

NHS FORTH VALLEY

COMMUNITY PHARMACY CLOZAPINE SERVICE

Community Pharmacy Forth Valley and NHS Forth Valley Health Board have agreed a model of delivery of care for patients prescribed Clozapine in Forth Valley. Community Pharmacies are being reimbursed for providing a package of care (i.e. monthly fee per patient) for each individual patient attending the pharmacy.

Many pharmacies in Stirling and Clackmannan have already signed up to provide this service and we are currently rolling out this opportunity to the pharmacies in the Falkirk area.

To improve safety and access to clozapine and medicine related advice through community pharmacies in a patient focussed service

To provide a single source of medicine supply for people prescribed clozapine (high risk medicine) in order to manage the potential risk of drug interactions with other medicines prescribed via General Practice

To promote partnership working between General Practice, Community Pharmacy and the Community Mental Health Service

The service aims

Training is provided locally by Mental Health Pharmacy Team at Clozapine training evenings. All Community Pharmacies require to complete a brief online/telephone ZTAS training module before they can register.

The current contract clozapine brand is Zaponex® made by ZTAS. Once the community pharmacy is registered with ZTAS they can set up an account for supplies with:

Alloga UK, Berristow Lane, South Normanton, Derbyshire, DE55 2FH Tel: 01773 582925

Prescriptions

Prescriptions are automatically generated by the clozapine Mental Health database and sent out to the relevant community pharmacies. When a prescription arrives in the pharmacy it is important to note the **dispensing date** on the prescription as this may arrive before the current prescription being used has had the full 56 days dispensed. If the patient requires clozapine before the **dispensing date** on the prescription, please contact the Mental Health Pharmacy Team on Tel: 01324 567616

Dose Changes

If a patient's dose changes and a new prescription is received with the new dose, the community pharmacy can change the dose on the ZTAS site by clicking on '**dispense list**' and '**display all**'. Press the button of the patient who has had the dose change and make the amendment under '**dose**' – alter the quantities to suit – then if dispensed at that point, click on '**dispensed**' and remove – scroll to the bottom of the page and submit. This will save the new dose for future dispensing.

Each Community Pharmacy is provided with a Resource Pack from which assists them in providing the service. [The contents of the resource pack are also available on the Forth Valley Community Pharmacy website under Clozapine Dispensing Service page within the Locally Negotiated Services drop down box.](#)

Contracting for Clozapine—Expectations

Forth Valley Health Board expectations for contracting into the service are as follows:

- Checking patient's blood result on ZTAS – and dispensing appropriately
- Checking compliance and monitoring clozapine collection
- Asking about side effects / lifestyle changes – especially in relation to constipation and smoking
- Recording actions to provide evidence for annual audit on PCR
- Contacting key worker if problems arise

Recently the mental health team have experienced some problems when either the patient's bloods have been running out of validity or an amber result has been displayed. It is important Community Pharmacies are aware of what actions should be taken in different circumstances depending on the blood results.

No Result Or Validity of Blood Expires

- Confirm with Community Mental Health Team (CMHT) Day Hospital /Resource Centre whether new blood results can be expected before validity of current sample expires. Dispense sufficient supplies up to validity date. If blood sent locally, ask if results could be put onto ZTAS.
- If CMHT cannot be contacted, contact the Mental Health Pharmacy Team.
- If no blood has been taken and the validity expires, no supplies of clozapine can be made. In this case, the community pharmacy should arrange for any clozapine the patient has at home to be returned to the pharmacy. (Hand symbol appears on ZTAS)

Amber Result

- **No alteration to the dispensing of the clozapine is required**
- ZTAS will inform the consultant and the pharmacy team and the patient will require to have their bloods taken twice weekly until a green result is obtained
- Community Pharmacy should continue to watch for the twice weekly blood results

These extra bloods will be sent locally and will require a member of CMHT (or pharmacy) to put results onto ZTAS

Red Result

- Clozapine must **NOT** be dispensed if there is a **RED** result.
- ZTAS will contact consultant to inform them of red result.
- The Community Pharmacy should also contact the relevant resource centre to confirm the result. Daily bloods will be requested. If the patient's blood reverts to green within 24 - 48 hours this is considered an 'unconfirmed' red.
- If there is a **confirmed RED** then all supplies of clozapine should be removed from the patient's home

ZTAS should be contacted on an 'unconfirmed' RED to confirm dispensing can re-commence

**It is extremely important to remember when dispensing clozapine....
To check the validity of the blood result, not only when dispensing, but also
• at the point of issue to the patient**

Contact Details for Mental Health

Livilands - Mental Health Resource Centre - 01786 446913 (Stirling)
Woodlands - Mental Health Resource Centre - 01324 624111 (Falkirk)
Clackmannan - Mental Health Resource Centre - 01259 290343 (Clackmannan)
Mental Health Pharmacy: 01324 567616

[NHS Education for Scotland \(NES\) provide a useful Webinar on their Learn platform](#)

A clozapine support pack containing useful information for health professionals and patients is due to be sent out to pharmacies participating in the clozapine dispensing service in September.

Q & A of Commonly Occurring Clozapine Incidents

Q Your patient is in to collect their weekly Clozapine and their prescription is in date. However, you can see that the blood is showing as 'L' (LATE). What would you do?

A Supply a week of clozapine providing the validity of the blood allows, contact the resource centre to confirm patient has appointment for bloods to be taken (or ask patient when he/she comes in to collect if she has an appointment to have bloods taken).

Q Your patient's blood has recently been taken and you have enough time on the blood to dispense a four week supply but the Rx will run out before the last date of dispensing....what would you do?

A Dispense three weeks to synchronise bloods /supply and prescription. Phone to confirm new Rx is due to be printed and sent out soon.

Q You've been on holiday and come back to find two/three weeks Clozapine for a patient which hasn't been collected....what would you do?

A Immediately phone the resource centre /key worker/CPN and inform them the clozapine has not been collected by the patient.

Q There is a HAND symbol beside the patient's name on your dispense list....what would you do?

A If the hand is up against a patient – then you must not dispense any further clozapine. The patient requires to stop taking clozapine. This can be due to a red blood result or blood validity expiring. Contact the resource centre /key worker/CPN and inform them of the change in the patient's status

Q Your patient's blood result is showing as AMBER - What would you do?

A Continue to dispense the clozapine – but the patient will have to get twice weekly bloods taken until green result is obtained. Contact the resource centre /key worker/CPN and inform them of the change in the patient's status.

Q Your patient's blood result is showing as RED - What would you do?

A Stop dispensing clozapine and remove any remaining clozapine from patient's home. (This might be done by key worker). Contact the relevant resource centre /key worker/CPN to ensure they are aware of the change in the patient's status. Contact the resource centre /key worker/CPN and inform them of the change in the patient's status.

Q Your patient brings a handwritten Rx for Clozapine to you but cannot remember the instructions from their Consultant i.e. if this is in addition to or in place of their current dose..... What do you do?

A Contact prescriber to confirm if there has been a dose change. Dose changes should be annotated on the Mental Health Database and a new Rx generated – hand written Rx should not be used.

Q You have dispensed 4 weeks' worth of Clozapine. The patient's blood is late – you had seen this on ZTAS. Your patient comes into the Pharmacy but tells you they have enough Clozapine at home. By your calculation they should not have any Clozapine left... what do you do?

A Ask the patient to return all excess tablets to the pharmacy so that supply/bloods/Rx can be synchronised. Inform key worker / resource centre patient has excess supply and question if patient has missed doses or has been taking different dosages from what is prescribed.