



Pharmacy Services

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MEET THE TEAM – Andrew Melvin



What is your current role?

I currently work as a Senior Pharmacist within primary care in North Ayrshire three days a week. I also work two days a week for a private menopause clinic conducting consultations remotely.

What is your pharmacy background?

I am just 6 weeks into my new role within A&A but worked previously within primary care in Lanarkshire and Glasgow and still do regular locums within community pharmacy. I have been doing menopause work for around 3 years now.

What's the best bit of your job?

I love working alongside such a fantastic team of pharmacists and pharmacy technicians. We are a very supportive bunch which makes my job easier. Working within primary care allows me to try and develop services within the community to improve the health and wellbeing of patients. I really enjoy conducting menopause clinics and believe that there is no other therapeutic area that provides so much job satisfaction.

What do you like to do to relax outside of work?

I have a beagle called Bondi so she keeps me busy with all the walking she needs. I enjoy spending time with my friends and family and you will most likely find me out for food or a good coffee at the weekend.

COMMUNICATIONS SUMMARY

Wednesday 6th December:

- Clinical PCT: Festive opening times for community pharmacies
- Clinical PCT: Pre-acceptance waste audit
- Kaz Burns: Class 4 Drug Alert – Caramet 25/100

Thursday 7th December:

- Kaz Burns: Class 4 Drug Alert – Tramadol
- Kaz Burns: Class 4 Drug Alert – Clarithromycin

GOOD NEWS STORY – ROWLANDS PHARMACY – CUMNOCK (TANYARD)



Rowlands pharmacy at Tanyard Health Centre in Cumnock had a community open day this week to mark their 'official' opening under the new owners.

The pharmacy team are pictured cutting the ribbon for the grand opening!

Kirstie and Iain from our community pharmacy team were invited along to see the new pharmacy and meet the team.

The community spirit on the day was great and we wish the team well for the future.

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



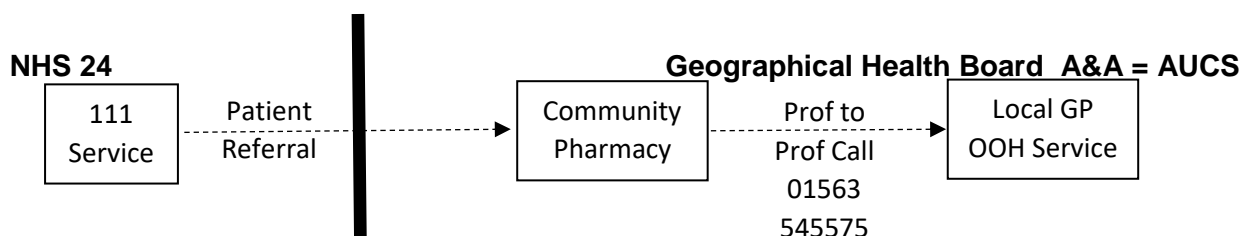
This Weeks Key Messages

Winter Message from NHS 24

Providing Unscheduled Care through Community Pharmacy

Earlier this year the sharing of NHS 24 Contact Records with community pharmacies was introduced, and Contact Records are now routinely sent to the pharmacy selected by the caller whenever a 'Contact Pharmacy' outcome is reached. The Record is sent directly into the pharmacy NHS Clinical Mailbox and therefore it is important that whenever the pharmacy is open, the pharmacist in charge (including locum colleagues) can access the Mailbox and review the Contact Record information when assessing someone in the pharmacy, supporting continuity of care.

If you decide medical assessment is required for any individual referred to you, you should discuss this with your local GP Out of Hours (OOH) service within your board using the OOH Professional to Professional (Direct Referral) number. These numbers have been issued to all pharmacies in every health board, so please ensure the pharmacist on duty can access the numbers at all times.



There should be no requirement for an individual to be redirected back to NHS 24 if you decide medical assessment is required. This should be handled through your local board GP OOH service.

In preparation for the weekends and public holidays ahead of us, we ask that you ensure the pharmacist in charge (including locums) in every community pharmacy is able to:

- Access the NHS Clinical Mailbox and the Emergency Care Summary (ECS) portal
- Locate and use the local GP OOH service Professional to Professional numbers
- Avoid sending individuals back to NHS 24 within the same episode of care

This will ensure a better patient journey and patient experience, and help people get the care they need in a timely fashion. If you are unable to access the Clinical Mailbox, ECS or Professional to Professional numbers, please contact your health board Pharmacy Team for further assistance.

Once again we thank you for what you and your teams continue to do to meet the pharmaceutical care needs of the public.

NHS 24 Pharmacy Team

**** THE NHS AYRSHIRE & ARRAN PROF-PROF NUMBER (AUCS) IS 01563 545575 ****

ECS and clinical mailbox access can be arranged for pharmacists and registered technicians by completing a systems access request form <https://www.communitypharmacy.scot.nhs.uk/nhs-boards/nhs-ayrshire-arran/digital-pharmacy/digital-access-request-forms/>

If **urgent** access is required, this can be arranged with **48 hours notice** by completing the form and then contacting Iain or Kirstie from the community pharmacy team.

H&SC staff winter vaccinations

Uptake of vaccinations from Health and Social Care staff across Ayrshire and Arran has not been to the level we have hoped for.

We would be grateful if you were able to encourage any healthcare staff (i.e. carers) you encounter to have their vaccinations.

Those pharmacies participating in our NHS A&A Flu vaccination service can opportunistically vaccinate (or arrange appointments depending on how you run your service) for Flu and please also signpost staff to <https://www.nhs.uk/services/services-a-z/vaccines/> where they can find details of drop in COVID vaccination clinics.

We appreciate your help with this to ensure all healthcare colleagues are fully vaccinated for the winter ahead.

New National Services Scotland Injecting Equipment provider - Orion

The contract for the supply of Injecting equipment will be transitioning to a new national service provider, Orion, over the coming weeks.

This change should be minimally disruptive as the new provider will have similar or identical equipment and similar processes to that currently employed by Vernacare.

Pharmacy teams may see some changes in the visual appearance in the equipment and packaging. I will look to share some specifics and arrange for updates to the pharmacy service information manual when these are available from the new provider.

The ordering process will continue to be online - although via a new site and with new usernames and passwords etc. The new provider will be contacting the pharmacies individually shortly to obtain contact details such as email addresses etc.

If there are any issues, contact: alexander.adam@aapct.scot.nhs.uk

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Information contained in this communication is issued on the understanding that it is the best available from the resources at our disposal and the opinions expressed are those of the authors and do not necessarily reflect Ayrshire & Arran Patient Services' policy.