

NEWS

Winter Newsletter

Issue 76
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Pharmacy First for festive healthcare

When healthcare advice is needed over the holiday season, remember Pharmacy First.

In an effort to improve our patients' journeys over the coming festive period, and to ensure the most appropriate referrals into the Pharmacy First service, visit the SHOW website for some handy resources to help. Click on the links below for:

- [PGD 225 Trimethoprim - National PGD](#)
- [PGD 280 Nitrofurantoin - National PGD](#)
- [PGD 247 Fusidic Acid - National PGD](#)
- [PGD 284 Aciclovir National PGD](#)
- [PGD 285 Flucloxacillin - National PGD](#)

NHS PHARMACY FIRST SCOTLAND

ADVICE | TREATMENT | REFERRAL

Remember that there is no upper age limit on the UTI PGDs and no lower age limit on the PGD for Impetigo.

Visit the SHOW website for more information on the differences between Pharmacy First and Pharmacy First Plus and don't forget the CPS website - it's a great source of help and information too -

<https://www.cps.scot/featured/nhs-pharmacy-first-scotland>

Quit your way - with our support



My local pharmacist helped me find my way to quit smoking.



Smoking remains the principal cause of preventable illness and early death in Scotland. The new year is a time when many people may decide to quit for good.

Pharmacies are reminded that they should keep working with their local community, patients and the public to support people to stop smoking. Remember to also add the quit attempt details to your PCR system to ensure correct payment.

QUIT YOUR WAY



Help for patients during the festive period



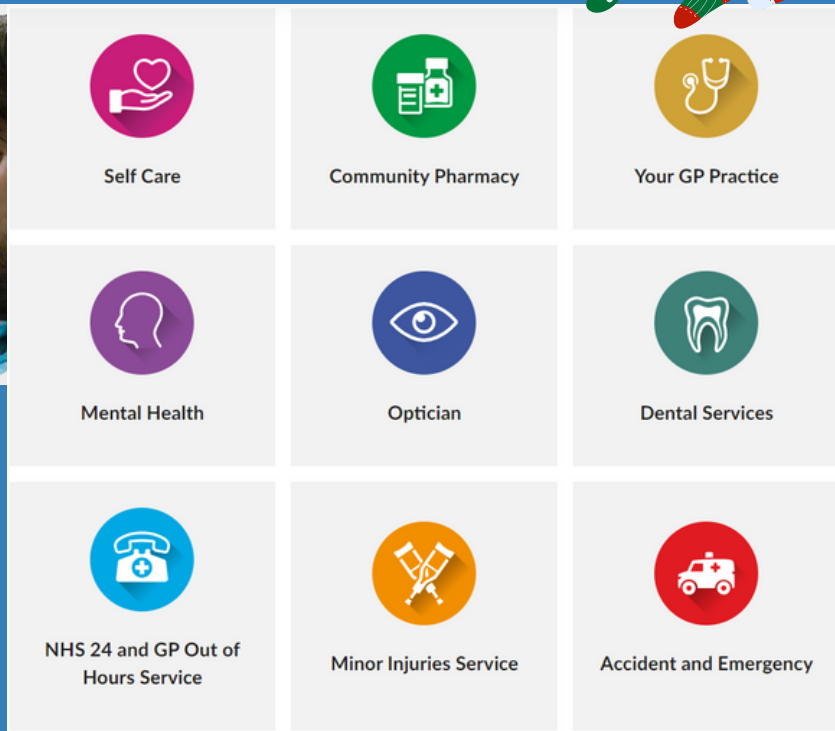
**Right Care
Right Place**

With illness and injury it's vital to know the right place to go for medical assistance.

Choosing the most appropriate service ensures that patients receive the best treatment in the shortest possible time and also helps NHS services to run more efficiently.

The "Right Care, Right Place" section on the NHS Fife website - <https://www.nhsfife.org/services/right-care-right-place/> provides an excellent resource and will help patients to select the best service for their needs when they are unwell or are injured.

Most of the time, the most appropriate care is received from community pharmacy, GP Practice or self-care.



It's important to remind patients that Accident and Emergency and 999 services should only be used when people are seriously ill or injured.



Unplanned closures

Advice and actions for community pharmacies



In exceptional circumstances (out with your control) you may have to close your pharmacy for a portion of the day.

It's important that you inform the health board as soon as possible if you think you will need to close during your regular contracted hours. NHS Fife colleagues will be able to provide advice and support.

If it looks likely that you won't be able to organise appropriate clinical supervision for your pharmacy in time please email fife.primarycareadmin@nhs.scot as soon as possible.

If your pharmacy does have to close unexpectedly for more than 30 minutes it is essential that you:

- Inform NHS Fife Primary Care Department of the closure and the reason for this.

- Email fife.primarycareadmin@nhs.scot or call **01592 226 930** (only manned Mon-Fri) to provide the same information. **N.B** on weekends you should email NHS 24 and Out of Hours services to let them know too. Full details of the process in NHS Fife can be [found here](#).
- Make alternative arrangements for all relevant patients (e.g daily dispensed medication /Monitored Compartmental Aids [MCA]) and alert them in advance.
- Inform your surrounding GP surgeries

Guidance and associated resources can be found within the documents below:

Missed Doses in OST Patients:
[Addiction Services Missed Dose Guidance](#)
Public display:
[Door Signage](#)





Over the winter period there may be more requests to supply patients with medicines they have run out of. The festive season can be a busy time for most people so it's no surprise that prescription orders are sometimes missed.

For patients registered with a GP in Scotland, the **NHS Scotland Unscheduled Care PGD** should be used where appropriate to make a supply of medication where the patient has run out. Be sure to read and sign up for the latest version of the PGD – there are now fewer circumstances under which a supply should be refused (however professional judgement should still be applied!). The medication in question no longer has to be on repeat for the patient to access this service, nor does their GP surgery have to be closed.

Remember:

Often the only alternatives for patients who do not receive a supply are to go without treatment or to access NHS24, who are also likely to be extremely busy during the holiday period.

Certain drugs are excluded from this type of supply and are detailed in the PGD.



Other Emergency Supplies:

If the patient is not registered with a GP in Scotland, in an emergency, and under certain conditions, a pharmacist working in a registered pharmacy can supply POMs to a patient without a prescription if a request is made by the patient or a prescriber. Full details are available in the RPS Medicines, Ethics, and Practice.

Overseas Patients EEA and Swiss patients can be given emergency supplies at their own request or the request of the doctor or dentist.

Emergency supplies are not allowed for schedule 1, 2, or 3 CDs (including phenobarbitone for epilepsy). Supplies of schedule 4 and 5 CDs are permitted for up to five days' treatment.

Patients from outside the EEA and Switzerland cannot be given emergency supplies and should be directed to appropriate medical services.

[NHS Inform](#) has a useful leaflet which explains what NHS healthcare services are available to people visiting the UK and what services may be liable to charge. You can also find further information on SHOW, [here](#).

Severe weather planning

Scottish winters can be unforgiving so it's important that you know what to do when adverse conditions strike to keep providing excellent patient care. Here are a few points to consider:

- Plan ahead - make sure you know who the key-holder for the pharmacy is.
- Always tell someone where you are.
- Be prepared - carry emergency equipment in your car, e.g. warm clothing, sturdy footwear, a mobile phone (and charger), food and drink and an overnight bag. Make sure you have supplies of any medication you are taking.
- Regularly assess any risks involved travelling to and from work (use the media for this).
- Inform your manager/pharmacist as soon as possible of any travelling difficulties you might face.
- Maintain regular contact with your manager/pharmacist and colleagues during adverse weather.
- Be prepared to work from an alternative base if required.

Does your organisation have a Business Continuity Plan in place? This can be a valuable document which sets out what you need to do in an emergency situation, including how to access the plan if the pharmacy cannot be reached/opened.

You should ensure pharmacy teams can access useful telephone numbers, including Health Board contacts and Professional to Professional phone numbers.





Do Dentists need to use a Controlled Drug Requisition Form (CDRF) to request midazolam?

A CDRF, is available from Fife Health Board, and must be used to order midazolam from a community pharmacy. In exceptional circumstances, practice headed notepaper can be used to order midazolam from a community pharmacy or wholesaler.

Dentists may also obtain an Emergency Dental Box from Tayside Pharmaceuticals which includes midazolam injection labelled for buccal use.

Is it illegal to place the label on the outer packaging?

Whilst it is lawful to label the outer container, we advise that the labelling recommendations of the National Patient Safety Agency are followed and that the actual container should be labelled. There have been recent incidents where patients have been admitted to hospital where there is no patient label from the pharmacy on the bottle of Oxycodone, due to the patient throwing the outer packaging away.

Unfortunately staff are unable to administer medication from the unlabelled bottle as they cannot be assured that it is current and belongs to the individual patient.

It can also not be issued on discharge and must be destroyed.

Please support us to improve patient safety, reduce medicine waste and ensure continuity of care for the patient by always labelling the bottle not the outer packaging.



Can I supply a CD prescription in advance of the start date?

Where a legally valid prescription contains the Home Office approved wording (“Please dispense instalments due on pharmacy closed days on a prior suitable day”) to ensure continuation of treatment, supplies should be made in advance for those days that the pharmacy is closed.

In circumstances where a new prescription is due to start, or has a stated treatment start date on a day that the pharmacy is closed, supplies may still be made in advance of this start date providing that the prescription has been signed and dated by the prescriber and that the supply is not made before the date on which the prescription was signed.

Where a pharmacist is providing a supply in advance of the prescription start date they should give careful consideration to the timing of that supply. At all times the pharmacist should use their professional judgment to ensure that the treatment of the patient is not compromised and that the patient’s best interests are met.

This is a period of high risk for patients. Maintaining patients on opioid replacement therapy is a protective factor in preventing drug related deaths and other adverse events.

Pharmacists have a responsibility to work with other health and social care professionals to support retention in treatment wherever possible.

