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Meet the Team – Kim Moore



What are your current role?

Senior Pharmacist Prescribing Development and Education.

How long have you worked in Pharmacy and NHS A+A?

I have worked in A&A for over 7 years when I moved from community pharmacy. At first I worked in the East Primary Care Team but about 4 years ago I moved into more of an education and training role and now split my time between education and training here in NHA A+A, and teaching on an independent prescribing module for MNC/HPCPC registrants.

What is the best bit of your job?

I get to be involved with so many different aspects of education and training both in pharmacy and in the wider MDT. I love meeting lots of different people and my job is different every day.

What do you do to relax outside of work?

I like to spend time with friends and family, as well as going to new places and curling up with a good book

Community Pharmacy Good News Stories!



Good News Stories – Now even easier!

As you all know, we like to highlight Good News Stories in the Weekly Script to shine a spotlight on instances where one or more members of our Community Pharmacy teams have displayed high levels of patient care.

We appreciate that days are busy and such examples can come and go without particular focus. As a result, we've made the process of informing us of such occasions easier, by way of an MS form. Either scan the QR code, or follow the link [here](#) to provide some.

THIS WEEK'S COMMUNICATIONS SUMMARY

Friday 1st Nov –

clinicalPCT: CSG Circular PCA2024-(P)-32

Friday 8th Nov -

aa.cpteam: Class 4 Drug Alert – ZOLEDRONIC ACID

This Weeks Key Messages

NHS Pharmacy First Scotland – Approved List

Please note an updated version of the Approved List for NHS Pharmacy First Scotland has been published. There is one minor change made in this edition which below and listed on page 2.

Update to Section 8.1 removal of Ear Wax to remove Arjun ear drops 10 ml as this product has been discontinued.

This has been published on the SHOW website, replacing the previous version, but at the same web link <https://www.publications.scot.nhs.uk/publication/8225>

The NHS Ayrshire and Arran website will be updated accordingly.

Right Care Right Place Campaign

The Right Care Right Place campaign will launch next week with campaign assets now available for use across partner channels.

The [Right Care Right Place](#) Campaign has been running since 2020 and was first introduced to inform the public of the re-design to the Urgent Care pathway. It has since evolved to further support the public in understanding **how to access the right care in the right place at the right time.**

The campaign has been designed to communicate the appropriate use of the urgent care pathway, specifically A&E in an effort to help reduce pressures being felt across the system. It's important that the public access the right care in the right place to ease the pressure on health services.

Right Care Right Place Campaign

**Only go to A&E
if you need urgent
medical care for a
critical emergency**

**Right Care
Right Place**



The Right Care Right Place Campaign will launch on Monday 28 October across radio and digital platforms, and TV from 11 November.

Key messages

- Only go to A&E if you need urgent medical care for a critical emergency such as a suspected heart attack, stroke or excessive bleeding.
- If you think you need A&E but it's not critical or life-threatening, call NHS 24 on 111, day or night, or contact your General Practice.
- With a natural increase in the number of respiratory illnesses over the winter months, it's important to recognise common symptoms, know what to do if you are concerned and when to seek medical advice.
- For more information, visit [NHSinform.scot/right-care](https://www.nhs.uk/healthcare/right-care-right-place)

Stakeholder Resources

The [Right Care Right Place Stakeholder Toolkit](#) outlines all assets available, which include posters, social media films and imagery with suggested supporting copy and the TV advert.

You can access all resources via the [SG Communications Resource Centre: Right Care Right Place](#)

How You Can Help

- **Re-share** posts from the [Healthier Scotland Facebook](#) channel and follow the Scottish Government [Facebook](#), [Instagram](#) and [Twitter/X](#) accounts.
- **Share** [social film](#), [GIFs](#) and/or [static social assets](#) with accompanying copy via your social channels.
- **Print / display / circulate** [posters](#) in visible areas and across your networks.

Discontinuation of Ralvo plasters

Ralvo (Lidocaine) plasters have been an area of focus for NHS Ayrshire and Arran. This item is classified as 'an item of low clinical effectiveness, where there is a lack of robust evidence of clinical effectiveness or there are significant safety concerns'. Lidocaine plasters are of low clinical value and are commonly used 'off label' for a number of pain conditions where their value is of even less certainty.

In 2008 the SMC made the following recommendation:

- Lidocaine 5% medicated plaster is accepted for restricted use within NHS Scotland for the treatment of neuropathic pain associated with previous herpes zoster infection (post-herpetic neuralgia).

There is only limited comparative data available for lidocaine plasters, so the comparative clinical effectiveness remains unclear. It is restricted to use in patients who are intolerant of first-line systemic therapies for post-herpetic neuralgia or where these therapies have been ineffective.

The discontinuation of Ralvo plasters is an opportunity to review the benefit and ongoing need for these plasters.

Actions for Community Pharmacy Staff:

- When dispensing Lidocaine 5% plasters, NHS Ayrshire & Arran encourage pharmacy contractors to dispense the more cost effective generic Lidocaine plasters as opposed to Versatis® branded plasters which are approximately 15% more expensive.

- Where patients present with a prescription for Ralvo, and the pharmacy is unable to obtain this item, we request that for this specific item, teams bypass the usual shortages protocol and instead direct patients back to the GP surgery for review. As discussed above, the review of efficacy for Lidocaine plasters is ongoing work for the pharmacy teams within surgeries.
- In the meantime, patients could be directed to the NHS A+A Pain Management Webpage [Pain Management Service - NHS Ayrshire & Arran](#) for information on the management of persistent pain.

Please see information from manufacturer: Lidocaine Grünenthal® 700 mg medicated plaster, is a replacement for Ralvo® (lidocaine 700mg medicated plaster). Lidocaine Grünenthal® does not differ to Ralvo® on quality, safety, or its licensed use. Ralvo® will continue to be available in pharmacies in the UK during 2024 until stocks run out. If you require any information please contact Grünenthal Medical info at 0800 2545540

Vision IT Upgrade

There are 3 GP practices who use the Vision IT system (all based in South Ayrshire). In the coming weeks these 3 practices will be undergoing upgrades to a different version of their current system. Part of this upgrade includes GP IT re-provisioning functionality (Vision DLM830) which enables non-medical prescribers to issue barcoded prescriptions. With this in mind, you may start to see Nurse Prescriptions with electronic barcodes, similar to GP10 prescriptions.

The upgrades are happening as follows and you may start to see barcoded non-medical prescriber prescriptions from these dates:

Barns Medical Practice, Ayr - 9/11/24

Racecourse Road Medical Practice, Ayr - 23/11/24

Kirkhall Surgery, Prestwick - 23/11/24

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