



NHS Ayrshire & Arran Community Pharmacy

## Weekly Script

Friday 22<sup>nd</sup> December  
2023.

No: 50



Pharmacy Services

### CONTENTS

Seasons Greetings

Communications  
Summary: 8  
Communications

Save the date:  
Wednesday 6<sup>th</sup> March  
2024

This Week's Key  
Messages:

NHS 24 winter  
message (repeat)

NHS A&A interpreting  
service

Pharmacy Technician  
Research

Enzalutamide Supply  
through community  
pharmacy

NHS Pharmacy First  
Scotland PGD's



All of the team at Eglinton House (pictured above) would like to wish you a Merry Christmas and a Happy New Year.

Thank you sincerely for your contribution to the care of your patients and the citizens of Ayrshire & Arran, we hope that you manage to get some rest over the festive period and we look forward to working together in 2024.

### COMMUNICATIONS SUMMARY

**Monday 18<sup>th</sup> December:** - Alexander Adam: Festive prescriptions and contacting the Drug and Alcohol Treatment services

**Tuesday 19<sup>th</sup> December:** - Clinical PCT: Pre-acceptance waste audits. **NB response due 12/01/24**

**Wednesday 20<sup>th</sup> December:** - Clinical PCT: October/December payment information from PSD  
- Clinical PCT: December claim form

**Thursday 21<sup>st</sup> December:** - Margaret Carey: Amendment to CP Christmas & New Year opening times

- Clinical PCT: Complaints and whistleblowing return. **NB response due 12/01/24**

**Friday 22<sup>nd</sup> December:** - Clinical PCT: Circular PCA(O)(2023)05. NHS Pharmacy First Scotland

- aa.cpteam: CMO letter regarding use of antivirals for seasonal flu.

## Save the Date!

Following the success of this year's community pharmacy network event, planning is underway to hold a similar event in 2024!

The evening event will be open to ALL members of community pharmacy teams as well as locum pharmacy staff working in Ayrshire & Arran.

The provisional date for the event is Wednesday 6<sup>th</sup> March 2024 and will be held in the evening with food provided.

Our venue for 2024 is Fullerton ConneXions in Irvine

Further details, agenda and booking forms will follow in the coming weeks.

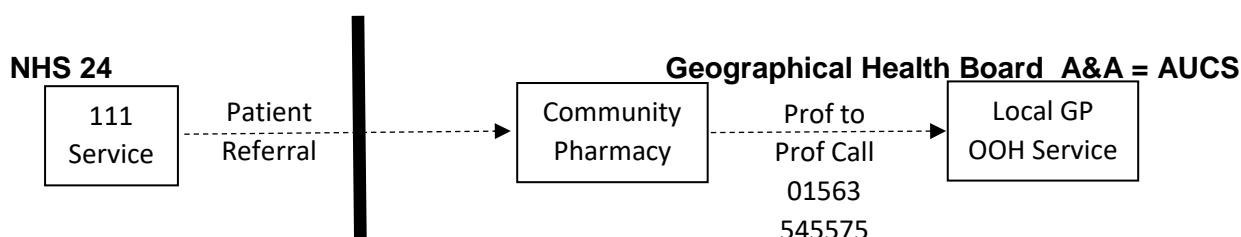


## **Winter Message from NHS 24 – Repeat message**

### **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.



## This Weeks Key Messages

Last week the primary care contracts team circulated the information below in their weekly communication. We have shared again below in case you missed this important service information.

### Interpreting Services for Community Pharmacies Frequently Asked Questions



#### 1. Does the NHS have to provide interpreters?

Yes, it is the responsibility of public bodies, and those contracted to deliver services on behalf of them, to arrange interpreters for our patients if they require one.

#### 2. What types of interpreting services are available?

- Telephone interpreting (on demand)
- British Sign Language (BSL) face-to-face interpreters (pre-booking required)

#### 3. How do I book an interpreter?

To access the telephone interpretation service for community languages, we use Language Line Solutions and there is no need to pre-book an interpreter. This service can be used by anyone within the practice including reception staff to support initial engagement with service users.

- Dial 0800 028 0073 (0207 715 2630 for mobile users)
- The operator will ask you for:
  - Your Client ID 288633 (Please note: this code is confidential to your practice)
  - The language you require (say if you need a specific interpreter, for example, specific sex)
  - Your organisation name (and department where appropriate)
  - Your initial and surname
- Stay on line while the operator connects you to a trained interpreter (about 40 seconds). The operator will then inform you the interpreter is "now on line".

#### 4. Can I use family and friends for interpreting?

The use of family, friends or unqualified interpreters is strongly discouraged and is not considered good practice. They should only be used in emergencies to gather basic information, until a professional interpreter is accessed.

#### 5. Why not?

Using family, friends or unqualified interpreters to interpret information:

- may compromise patient safety and confidentiality.
- they could be biased, selective or inaccurate in the information that they relay to the patient.
- it is never appropriate under any circumstances to use a child under the age of 16 as an interpreter.

#### 6. Can I use Google Translate?

In a healthcare setting Google Translate is strongly discouraged. Google translate is fine for simple words and conversational exchange, however, when sentences / paragraphs, or more complex terminology is used, Google Translate can change the meaning. As neither party can understand both languages this can lead to misinterpretation. This has been tested previously with professional interpreters.

#### 7. What to do if a patient refuses professional interpreting support

Patients have the right to refuse an interpreter and invite a person of their own choosing to act as an interpreter on their behalf. If so:

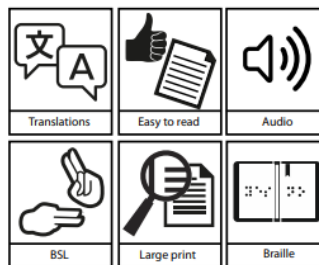
- explain to them that it would be in their best interest to use a professional interpreter for clarity and understanding.
- if it is expressly desired, the patient's informed consent must be sought in their own language and from them independently of the family member or friend (use the telephone interpreting service to confirm this).
- the patient's decision to decline the use of a professional interpreter must be recorded in their medical records prior to the consultation taking place.

#### 8. What if I have problems accessing interpretation services?

For any issues with Language Line telephone interpreting service contact them at <https://www.language-line.com/customer-service/feedback/>

For more information or to read the NHS Scotland Interpreting, Communication Support and Translation National Policy go to <https://www.healthscotland.scot/media/3304/interpreting-communication-support-and-translation-national-policy.pdf>

We are happy to consider requests for this publication in other languages or formats such as large print.



Call: 01563 825856

Email: [pil@aapct.scot.nhs.uk](mailto:pil@aapct.scot.nhs.uk)



#### Tell us what you think...

If you would like to comment on any issues raised by this document, please complete this form and return it to our Feedback and Complaints team: PO Box 13, Eglinton House, Ayr Hospital, Dalmellington Road, Ayr KA6 6AB. Alternatively, you can call free on 0800 169 1441 or email [complaintsteam@aapct.scot.nhs.uk](mailto:complaintsteam@aapct.scot.nhs.uk)

Name \_\_\_\_\_

Address \_\_\_\_\_

Comment \_\_\_\_\_

Leaflet code: M523-142-GD  
Last reviewed: September 2023

## FAO Pharmacy Technicians – (reminder of memo sent on 01/12/2023)

Thus far, across Scotland only 2 pharmacy technicians from community pharmacy have responded to this survey.  
It would be great if any community pharmacy technicians in A&A were able to find the time to participate.

The National Pharmacy Technician Group Scotland invites you to participate in ground-breaking research that will reimagine the roles of Pharmacy Support Staff (including Community Pharmacy) and Pharmacy Technicians across all sectors and in all areas of pharmacy in Scotland.

Please review all the attached documents, including the frequently asked questions, before completing the survey.

The research is a survey that all Pharmacy Support Staff and Pharmacy Technicians in Scotland can complete in the time it takes to make a good cup of tea.

It can be completed from the link provided or the QR code.

[https://forms.office.com/Pages/ResponsePage.aspx?id=veDvEDCgykuAnLXmdF5Jmq9nu\\_YetQ5Av3TaqJ2pB1FUOEQ1VIEWVIPRTIEQU00SIBORTBOT1pDVC4u](https://forms.office.com/Pages/ResponsePage.aspx?id=veDvEDCgykuAnLXmdF5Jmq9nu_YetQ5Av3TaqJ2pB1FUOEQ1VIEWVIPRTIEQU00SIBORTBOT1pDVC4u)





## Enzalutamide supply through community pharmacy – (repeat message) & Christmas prescription arrangements.

As part of our prostate cancer service you may be asked to support a cancer patient by obtaining the drug Enzalutamide after initiation within the acute setting.

In doing so, we would like to **remind you of your obligation to purchase the medicine through the formal UK supply chain from Astellas, via the wholesaler Alliance.**

You will be advised of this when a new patient commences; however, all details can be easily accessed at our website through the link below. This also applies to ALL ongoing supplies.

[NHS Community Pharmacy Website \(scot.nhs.uk\)](https://scot.nhs.uk)

### Festive prescription arrangements:

Enzalutamide prescriptions will be delivered to the primary care pharmacy team on Wednesday's 27<sup>th</sup> Dec and 3<sup>rd</sup> Jan. Copies will be e-mailed on these days. The hard copies will be delivered no later than the Fridays of each week. Please keep an eye on the pharmacy clinical mailbox for these prescriptions arriving out with 'normal' times.

## NHS Pharmacy First Scotland PGD's

Please see message below from Catherine Aglen, Community pharmacy pharmaceutical advisor at Scottish Government regarding NHS Pharmacy First Scotland PGD's. We have communicated this locally in Ayrshire and Arran but there has been an incident in another board area where a patient was referred to their GP as the 'review' date of PGD had been interpreted as an 'expiry' date.

### Community Pharmacy NHS PGDs

*There are currently review dates on some of the NHS PGDs in your NHS Boards. Please note that review dates are not expiry dates on the PGD; they are a note of the time window in which the review will take place. If the PGD is past its review date, the content will remain valid until such time as the PGD review is complete and the new issue published.*

*PGDs with expiry dates will have these specifically stated.*

*The national PGDs for aciclovir and flucloxacillin for use under NHS Pharmacy First Scotland, and desogestrel for use under Public Health Service are currently under review – updated versions will be issued in 2024.*

### KEY COMMUNITY PHARMACY CONTACTS

CP Team	Community Pharmacy Administration	<a href="mailto:aa.cpteam@aapct.scot.nhs.uk">aa.cpteam@aapct.scot.nhs.uk</a>	01292 513905/513833
Iain Fulton	Principal Pharmacist, Community Pharmacy, Public Health & SA HSCP	<a href="mailto:iain.fulton@aapct.scot.nhs.uk">iain.fulton@aapct.scot.nhs.uk</a>	01292 513831 / 07977 941048
Kirstie Church	Senior Pharmacist, Primary Care & Community Pharmacy (East)	<a href="mailto:Kirstie.church@aapct.scot.nhs.uk">Kirstie.church@aapct.scot.nhs.uk</a>	07970439225
Alan McGeer	Senior Pharmacist, Primary Care & Community Pharmacy (South)	<a href="mailto:Alan.mcgeer@aapct.scot.nhs.uk">Alan.mcgeer@aapct.scot.nhs.uk</a>	07827840326
Sharleen Bell	Controlled Drug Inspection Officer	<a href="mailto:Sharleen.bell@aapct.scot.nhs.uk">Sharleen.bell@aapct.scot.nhs.uk</a>	01292 513822
Alex Adam	Specialist Pharmacist in Substance Misuse	<a href="mailto:Alexander.adam@aapct.scot.nhs.uk">Alexander.adam@aapct.scot.nhs.uk</a>	07557 083093
Laura Gill	Facilitator, Digital Services	<a href="mailto:Laura.gill@aapct.scot.nhs.uk">Laura.gill@aapct.scot.nhs.uk</a>	01292 513742

### PRIMARY CARE CONTACTS

Anne Shaw	Primary Care Manager, Pharmacy and Optometry	<a href="mailto:Anne.shaw2@aapct.scot.nhs.uk">Anne.shaw2@aapct.scot.nhs.uk</a>
-----------	--	--

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

*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.*