

Unscheduled Care Event

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Would you know what to do when presented with each scenario?

A patient has ordered her fluoxetine RX for Monday. She presents in your pharmacy on Friday afternoon with no medication left for the weekend. She hasn't received a prescription from your pharmacy for over a year.

A patients' son presents on a Saturday morning. His mother is a well known patient and has no MST 30mg tablets as he forgot to collect the prescription from the surgery yesterday .She is severely distressed.
Would you take the same actions if this was a substance misuse patient?

An elderly, out of breath patient that you don't know presents at your pharmacy claiming NHS 24 have sent him ,as he has run out of his water tablets and you may be able to make a supply.

Would you like to feel confident about which course of action to take?

Would you like to improve your patients' journeys?

Would you like all your questions about unscheduled care answered?

Then come along to our unscheduled care training evening and talk to the experts.

When?

November 6th 2019
7pm- 9pm

To Register for this event please go to:

<https://learn.nes.nhs.scot/>

Where ?

The Learning Centre
Third Floor
FORTH VALLEY ROYAL HOSPITAL
Stirling Road
Larbert
FK5 4WR

Please check your shared mailbox daily for the most up-to-date communications

Please circulate this newsletter to all members of the pharmacy team.

Did you know you can check which community pharmacy a prescription with a K barcode has been presented at by using the following tracker?

<https://nhsnss.org/services/practitioner/pharmacy/prescriptions/prescription-tracker/>

Access all the latest information , updates and formulary changes at the Community Pharmacy Forth Valley Website <https://pharmacies.nhsforthvalley.com/>



Flu Vaccines—Don't Forget!

As healthcare workers we all have a duty to make sure that those we care for are safe and protected, especially those more vulnerable to flu. This includes young children, people with long term health conditions such as asthma, pregnant women, a heart condition and those over 65. We also need to protect ourselves, so we are well enough to look after patients and support our colleagues throughout the busy winter period. It is important to get the flu vaccine every year as the virus constantly changes and immunity reduces over time—Don't forget to get yourself vaccinated this year!

Hospital Prescriptions

Hospital prescription forms as we know them are changing! Over the next few months we will see a roll out over Scotland of a new version of the HBP form. The main difference will be the colouring of the form. Patient and medication details will be on a white background to allow for easier scanning at PSD. This will aid the accuracy of payments we receive. There is no change to process in community pharmacy—this is for information only.

Pharmacy Champions

We are currently looking for pharmacists or pharmacist technicians to join our team in Forth Valley as pharmacy champions. We are looking for enthusiastic people to engage and support community pharmacies to help them deliver core services.

Champion sessions in Forth Valley are remunerated by payment directly to the contractor for releasing the member of staff. The payment is £125 per four hour session.

If interested in applying for one of these positions please get in touch with the Community Pharmacy Development Team at:

FV-UHB.communitypharmacysupport@nhs.net

And we will email you across an application form. Closing date is November the 8th.



Hospital Discharge Information

Due to ongoing IT issues, the automated sending of patient discharge information from Forth Valley Royal Hospital and all community hospitals (with the exception of Stirling Care Village intermediate wards Argyll, Thistle and Castle) is still on hold. The following procedures are in place for each hospital site:

Community Hospitals will e-mail all patient discharge letters to your NHSmail shared mailbox. Forth Valley Royal Hospital pharmacy will continue to send the daily admission list and will e-mail MDS patient discharge letters to your NHSmail shared mailbox. For queries regarding these patients and any others please contact the HePMA team at The team can be contacted by phone on 01324 566724 or by e-mail to:

fv-uhb.HePMAProjectTeam@nhs.net

Please be reminded that all e-mail correspondence containing patient information should be via NHSmail and not personal or company e-mail accounts.

Naloxone Supply

Naloxone can currently be ordered via phone or e-mail from:

NXSales@frontier-group.co.uk or telephone: 01495 235800

Celebrate Success!

We have had lots of good feedback this month about Community Pharmacies doing their bit to help with the shortages situation. Instead of sending patients away empty handed, community pharmacies are resolving the issues by sign-posting appropriately or recommending alternatives to GPs. This is helping to alleviate the situation immensely.

For a reminder on the action you should take when presented with such a situation please go here and have a look at our shortages protocol **and related local and national advice:**



<https://pharmacies.nhsforthvalley.com/news/supply-issue-bulletins/>

EHC Claims

From the 1st of October 2019, the PHS claim form should not be used by community pharmacy contractors and it will not be accepted for payment by Practitioner and Counter Fraud Services (P&CFS). All community pharmacies now have full access to the Universal Claim Framework (UCF). P&CFS will make capitation payments for EHC **only** where they have been submitted through UCF. In the event of system failure, pharmacies should contact the ePharmacy Helpdesk on 0131 275 6600 for advice. If the Helpdesk is closed then CPUS forms should be used during the system failure and contact the Helpdesk at the earliest opportunity.

Contact Us

Need advice or help with an issue? Then please get in touch with us at the Community Pharmacy Development Team—we are here to support you.

Community Pharmacy Development Team	Telephone: 01324 567935 E-mail: FV-UHB.communitypharmacysupport@nhs.net
IM&T Facilitator	Suzanne MacCrimmon Telephone: 07920 294443 E-mail: suzanne.maccrimmon@nhs.net
For specials authorisation	Telephone: 01324 567937
For primary care prescribing advice	E-mail: FV-UHB.prescribingsupport@nhs.net
Advice relating to Controlled Drugs	Kirsty Peacock (Inspection officer for Controlled Drugs) Telephone: 01324 566743
Pharmacy Champions	Carole Smith carolesmith@nhs.net Rachael Sullivan rachael.sullivan3@nhs.net