



Pharmacy Services

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MEET THE TEAM – Elaine Prendergast



What is your current role?

I am a Healthcare Assistant at Shergill Pharmacy in Irvine

How long have you worked in community pharmacy?

I have worked in Shergill's for 11 years. Prior to my career in pharmacy I worked in the fashion industry, travelling the world with John Lewis.

What's the best bit of your job?

Customer care is at the heart of everything I do and I love interacting with customers and building a rapport with them. Personal touch is really important to me and working in a pharmacy like this for the length of time I have, has allowed me to get to know customers and their families and tailor the support I give knowing their individual circumstances. I also work with a lovely team and that makes the job extra enjoyable.

What do you see the future of community pharmacy?

I believe the future of community pharmacy is all about having that individual, personal touch with customers to deliver great patient care, particularly with pharmacy services. I am the smoking cessation champion within my pharmacy and this approach really helps to deliver success in this field. More work needs to be done in educating the public about the valuable services pharmacy can offer and this is something I aim to do on a daily basis.

What do you to relax outside of work?

I am an avid swimmer, swimming three times a week. I love walking near the beach. I love travelling and regularly go to LA to visit my son where I get to combine my love of travelling, swimming and walking near the beach!

COMMUNICATIONS SUMMARY

Friday 27th: E-mail from NHS A&A
Digital services re Estimated
payments

Monday 30th: E-mail from NHS A&A
digital services re August processing /
October payments.

Good News Story : Shergill Pharmacy Irvine

Elaine, Shergill's smoking cessation champion, has had a number of recent successes with customers who have stopped smoking. One particular success story involves a mother and daughter who took part in the programme.

A number of weeks into the programme, Elaine had bumped into the mother in the supermarket and she had a trolley full of house hold decorations. The customer had saved so much money from stopping smoking that she was able to use the money she had saved to redecorate her house!

In addition, her daughter was also successful in stopping smoking. At the start of the programme, Elaine noted her mood was low and she did not engage well during her weekly consultations. As the week's progressed and the customer continued to be smoke free, her mood lifted and she had a smile on her face. When Elaine acknowledged this, the customer agreed that her mental health had really improved since stopping smoking and she had much more get up and go.

Both mother and daughter remained smoke free and successfully completed the 12 week smoking cessation programme.

Well done Elaine for the valuable support you provided to these patients!

Key Messages

SCAM Alert – Charging for delivery services

We have been made aware from colleagues in NHS Lothian that some patients there are receiving phone calls from a London number asking for credit card / bank details to secure on-going prescription delivery services.

If you become aware of this or similar activity in Ayrshire & Arran please inform the community pharmacy team as soon as possible in order that intelligence is shared.

You may also wish to inform your patients that any such requests are not genuine.

Naloxone Service – NOW LIVE

The NHS Scotland community pharmacy naloxone service is now live.

If you have any questions relating to the naloxone service, please contact Alex Adam who will be happy to help.

KEY COMMUNITY PHARMACY CONTACTS

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