

PHARMACEUTICAL SERVICES (SCOTLAND)

ADDITIONAL SERVICES

Forth Valley Community Pharmacy Alcohol Brief Intervention Scratch Card Initiative

1. Service aims

- 1.1. To support the delivery and increase the availability of alcohol screening and brief interventions across NHS Forth Valley.
- 1.2. To facilitate raising awareness around harmful drinking and to help people to identify risky drinking behaviour and where appropriate to facilitate behaviour change.

2. Service outline and standards

2.1 Service Provision

- 2.1.1 The Community Pharmacy Alcohol Brief Intervention (ABI) Scratch Card Initiative may be provided by any community pharmacy within NHS Forth Valley.
- 2.1.2 The ABI screening process using the scratch card may be facilitated by pharmacy support staff and where appropriate the brief intervention will be provided by the pharmacist in person who must have completed the approved ABI training.
- 2.1.3 The pharmacist is responsible for ensuring that the service is a user-friendly, non-judgemental, client-centred and confidential service.
- 2.1.4 The premises should provide an acceptable level of confidentiality and safety as agreed on a local basis.
- 2.1.5 The pharmacist will provide support, advice and information to patients who use this service, including signposting or referral to other agencies. These will include:
 - Signpost Recovery
 - Addictions Support & Counselling (ASC)
 - General Practitioner
- 2.1.6 NHS Forth Valley will provide the ABI Scratch cards for operation of the service.

2.2 Assessment & Information

- 2.3.1 All people attending the pharmacy will be invited to take part in the initiative and offered a scratch card to complete in the pharmacy.
- 2.3.2 If the scratch card is completed and returned to a member of staff the person will be asked if they have time for a brief chat about the result.
- 2.3.3 For those people who score less than 5 they should be congratulated and safe drinking messages reinforced.
- 2.3.4 For those who score 5 or more an alcohol brief intervention (ABI) will be offered.
 - If the ABI is declined the safe drinking leaflet should be offered and an opportunity to discuss any issues in the future
 - If agreed the ABI should be delivered by the Pharmacist

Where appropriate the person may be referred or signposted to the GP or agency for further information and advice.

2.3 Data collection

- 2.4.1 The pharmacist is responsible for ensuring that the scratch card is completed and the minimum data set is collected on the ABI data form.
- 2.4.2 Data collection systems should be used in accordance with local protocols. Confidentiality and data protection should be maintained.
- 2.4.3 ABI data forms should be returned along with claim forms to Primary Care Contractor Services.

3 Training

- 3.1 The pharmacist must have completed an approved ABI training course prior to commencing the service e.g. Health Scotland 'Raising the Issue' on-line training (<http://elearning.healthscotland.com/login/index.php>)
- 3.2 All staff should be familiar with the resource: '*Forth Valley Alcohol Brief Intervention Pack*'.
- 3.3 The pharmacist will ensure that they have up-to-date knowledge of SIGN and NICE alcohol guidelines and are aware of local services via the [Forth Valley Alcohol & Drug Partnership Services Directory](#).

4. Monitoring and evaluation

- 4.1 It is a requirement of the service that appropriate records are kept and maintained by the pharmacist to enable verification of service provision and training requirements, and to provide information to NHS Forth Valley for internal and external audit and evaluation purposes.
- 4.2 NHS Forth Valley should ensure effective monitoring and audit of the service.
- 4.3 The pharmacist is responsible for participating in local and national evaluation and facilitating local customer feedback initiatives.

5. Payment

- 5.1 A fee will be paid for providing this service. This will include the provision of scratch cards and written and verbal interventions to patients.
- 5.2 Payment for service provision shall be made following submission of a fully completed claim form. Information on this form is also used for audit and evaluation purposes and must be completed accurately before any payment is made by NHS Forth Valley.

Background Information – not part of the service specification

RPSGB Medicines, Ethics and Practice Guide (current edition)

[NES Child Protection eLearning Programme](#)

[The Management of Harmful Drinking and Alcohol Dependence in Primary Care](#)

[Alcohol Use Disorders: preventing harmful drinking](#)

Useful references

[The Quality Principles. Standard Expectations of Care and Support in Drug & Alcohol Services.](#)