



# Weekly Script

## Pharmacy Services

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### MEET THE TEAM – Roslyn Cronie



*What is your current role?* I am an Accuracy Checking Technician with Boots, based in the Saltcoats branch.

*How long have you worked in community pharmacy?* I have worked in community pharmacy for a long time – 26 years in total! I started my career in pharmacy with Beith National Corporate Chemist, which sadly no longer exists. I spent 4 years there before moving to Boots and 22 years later I am still here!

*What's the best bit of your job?* I really love my job and have never woken up not wanting to go. I love the variety that working in community pharmacy brings. Helping people and patient care is at the heart of everything I do. I feel like my customers are my family, I've known them for such a long time and have watched them and their families grow and expand over the years and they've done the same with mine. I've built up a real trust with them over the years – a really valuable trait that makes delivering excellent patient care so much easier and the job worthwhile.

*What do you think about the future of community pharmacy?* I think the future of community pharmacy is ever evolving. Community pharmacy over the years has become more streamlined and the introduction and expansion of pharmacy services has made it easier for patients to access services that support the treatment of their ailments and long term medical conditions. I would love to see all pharmacies in Scotland providing contraception and hope that with the introduction of pharmacist sexual health clinics and the bridging contraception PGD that we are getting closer to this!

*What do you do to relax outside of work?* I enjoy socialising with family and friends, particularly over a nice meal. I love walking my dogs. I like a good read with murder mysteries being my personal favourite!

### COMMUNICATIONS SUMMARY

#### Friday 29<sup>th</sup> September:

- Clinical PCT – PCA2023(P)36
- Clinical PCT – Quarterly Complaints & Whistleblowing

#### Wednesday 4<sup>th</sup> October:

- Clinical PCT – Mouth Cancer

### Good News Story : Janine Beach, Pharmacist, Boots Portland Road, Kilmarnock

A few months ago a patient attended this pharmacy looking for a cough bottle. The patient spoke to Janine the pharmacist, and on further inspection of the patient's PMR, Janine noticed that the patient had recently been prescribed antibiotics three times to help with a chest infection. The patient explained that she just couldn't shift her cough and hoped that a cough bottle would help.

Concerned, Janine strongly advised the patient to see her GP again face to face and explain that she, the pharmacist, had requested this due to this continuous cough and the length of time this had been present.

Fast forward three months and the patient came back in to the pharmacy to thank Janine for her level of compassion and care. The patient had unfortunately been diagnosed with lung cancer but because of Janine's insistence that she saw her GP, this diagnosis was picked up quickly and she was now recovering from surgery and treatment.

*In the patient's words "If it was not for Janine's advice, I suspect I wouldn't be here today talking to you"*

An amazing story highlighting the excellent patient care that is delivered in community pharmacy. Well done Janine!

## Key Messages

### **Resources available – Mouth Cancer Action Month (November)**



The Oral health Improvement Team is promoting Mouth Cancer Action Month which runs from 1<sup>st</sup> – 30<sup>th</sup> November to raise awareness of the signs of mouth cancer. We would like to encourage people to look in their own mouths and contact their dentist promptly if they have any worries regarding mouth cancer.

Therefore, we are encouraging pharmacies to promote Mouth Cancer Action Month to customers & staff and would be happy to offer you some resources. We can supply a poster, some balloons, pens, disposable mouth mirrors and self-examination sheets for a small display.

If you are interested in participating, please email [oralhealthimprovementteam@aapct.scot.nhs.uk](mailto:oralhealthimprovementteam@aapct.scot.nhs.uk) requesting MCAM resources for your dental practice. Please email no later than Wednesday 18<sup>th</sup> October to allow sufficient time for the resources to be ordered then delivered to your pharmacy.

### **National Naloxone Service.... 4 Weeks Until Service is Live!!!**

The naloxone emergency supply service will be added to the community pharmacy Public Health Service from 30 October 2023. This will replace the existing NHS local enhanced service and extend the service to all pharmacies in Scotland.

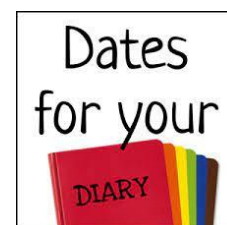
Details are available from [Community Pharmacy Scotland](#) or from the [NHS Circular PCA\(P\)\(2023\) 34](#).

Community pharmacy teams should now complete the e-learning module for naloxone emergency supply by visiting [NES TURAS Learn](#) and searching for '**Community Pharmacy Emergency Naloxone Holding Service**'.

There are three short educational lessons, links to the Webinars (4th October and 14th November), the service specification and some FAQs.

If you need additional support contact Alex Adam.

### **Date For The Diary: Community Pharmacy Smoking Cessation Service Update - Improve your Smoking Cessation Service Skills**



To support community pharmacy teams to deliver the NHS Smoking cessation service in community pharmacy, NES are hosting a webinar to provide an update on the service and current developments for the service.

The webinar is running on Tuesday 24th October from 7:30 to 9pm

This can be booked through Turas learn – <https://learn.nes.nhs.scot/71263>

## Pharmacy Technicians Day – 17<sup>th</sup> October 2023



World Pharmacy Technician Day is on Tuesday 17th October this year and we want to celebrate all of our fabulous Pharmacy Technician's for the hard work, care and support they provide on a daily basis.

NHS Ayrshire & Arran pharmacy services are compiling a photo collage of pharmacy technicians who work in our team and we would love to have pictures of pharmacy technicians from our amazing community pharmacy network as part of this.

If you are able to, it would be great if you could send us a picture of pharmacy technicians from your pharmacy with one of the pharmacy technician day graphics in the background as demonstrated here by Taz, one of our Advanced General Practice Pharmacy Technicians. (Taz has the image on a screen behind her to save printing!)



Resources can be downloaded free from:

<https://www.ptcb.org/pharmacy-technician-day/pharmacy-technician-day-graphics>

Pictures for inclusion in the collage should be e-mailed to Sandie one of our principal technicians

[Sandie.taylor@aapct.scot.nhs.uk](mailto:Sandie.taylor@aapct.scot.nhs.uk)

Or they can be sent by WhatsApp to Iain on 07977 941048

We are hoping for a great representation from community pharmacy technicians in this celebratory activity!



## **(Repeat message) 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.



Download the Antimicrobial Companion app from iTunes

or Google Play



app stores.

### **KEY COMMUNITY PHARMACY CONTACTS**

<b>CP Team</b>	Community Pharmacy Administration	<a href="mailto:aa.cpteam@aapct.scot.nhs.uk">aa.cpteam@aapct.scot.nhs.uk</a>	01292 513905/513833
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### **PRIMARY CARE CONTACTS**

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**GENERAL ENQUIRIES EMAIL:** [aa.cpteam@aapct.scot.nhs.uk](mailto:aa.cpteam@aapct.scot.nhs.uk)

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