

Spotlight: C-Card

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Community Pharmacy Services Spotlight:

C-CARD

C-Card is one of our community pharmacy service spotlight for the upcoming quarter June-August 2025.

During upcoming quarterly visits, the NHS community pharmacy team will provide support, guidance & resources to enable our community pharmacies to deliver the C-Card service to its fullest potential.



What Is The Service? C-Card is an NHSAA service that offers access to free condoms with minimum embarrassment or fuss. Condoms offer protection against some sexually transmitted infections including Chlamydia, Gonorrhoea and HIV.

When & Why Was This Service Introduced? The Ccard Scheme started in 2007/2008 on the back of the Scottish Government's Respect and Responsibility strategy. Every board within Scotland has a Ccard scheme, however each board runs their scheme differently.

What Have Been the Successes of This Service?

- The Ccard app was launch was launched in February 2019 & downloaded over 500 times in the space of 2 months... *More people downloaded the App within this time than had ever signed up to the Ccard scheme in the previous year!* Although the app was very successful, Ccard is now incorporated on our website www.shayr.com. This was in response to young people reporting that they were reluctant to download Sexual Health Apps onto their phones.
- The "condoms by post service" was launched in January 2021 & continues to grow day on day.

How Can Community Pharmacy Support the Success & Delivery of This Service?

- The online Ccard presentation training video is ready and available to view & complete, enabling all community pharmacies to be a C-Card sign up facilitator and collection point.
- Training will provide community pharmacy teams with the knowledge and skills to deliver the CCard service in a non-judgmental manner that is open, friendly, and confidential.
- Ccard window decals are available once training is completed.
- Condom supplies can be ordered direct from Pasante. Once received, *it is good practice for community pharmacies to check stock periodically to ensure stock is available and within date.* Doing so will not only support service delivery but allow patient care to be maximised.

Meet the Team:

Joanne Beck



What is your role? Health Improvement Practitioner & Lead for NHSAA Ccard Scheme

How long have you worked within your role?

I have worked in the Sexual Health & Blood Borne Virus team since January 2013.

Why did you choose to work in sexual health? When I started working in Public Health, I worked part-time with the sexual health team. Sexual Health & Blood Borne

Viruses was always an interesting topic, and I was keen to develop, grow and learn more. When a full-time post became available, I welcomed the challenge to expand the role further and the rest is history.

What do you enjoy the most about your role? I find great satisfaction with the variety of my workload, from report writing to delivering Sexual Health & Blood Borne Virus training to an array of health professionals including non-NHS staff within Ayrshire & Arran.

A recent, SHBBV campaign, I developed was based on findings from a scoping exercise and the sustained increase of termination of pregnancy (TOP). We developed materials for a targeted Instagram campaign with the aim to dispel misinformation on hormonal and non-hormonal contraception. The campaign was a great success with NHS Ayrshire & Arran being the first board to run a non-hormonal contraception campaign.

I really enjoy the teamwork aspect of the role, working within a dynamic, ethical and motivational team plays a big part on my love of the role. We are always learning and growing. However, my passion is working with secondary schools across Ayrshire including Ayrshire colleges to raise awareness on consent, healthy relationships, basic sexual health, sexually transmitted infections (STIs), Ccard scheme, sign posting to www.shayr.com and to services young people can access for help and support with their health and wellbeing.

For further information on sexual health & the services available within Ayrshire & Arran, please visit:

www.shayr.com

For specific sexual health queries, sexual health can be contacted via the generic email address:

aa-uhb.shbbv@aapct.scot.nhs.uk

RECENT COMMUNICATIONS SUMMARY

Friday 9th May - ClinicalPCT – Weekly Communication

Friday 16th May – ClinicalPCT – Weekly Communication

Wednesday 21st May – aa.cpteam – Drug Alert Chloraprep

Thursday 22nd May – aa.cpteam – Drug Alert Mercaptopurine

- ClinicalPCT - Security Alert - Lost Prescription Pad
- ClinicalPCT – Circular PCA 2025 – (P)-10

This Weeks Key Messages

Stagecoach Industrial Action

We are aware of a proposed industrial action by the major public transport provider Stagecoach on **Monday 26th May, Monday 2nd June and Friday 6th June**.

A list of routes that will not run and those that have limited frequency can be found **on the stagecoach website** www.stagecoachbus.com

The proposed industrial action may affect members of your pharmacy team during their daily commute to and from work and patients who rely on this transport provider to travel to your community pharmacy to pick up medication.

Discussions are ongoing and this action may yet be resolved before the proposed dates, however it may be useful to highlight the proposed strike action to any staff members or patients who you know may use this form of transport and advise to use alternative transport methods where appropriate.

Cessation Corner - #4

I'm Kerry Ingram and I work for Quit Your Way (QYW) in Ayrshire. Over the next few issues, I'm going to be writing about all things smoking-related, with the purpose of helping you to better support your smoking cessation clients. If you have any questions, please contact me. My email address is Kerry.Ingram@aapct.scot.nhs.uk

Promoting your smoking cessation service

Community Pharmacies are at the heart of communities across Scotland and Community Pharmacies in Ayrshire are no different.

In 2024, 68% (1,480) of all registered smoking cessation quits in Ayrshire were through Community Pharmacy. Although smoking rates are falling across Ayrshire, on average, 13.3% of the Ayrshire population still smokes. This means thousands of individuals still need your help to stop smoking.

What is the best way to market your smoking cessation service?

- (1) Make your service visible to the public.
- (2) Be proactive in reaching out to those who smoke.
- (3) Make sure your staff are well trained to help support quitters.



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

Come in and speak to us for free support

Find out more at QuitYourWay.scot
Call free on 0800 84 84 84

QUIT YOUR WAY
with our support

BE VISIBLE: Would someone coming into your pharmacy know you offered a smoking cessation service?

Do you have posters up advertising the service?

Do you have a designated area where you can see people for smoking cessation within your pharmacy?

Do you have stop smoking leaflets/booklets available for people to pick up when they are in?

Is there an area where you could display these plus perhaps the formulary NRT products and even a tar in the jar?

Do you need some of these? If so, contact me directly and I can arrange.

BE PROACTIVE: People come to their Community Pharmacy for many different reasons - accessibility and convenience are right up there.

Many of your clients will be smokers - you might even know some who are, but they might not know your pharmacy can offer them support to quit.

ASK: "Do you smoke?" If yes, then ask "do you know we offer a free stop smoking service here?"

Asking questions opens communication between yourself and the client.



Communication should be two-way between you and your client.



Why not display some success stories from former clients. These can be very powerful. This will help promote your service.

Example, the client might say they've tried to quit before but failed. This would be an opportunity for you to explain how you can help support them via free behavioural support and stop smoking products, to become smoke-free. You could add that they'd be 4 times more likely to succeed with your support whilst using those products.

The client might close you down and say they're not interested right now however they'll know your service will be there for them in the future should they change their mind.

Another example of how communication can be started, is if a client picks up medicine for asthma or for COPD. Ask them if they smoke. If they say yes, explain how continuing to smoke will impact their asthma or COPD and don't forget to mention the benefits they will get by quitting. Ask if they've ever thought about stopping as it's a service your pharmacy offers. Again, they might say yes, they might say no but they will then know that you offer this service and might self-refer later or even tell friends or family members about the your service.

Smoking can affect all parts of the human body. Whether someone has a chronic condition, or they are planning to start a family, stopping smoking is always beneficial. It's important your clients know this.

STAFF TRAINING: Making sure you and your staff are well trained to support clients on their smoking cessation journey will give the best outcomes and build staff confidence. It's important staff know about: -

- the cycle of nicotine dependence
- how smoking can affect health
- which NRT products are on formulary, how to use these and the side-effects
- how to use a smokerlyser and what the readings mean
- gauging readiness to quit (ask, advise, assess, assist, arrange)
- motivational interviewing
- the importance of the 4- and 12-week follow-ups
- what options are available for clients who are struggling
- how to deal with a client who lapses or relapses (what's the difference)
- how to wean clients off NRT
- a bit about e-cigs/vaping and why Community Pharmacy CAN'T sign them up
- who and how to refer to QYW



Take Note !

If you would like to arrange smoking cessation training, contact me directly at Kerry.Ingram@aapct.scot.nhs.uk

KEY COMMUNITY PHARMACY CONTACTS

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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.