

Change to Forth Valley Coeliac Service

Within NHS Scotland there has been a move to standardise care for patients with coeliac disease. This will result in some changes to the current service provided by NHS Forth Valley and we are in the process of advising patients of the change.

From Summer 2018 in NHS Forth Valley:

All annual health checks will be offered routinely by Community Pharmacies, rather than at the Acute Hospital Out-Patient Department. This allows for health checks to be carried out closer to home and at the individual's convenience. Health checks are already in place via the Gluten Free Food service so this is not a change in current practice. Patients who are not registered with the Gluten Free Food Service can contact the dietetic department on 01324 566626 and the dietician will arrange.

If patients have chosen not to have gluten free products on prescription, they can still register to receive an annual health check.

Patients currently have bloods taken annually for a coeliac nutritional screen however there is no indication for this. Based on NICE guidelines, blood testing is not required in patients with established coeliac disease who are compliant with a gluten free diet unless there is a clinical need.

If there are red flags identified on a health check, patients should be directed to their GP which is current practice. If there are any difficulties identified with regards management of a gluten free diet then patients can be re-referred to the coeliac service directly. This can be done via coeliac co-ordinator email FV-UHB.coeliacservic@nhs.net who will triage referrals.

Julie Frazer -Specialist Dietician

Pharmacy First Eligibility

Pharmacists should be aware that since the launch of the Pharmacy First service in all Scottish Health Boards eligibility criteria have changed. Previously, Forth Valley stated that only patients registered with a GP in Forth Valley could access the service. With the national launch access has widened to include any patient who is registered with a GP in the UK. Pharmacists are reminded that they should have contact details for the patients GP to ensure that GPs receive treatment details for their patients. For patients registered elsewhere in the UK the CPUs may not be able to be claimed on UCF, therefore, a handwritten prescription should be written and the GP notification form could be photocopied and given to the patient to give to their GP.

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Please Circulate to All Staff

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Pharmacy First service & SBAR Referrals

The success of pharmacy first and the extension service continues to grow in Forth Valley however it is recognised there is ongoing work required to address inappropriate referrals; from GP to pharmacy and pharmacy to GP.

The community pharmacy development team have invested in providing every community pharmacy in Forth valley with carbon copy paper editions of the PCR SBAR communication tool in an effort to make it easier for pharmacists to communicate with GPs.

The receipt of a complaint from a GP practice regarding the non-treatment of a patient for Impetigo provides an example of where the use of an SBAR to the practice would have prevented the complaint by ensuring provision of appropriate information to the practice.

The complaint originated from the patient being asked to go to the GP and ask for an alternative treatment and explain why. The patient did not communicate why they could not be treated at pharmacy and could not remember the name of the alternative treatment recommended. This resulted in the GP having to carry out a second consultation and providing the named treatment originally proposed by the pharmacist for the reasons identified by the pharmacist as being out with the inclusion criteria of the PGD.

Had the pharmacist filled in the SBAR communication tool indicating to the GP practice why they could not treat the patient and what alternative treatment they would prescribe for the patient the situation would have resulted in:

- Timely treatment and a satisfactory experience for the patient
- No second consultation required by the GP (and less cost incurred for the NHS)
- No complaint to the Community Pharmacy Development Team
- Increased confidence in community pharmacy leading to higher professional profile
- **Pharmacists are encouraged to give SBAR referrals to the patient in instances where referral is necessary**

In addition to providing better communication this also results in providing the community pharmacy with a good audit trail of consultation and evidence for consultation payment.

Speech and Language Prescribing Changes

Please be aware Forth Valley Speech and Language department are changing all **new** patients' onto a newer thickener called Thick and Easy Clear which is available in 126g tins. This is not a cost benefits switch, clear thickeners are a newer generation of thickeners which provide an improved taste for patients.

The only existing patients to be changed at the moment will be care home patients so this might impact on any stock held within the pharmacies. Patients at home will not be changed until they come in contact with an SLT and then it might be suggested.

Standards for Registered Pharmacies

Due to recent comments received by the Community Pharmacy Development Team pharmacies are reminded of Standard 3 of the standards for Registered Pharmacies.

When consulting with patients pharmacies are reminded that in order to **preserve patient privacy please ensure that you use or offer the use of the consulting room to patients**. Consulting rooms should reflect '[...an environment that is appropriate for the provision of healthcare](#)' and should not be used for storing stock.

Community Pharmacy Development Team Fax

The Community Pharmacy Development Team currently has no access to fax facilities at Forth Valley Royal Hospital. We are currently working to resolve this issue. In the meantime as a reminder could all PGD submissions please be either photographed/ scanned and emailed to FV-UHB.communitypharmacysupport@nhs.net or posted to

Community Pharmacy Development Team

Pharmacy Department

Forth Valley Royal Hospital

Larbert

FK5 4WR

Dates for Diary—Future Training Events

Hosted By	Name of Event	Date	Venue	Time	PLT	For Information or to Register:
NES	Falsified Medicines	Tuesday 23rd October 2018	The Grange Manor	7-9pm	NO	https://portal.scot.nhs.uk
CPS	CPS / Forth Valley AGM	Tuesday 30th October 2018	The Grange Manor	7-9pm	NO	https://portal.scot.nhs.uk
NES	Childhood Illness Update	Thursday 29th November 2018	The Grange Manor	7-9pm	NO	https://portal.scot.nhs.uk
Community Pharmacy Development Team	Delivering Community Pharmacy Services For Pharmacy Support Staff	Tuesday 13th November	The Grange Manor	Morning Session 9:00am— 12:30 Afternoon Session 13:00— 16:30	YES	FV-UHB.communitypharmacysupport@nhs.net

Business Continuity Review

Pharmacists and pharmacy support staff are requested to familiarise themselves with actions that should be taken when an unplanned closure occurs. Forth Valley have made changes to the process of informing the Health Board of unplanned closure and have introduced a checklist for use to ensure best practice and patient safety in the event of closure.

The recent use of the telephone cascade as a means of ensuring quick and effective communication of critical information highlighted a highly ineffective response from community pharmacies. The telephone cascade has been updated and ALL pharmacy staff should be aware of its existence. It is the Community Pharmacy Development Teams intent to carry out an **adverse weather warning TEST** using the telephone cascade in the near future, please ensure you are familiar with the process.

All updates are on the Forth Valley Community Pharmacy Website at:

<https://pharmacies.nhsforthvalley.com/local-guidance/business-continuity/>

Scottish Enhanced Services Programme 2018/19

Thanks to all who attended the introduction night for the Scottish Enhanced Services Programme 2018/19.

All the documentation required to carry out the programme and requested submissions can now be found on the Forth Valley Community Pharmacy Website at the following link:

<https://pharmacies.nhsforthvalley.com/resources/Scottish-enhanced-services/quality-improvement/>

Community Pharmacy Services

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FV-UHB.communitypharmacysupport@nhs.net

Pharmacy Project Support Manager:

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

Community Pharmacy IM&T Facilitator:

Suzane 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