP, providing an alternative where you can 	
<u>Evening & Weekends Delivery Improvements:</u> <ul style="list-style-type: none"> • Do weekend/evening staff know all that's listed here? • Do they know where to find logins and services information? • Are they competent to deliver all services & sign ups? • (especially ECS, Urgent supply PGD, PGDs, Clinical inbox from OOH) • Is this easily accessible for emergency/urgent/new locums? 	
<u>Locums</u> <ul style="list-style-type: none"> • Do you have a locum pack for new/emergency locums? • Do you help them access essential information & logins before shift and during • Check before shift they are competent to deliver services? 	
<u>Business Continuity Planning</u> <ul style="list-style-type: none"> • Are you aware of Lanarkshire's unplanned closures process? • Do you know who, how and where to contact? • Do you know the steps you need to consider for patient access: <ul style="list-style-type: none"> ○ Clear Signage, consider daily dispense, divert to nearby pharmacies, consider delivers, dossette boxes due, communication to patients and surgeries 	
<u>Controlled Drug Governance</u> <ul style="list-style-type: none"> • CD Register access- if online, logins for appropriate staff/locums 	

<ul style="list-style-type: none"> • Are you aware of the process for destructions/discrepancies? • Are you aware of Board CD contacts? • Top Tips Document 	
<p><u>Pharmacy Clinical Services</u></p> <p><u>Pharmacy First</u></p> <ul style="list-style-type: none"> • Are you up to date with the formulary? • Know where to access this? • How are your consultation skills? • Product choices and red flags? • Are you confident you are claiming correctly? • Are you confident in the process for patient details and consult? • Are you familiar with CPS guidance around pharmacy first? • NHS Pharmacy First Scotland — Community Pharmacy Scotland (cps.scot) • Have you completed the TURAS learning associated with pharmacy first? • NHS Pharmacy First Scotland Turas Learn • Aware of the resources available? <p><u>Pharmacy First PGDs</u></p> <p>UTI</p> <ul style="list-style-type: none"> • Have you completed the TURAS learning module required? • Do you know where to find this PGD online? • Are you familiar with it, and confident to use this? • Signed the PDG and sent to the board? • Do you / have you do any further learning to support this? • Age restriction lifted <p>Impetigo</p> <ul style="list-style-type: none"> • Have you completed the TURAS learning module required? • Do you know where to find this PGD is online? • Are you familiar with it, and confident to use this? • Signed the PDG and sent to the board? • Do you / have you do any further learning to support this? <p>Shingles</p> <ul style="list-style-type: none"> • Have you completed the TURAS learning module required? • Do you know where to find this PGD is online? • Are you familiar with it, and confident to use this? • Signed the PDG and sent to the board? • Do you / have you do any further learning to support this? <p>Skin infection</p> <ul style="list-style-type: none"> • Have you completed the TURAS learning module required? • Do you know where to find this PGD is online? • Are you familiar with it, and confident to use this? • Signed the PDG and sent to the board? • Do you / have you do any further learning to support this? <p>Hayfever PGDs</p> <ul style="list-style-type: none"> • Have you completed the TURAS learning module required? 	

- Do you know where to find this PGD is online?
- Are you familiar with it, and confident to use this?
- Signed the PDG and sent to the board?
- Do you / have you do any further learning to support this?

Urgent Supply Unscheduled care PGD

- Do you know where this PGD is online?
- Are you familiar with it, and confident to use this?
- Signed the PDG and sent to the board?
- Do you access ECS to support this?
- Any difficult situations/questions around this?

EHC PGD

- Have you completed the TURAS learning module required?
- Do you know where to find this PGD is online?
- Are you familiar with it, and confident to use this?
- Signed the PDG and sent to the board?
- Do you / have you do any further learning to support this?

Bridging contraception PGD

- Have you completed the TURAS learning module required?
- Do you know where to find this PGD is online?
- Are you familiar with it, and confident to use this?
- Signed the PDG and sent to the board?
- Do you / have you do any further learning to support this?

Palliative Care Network

- Do you have the leaflet? Know where to access this? (CP website)
- Do you know which pharmacies are in the network?
- If you are in the network, do you know your dates for claiming and when to send your claims and who to?

Smoking Cessation

- Have you been trained to deliver the Smoking Cessation service? Training is available and easy to book through link or QR Code via training flyer
- Do you have PCR access for smoking cessation and do use of the reports function? This should be accessed weekly to minimise records expiring and facilitate weekly follow ups with patients who have not attended in last 7 days
- Do you actively promote smoking cessation service, are you aware you can get promotional resources from Pharmacy Improvement Project – contact us on 07813 569 289 or pharmacytobaccocontrol@lanarkshire.scot.nhs.uk

Addiction Services

- Are you confident managing missed doses?
- Good practice over weekend?
- SOPs in place for communications?
- Claiming? Confident with the Neo system?
- Naloxone use and training?

Mar Chart Service

<ul style="list-style-type: none"> • Are you familiar with the Mar Chart Service? • Does your pharmacy provide it? • Do you know who best to contact around it? 	
<p><u>Pharmacy First Plus Independent Prescribing Service</u></p> <ul style="list-style-type: none"> • Do you know how to sign up for the service? • Do you know how to order new pads, replacement pads? • Have you joined peer review group? • Have you completed Teach and treat session? • Have you written SOPs on the service? • Have you communicated clearly to local surgeries when you offer this and what you currently do? 	
<p><u>Any feedback issues from Pharmacy?</u></p>	