

PPE

- Please remember, should you require any additional PPE this can be done by contacting the telephone reordering system. This can be accessed on **0300 303 5550** – this line will be supported Monday - Friday between 08:00 – 20:00. You will be required to have your contractor code and postcode to hand.

Drug and Alcohol Services

- **Supervision of methadone/buprenorphine (OST):** As previously communicated by CADS and in previous communications **do not reinstate** supervision without consulting with the prescribing service. It is important to be aware of the increased risk of overdose when supervision of OST is reinstated and as such the prescriber will require to clinically assess the suitability of this for the patient.

For any queries, please use the following email: FV-UHB.CADSprescribing@nhs.net.

For **urgent enquiries only**, please use the following contact numbers:

CADS Falkirk: 01324 673670 / 673669
CADS Stirling: 01786 468282 / 468280
CGL: 0808 196 2188

- **OST Buddy list:** The previously circulated OST buddy list is no longer being updated. Any updates for community pharmacy will be communicated by the prescribing service. If you have any concerns regarding the nominated individual collecting OST for a patient please advise the prescribing service.

Closures/Request for Additional Resource

- Remember, if you need to close, inform NHS Forth Valley by emailing FV-UHB.communitypharmacysupport@nhs.net. Please display a sign in your window informing members of the public of the change in opening times and let your local GP practices know.
- A document has been produced that has been e-mailed with this briefing that can be completed and submitted by email to FV-UHB.communitypharmacysupport@nhs.net should you wish to request additional resource.

Health and Wellbeing Resources

- The National Wellbeing Hub has produced a number of resources to support those working within Health and Social Care **which** can be found at <https://www.promis.scot/individuals/>

Mental Health Services/Clozapine

- Patients on clozapine have a severe and enduring mental illness and like other similar patients will be especially vulnerable during Covid-19.

- Please continue to dispense clozapine as per normal Full Blood Count (FBC) monitoring. There are no changes to monitoring during Covid-19.
- If you have any concerns regarding clozapine patients e.g if they do not present to collect their prescription when due, please contact their normal community supports.
- If a patient complains of a fever or flu-like symptom, it could be a virus such as Covid-19 however it could also indicate an adverse drug reaction (ADR) in keeping with neutropenia and we would ask that they contact their local Mental Health Team urgently.

Local Resilience Hubs

- Community pharmacies should be keeping a log of prescriptions collected on behalf of patients by volunteer drivers working with the local resilience hubs.
- A sample volunteer driver collection/medication delivery log can be found [here](#).

ECS – Test Patients

- The ECS Quick Reference Guide has been updated to include details for two test patients - the updated version is available [here](#).
- Please be reminded that you should never access your own record or those of family members for training purposes or to practise using the system.

Reminder - COVID-19 Temporary E-mail Communications SOP Update

The Temporary E-mail Communications to Community Pharmacy SOP used to send urgent prescriptions from the COVID Hub and Tele-ophthalmology services has been updated and is available [here](#).

Summary of updates:

- Check your NHSmail Shared Mailbox at least three times daily
- Prescriptions should be ready for collection within **4 hours of being sent**
- Prescriptions sent **after 4pm** should be ready for patient/representative collection by **10am** the following day
- If a prescription is required by a patient in less than 4 hours, the prescriber will contact the pharmacy by phone to arrange.

Immediate Discharge Letters via the PCR

The HePMA team at FVRH have been testing hospital discharge letters being sent to Community Pharmacies via the PCR this week - so far, testing has been successful. **The HePMA team will now send discharge letters to the PCR and inpatient lists will continue to be sent to your NHSmail Shared Mailbox.**

What you need to do now:

- Ensure you can access the PCR
- Check it regularly for patient discharge information
- If your PCR password is locked or needs reset, call the ePharmacy helpdesk on 0131 275 6600.
- If you are registered with the GPhC and have never had access to the PCR, complete the application form on our website [here](#)

A communication went out to all Community Pharmacies yesterday regarding reinstatement of the Specials Authorisation Process. To summarise:

- The Specials Authorisation Process will be reinstated from Monday 1st June
- All authorisation requests should now be emailed only
- Emails should be sent to FV-UHB.FVSpecials@nhs.net
- Only use the request form that will be sent to your mailboxes
- Only send requests from your NHSmail Shared Mailbox account to ensure patient confidentiality