

Pharmacy News

WE HAVE MOVED!

This is a reminder that the Community Pharmacy Development Team has moved - we are now based in Forth Valley Royal Hospital.

Address: Community Pharmacy Development Team
Pharmacy Department
Forth Valley Royal Hospital
Stirling Road
Larbert
FK5 4WR

Our new Phone Number is: 01324 566 722

Our new Fax Number is: **TBC—Pharmacies will be emailed as soon as this is available.**

CO MONITOR CONSUMABLES HAVE MOVED!

Contractors should note that as of DATE, smoking cessation consumables, D-Pieces and mouth pieces (straws) should be ordered from the Forth Valley Stop Smoking Service on telephone Number **01786 433 293** or via email:

FV-UHB.FVStopSmokingService@nhs.net

Any queries or problems with CO monitors should still be directed to community pharmacy development either via email:

FV-UHB.communitypharmacysupport@nhs.net or by calling 01324 566 722

Not Dispensed/Not Collected

Community Pharmacies are reminded that, since reimbursement for dispensing is paid using the electronic claim message, it is essential that the electronic endorsements are correct. **If a medicine is not required or not collected by the patient, the relevant electronic endorsement must reflect this.** While many community pharmacists update the paper prescription with this information, the electronic message does not always reflect this.

Further information can be found within the Endorsing Guide on the NHS National Services website: <https://nhs.uk/services/practitioner/pharmacy/endorsing-guide/full-table-of-contents/>

If you are unsure how to amend an electronic claim or add a 'Not Dispensed' or 'Not Collected' electronic endorsement within your PMR system, please contact your PMR supplier or the IM&T Facilitator, Suzanne MacCrimmon.

Forth Valley Stop Smoking Team

Following on from the smoking cessation article in the May edition of Pharmacy News, Forth Valley Stop Smoking team advisors will be visiting community pharmacies over the remainder of the summer to provide materials to support the smoking cessation service and the new formulary 1st line products update.

Volume 7, No 4

July 2018

Please Circulate to All Staff

Inside this issue:

We have moved!	1
CO Monitor Consumables Have Moved!	1
Dispensed Not Collected	1
Forth Valley Stop Smoking Team	1
PCR V13.1	2
Prescribing Guidelines for Oral Nutritional Supplements	3
SBAR Communication Tool	3
Signposting Patients for Pharmacy First Services	3

PCR V13.1

The Pharmacy Care Record (PCR) has recently been upgraded to V13.1, with the main change being the replacement of the Pharmaceutical Care Risk Assessment with the Care Needs Assessment. Improvements have also been made to the Patient Profile.

Following the upgrade, previously completed Pharmaceutical Risk Assessments have not been accounted for in the new 'Initial care needs assessment completed' area on the Home Page.

Please be assured that there is NO requirement for community pharmacy contractors to undertake and redo these assessments and payments will not be affected. **New patients should have a Care Needs Assessment completed and will be paid accordingly.**

A summary of the changes, a link to the full user guide and further resources can be found on our website:

<https://pharmacies.nhsforthvalley.com/resources/core-services/chronic-medication-service/pharmacy-care-record-pcr/>

If you experience any issues with the PCR please refer to the table below for details of who to contact:

Issue	Contact
New PCR account required	Complete Application Form for PCR Password from FV Website and e-mail to: FV-UHB.communitypharmacysupport@nhs.net
Forgotten Password	Call the ePharmacy Helpdesk on 0131 275 6600
Clinical Issues	Contact Community Pharmacy Development Team or one of our Community Pharmacy Champions
Technical Issues	Contact IM&T Facilitator, Suzanne MacCrimmon

Contact details for our community pharmacy champions and the IM&T facilitator can be found on the [Forth Valley Community Pharmacy website](#)

Prescribing Guidelines for Oral Nutritional Supplements

The NHS Forth Valley Good Practice Guidelines for Dieticians Reviewing Liquid Medications for Enterally Fed Patients in the Community is available on the NHS FV QI hub accessible through the Staffnet.

This guideline was developed to address problems which occur in some enterally fed patients who cannot take medications in tablet form and when converted to sugar free liquid preparations develop significant side effects including diarrhoea, bloating and bowel frequency. This is due to the laxative effect of the sugar alcohol (commonly sorbitol) included in these preparations and, as well as seriously impacting on quality of life for these patients can cause serious carer stress. These issues only affect a small number of patients but can be significant and the guideline has been produced to ensure that any changes to medication are achieved in a safe, legal and practical manner with good communication between all parties :-Community Enteral Feeding Dieticians, General Practitioners, Primary Care Pharmacists, Patients/Carers, Community Pharmacists and Care Homes.

For those pharmacies with access to Forth Valley Intranet the guidelines can be found at the following link:
<http://guidelines.staffnet.fv.scot.nhs.uk/wp-content/uploads/sites/2/2018/01/ONSPrescribingGuidelines.pdf>

Pharmacies who do not have access to the Intranet at this point can request a copy of the guidelines by emailing community pharmacy support.

SBAR Communication Tool

All community pharmacies in Forth Valley have received a pad of SBAR communication forms. These duplicate forms are a useful tool for communication with GPs, nurses, primary care pharmacists, optometrists and dentists.

SBAR stands for 'situation, background, assessment, recommendation' and creates a consistent framework for information sharing.

Please use these forms for referral of patients to other health care professionals. It will allow you to pass on details you have already gathered and the reason you have referred the patient. It also has a space for you to include the timescale of the referral. If the form is being sent with the patient, please explain to the patient what it is and how it is being used. The forms can also be used for non-urgent communication. For example, it can be sent to the GP practice to resolve prescription housekeeping issues.

The duplicate form is retained in the pharmacy as an audit trail and to track responses where they are required.

Further information about SBAR tools and their use can be found on the NES TURAS website <https://learn.nes.nhs.scot/>
Additional supplies of the pads can be ordered by emailing FV-UHB.communitypharmacysupport@nhs.net

Signposting Patients for Pharmacy First Services

Pharmacy First has been running locally for a number of years and became a national service last year. All 76 contractors in Forth Valley are contracted to provide this service. As a result the national service the number of pharmacists trained to deliver this service is rising, this should be providing a more consistent service for patients. Training can be accessed on the NES TURAS website (<https://learn.nes.nhs.scot/>) and every pharmacist working in community pharmacy within Forth Valley should have completed it and signed the appropriate PGDs.

In the unlikely event you are unable to provide this service, having not completed the training required, then please refer the patient to a neighbouring pharmacy. **The pharmacy should be contacted prior to signposting the patients to ensure they are trained to deliver the service.** Referrals to the GP should be reserved for patients who fall outside the PGD criteria.

An e-learning module for the extension service is currently under development.

Community Pharmacy Services

Pharmacy Department, Forth Valley Royal Hospital, Larbert, FK5 4WR
FV-UHB.communitypharmacysupport@nhs.net

Pharmacy Project Support Manager:

Arlene Turnbull, arlene.turnbull@nhs.net, 01324 567935, fax TBC

Community Pharmacy IM&T Facilitator:

Suzanne MacCrimmon, Suzanne.maccrimmon@nhs.net
Telephone: 07920 294 443

For Specials authorisation:

Telephone: 01324 567937

Primary Care Prescribing Advice:

Telephone: FV-UHB.prescribingsupport@nhs.net

Advice Related to Controlled Drugs:

Kirsty Peacock, Inspection Officer for Controlled Drugs, 01324-566743