

E-mail Communications to Community Pharmacy

DO NOT USE THIS STANDARD OPERATING PROCEDURE (SOP) IN PRINTED FORM WITHOUT FIRST CHECKING IT IS THE LATEST VERSION

The definitive versions of all NHS Forth Valley's SOPs appear online, not in printed form, to ensure that up to date versions are used. If you are reading this in printed form, check that the version number and date below is the most recent one as shown on the NHS Forth Valley pages of the Community Pharmacy website:

<https://pharmacies.nhsforthvalley.com/local-guidance/email-communication/>

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Revision Control

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3.0	31/05/2019	Suzanne MacCrimmon	Revision Control Table Added
3.0	04/06/2019	Suzanne MacCrimmon	Community Pharmacy Website address updated
3.0	04/06/2019	Suzanne MacCrimmon	'non-patient identifiable' replaced with 'appropriate' in Section 1 – Introduction, Background and Purpose
3.0	04/06/2019	Suzanne MacCrimmon	Section 2 – Risks updated - 'patient identifiable information being sent leading to a breach in information governance' removed as a risk.
3.0	04/06/2019	Suzanne MacCrimmon	Addition of 'Community Pharmacy Development Team' as an authorised source in Table 3.1.
3.0	04/06/2019	Suzanne MacCrimmon	Addition of 'Hospital Admission and Discharge Information' as an Information Category in Table 4.1.

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1. Introduction, Background and Purpose

This Standard Operating Procedure should be used to send relevant information from NHS Forth Valley to all Community Pharmacies.

2. Risks

Failure to follow this SOP could lead to:

- inappropriate information being sent by e-mail
- mailboxes not being checked regularly

3. Who Should Use This SOP?

The SOP should be used by the authorised sources to the destinations outlined in Table 3.1.

3.1 Authorised Sources and Destinations

Sources	Destination*
Community Pharmacy Development Team	Community Pharmacy Shared Mailboxes
Prescribing Support Team (PST)	Community Pharmacy Shared Mailboxes
Primary Care Contractor Services (PCCS)	Community Pharmacy Shared Mailboxes
Senior eHealth Trainer/Facilitator	Community Pharmacy Shared Mailboxes
Acute Services Pharmacy Department	Community Pharmacy Shared Mailboxes

* The destination for e-mails from NHS Forth Valley should not include personal e-mail accounts.

4. When Should This SOP Be Used?

This SOP should be used to send the categories of information outlined in table 4.1.

4.1 Examples of information e-mailed to Community Pharmacies

Information Category	Responsibility
Drug Alerts (Class 1 & 2)	PST
Drug Alerts (Class 3 & 4)	PST
SGHD Circulars	PCCS
Drugs by Deception Notifications	PST
Pharmacy News	Community Pharmacy Support
Prescriberfile	PST
Drug Safety Notifications	PST
Information from Substance Misuse Services within Forth Valley	PST
Substance Misuse Alerts	PST
eHealth/ePharmacy/PMR Information	Senior eHealth Trainer/Facilitator
Stolen Prescriptions from GPs within Forth Valley	PCCS
Urgent Forth Valley information (e.g. flu)	Community Pharmacy Support/ PST
Flyers for professional events	Community Pharmacy Support
Compliance Device Prescription Information	Acute Services Pharmacy Department
Hospital Admission and Discharge Information	Acute Services Pharmacy Department
'Out-of-hours' Drug Alerts	Acute On-Call Pharmacists

5. Description

5.1 Source Responsibilities

When items listed in table 4.1 require to be circulated, authorised senders should use the following NHSmail Distribution Lists:

FV-UHB.Falkirk-CHP-Pharmacies@nhs.net
FV-UHB.Stirling-CHP-Pharmacies@nhs.net
FV-UHB.Clacks-CHP-Pharmacies@nhs.net

Membership of the Distribution Lists is detailed on the NHS Forth Valley Intranet at:

http://staffnet.fv.scot.nhs.uk/wp-content/uploads/2016/11/FV-Pharmacy-Contact-Details_Current_Version.pdf

If appropriate, at the time of sending, a delivery receipt may be requested.

Any information from sources not included in Table 3.1 should be forwarded to the Community Pharmacy Support team (FV-UHB.communitypharmacysupport@nhs.net) for onward transmission.

5.2 Destination Responsibilities

Community Pharmacies should check their mailbox a minimum of once daily.

Community Pharmacies should specifically acknowledge receipt of e-mails from NHS Forth Valley authorised sources where this is requested in the e-mail.

Sufficient members of staff within the Community Pharmacy should be suitably trained to ensure the mailbox is checked at least once daily on every day that the pharmacy is open and action appropriately.

Community Pharmacies should inform the Senior eHealth Trainer/Facilitator of any staff changes as outlined in Appendix A.

6. Review

This procedure should be reviewed after each critical incident and every three years by the Senior eHealth Trainer/Facilitator.

7. Related SOPs and Documents

Where e-mail is not available, either through technical issues or absence of a suitable e-mail account, the sources outlined in Table 3.1 should fax or post information depending on urgency.

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Appendix A – NHSmail Administration

In the event of staff or Community Pharmacy premises changes, the Senior eHealth Trainer/Facilitator should be notified.

Joiners – a new NHSmail account will be set up for any new staff at pharmacies and access to the NHSmail Shared Mailbox will be granted and training provided.

Leavers – NHSmail accounts for leavers from pharmacies will be flagged and access to the NHSmail Shared Mailbox will be removed.

Contractor Changes – new Community Pharmacy contractors in Forth Valley will require an NHSmail Shared Mailbox to be commissioned and associated personal accounts created. Conversely, NHSmail Shared Mailboxes will be decommissioned for Community Pharmacy contractors ceasing trading.

Any changes to membership of the Distribution Lists will be updated by the Senior eHealth Trainer/Facilitator and circulated to the sources outlined in Table 3.1.

Appendix B – Accessing NHSmail Shared Mailboxes Quick Guide

1. Log into your own NHSmail account
2. On the Outlook Web App navigation bar, click on your name



3. A list appears. Click “Open another mailbox...” from the list
4. Type cpXXXX (XXXX is your 4 digit contractor code) and press enter/return key on your keyboard or click the magnifier icon. Click to select the Shared Mailbox. Another Outlook Web App session opens in a separate window, allowing access to the mailbox.