E-mail Communications to Community Pharmacy

DO NOT USE THIS STANDARD OPERATING PROCEDURE (SOP) IN PRINTED FORM WITHOUT FIRST CHECKING IT IS THE LATEST VERSION

The definitive versions of all NHS Forth Valley's SOPs appear online, not in printed form, to ensure that up to date versions are used. If you are reading this in printed form, check that the version number and date below is the most recent one as shown on the NHS Forth Valley pages of the Community Pharmacy website:

https://pharmacies.nhsforthvalley.com/local-guidance/email-communication/

Author: Suzanne MacCrimmon
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Revision Control

Revision Control Version	Date	Author/Editor	Revision Notes
V1.2	18.05.2020	Suzanne MacCrimmon	Source name changed from COVID-19 Hub and Community Hubs to COVID Triage Hub throughout.
V1.2	18.05.2020	Suzanne MacCrimmon	**Section 5.1** updated to include a 4 hour turnaround time and 4pm deadline for same day collections.
V1.2	19.05.2020	Suzanne MacCrimmon	**Section 5.1** Exception processes added for more urgent patient collections and where e-mail is not available.
V1.2	18.05.2020	Suzanne MacCrimmon	**Section 5.2** updated to incorporate a Shared Mailbox check three times daily instead of once between 5pm and 6pm, a 4 hour turnaround time and a 4pm deadline for same day collections.
V1.2	19.05.2020	Suzanne MacCrimmon	**Section 7** Process for when e-mail isn't available removed as this is now included in Section 5.1 as an exception.
V1.2	18.05.2020	Suzanne MacCrimmon	**Section 7** updated to reflect the change from daily opening hours updates to weekly opening hours updates. Next day collection changed to same day collection.

V1.3	30.11.20	Kirstin Cassells	**Section 1** updated to include Urgent Care Centre Flow Hub
V1.3	30.11.20	Kirstin Cassells	**Section 3** updated to include Urgent Care Centre Flow Hub
V1.3	30.11.20	Kirstin Cassells	**Section 4** updated to include Urgent Care Centre Flow Hub
V1.4	10.08.21	Victoria Young	**Section 3.1** updated Authorised Sources and Destinations
V1.4		Victoria Young	**Section 4.1** updated Examples of information e-mailed to Community Pharmacies
V1.4		Victoria Young	**Section 5** updated distribution lists
V1.5	03.03.22	Victoria Young	**Appendix B** process for Outlook Administration added.
V1.5		Victoria Young	**Section 3.1 Sources Table updated to include Adastra**

Contents

1. Introduction, Background and Purpose

This Standard Operating Procedure should be used to send relevant information from NHS Forth Valley to all Community Pharmacies, including urgent scanned prescriptions from the COVID Triage Hub, Urgent Care Centre Flow Hub, and Tele-ophthalmology to Community Pharmacies.

2. Risks

Failure to follow this SOP could lead to:

- inappropriate information being sent by e-mail
- mailboxes not being checked regularly
- urgent prescriptions not being received by Community Pharmacies
- patients being unable to obtain urgent medicines

3. Who Should Use This SOP?

The SOP should be used by the authorised sources to the destinations outlined in Table 3.1. and Forth Valley Community Pharmacies.

3.1 Authorised Sources and Destinations

Sources	Destination*
Community Pharmacy Development Team	Community Pharmacy Shared Mailboxes
Prescribing Support Team (PST)	Community Pharmacy Shared Mailboxes
Primary Care Contractor Services (PCCS)	Community Pharmacy Shared Mailboxes
Senior eHealth Trainer/Facilitator	Community Pharmacy Shared Mailboxes
Acute Services Pharmacy Department	Community Pharmacy Shared Mailboxes
Substance Use Pharmacy Team (fv.substanceusepharmacy@nhs.scot)	Community Pharmacy Shared Mailboxes
COVID Triage Hub (fv-uhb.covidassessment@nhs.net)	Community Pharmacy Shared Mailboxes
Tele-ophthalmology (fv-uhb.fvoptomtriage@nhs.net)	Community Pharmacy Shared Mailboxes
Urgent Care Centre Flow Hub (fv.urgentcarecentre@nhs.scot)	Community Pharmacy Shared Mailboxes
Adastra (System Automated Email Communications)	Community Pharmacy Shared Mailboxes

* The source and destination should not include personal e-mail accounts.

4. When Should This SOP Be Used?

This SOP should be used to send the categories of information outlined in table 4.1.

4.1 Examples of information e-mailed to Community Pharmacies

Information Category	Responsibility
Drug Alerts (Class 1 & 2)	PST
Drug Alerts (Class 3 & 4)	PST
SGHD Circulars	PCCS
Drugs by Deception Notifications	PST
Pharmacy News	Community Pharmacy Support
Prescriberfile	PST
Drug Safety Notifications	PST
Supply Issues Notifications	PST
Information from Substance Misuse Services within Forth Valley eg missing substance misuse prescriptions	Substance Use Pharmacy Team
Substance Misuse Alerts	Substance Use Pharmacy Team
eHealth/ePharmacy/PMR Information	Senior eHealth Trainer/Facilitator
Stolen Prescriptions from GPs within Forth Valley	PCCS
Urgent Forth Valley information (e.g. flu)	Community Pharmacy Support/ PST
Flyers for professional events	Community Pharmacy Support
Compliance Device Prescription Information	Acute Services Pharmacy Department
Hospital Admission and Discharge Information	Acute Services Pharmacy Department
'Out-of-hours' Drug Alerts	Acute On-Call Pharmacists
Urgent Community Hub Prescriptions (excluding Controlled Drugs)	Dr Karyn Webster
Urgent Tele-ophthalmology Prescriptions	Mr Andrew Ferguson
Urgent Care Centre Flow Hub Prescriptions	Dr Dan Beckett

5. Description

5.1 Source Responsibilities

When items listed in table 4.1 require to be circulated, authorised senders should use the following Distribution Lists:

fv.falkirk-chp-pharmacies@nhs.scot
fv.stirling-chp-pharmacies@nhs.scot
fv.clacks-chp-pharmacies@nhs.scot

Membership of the Distribution Lists is detailed on the NHS Forth Valley Intranet at:

http://staffnet.fv.scot.nhs.uk/wp-content/uploads/2016/11/FV-Pharmacy-Contact-Details_Current_Version.pdf

Senders should not save local copies of the Forth Valley Community Pharmacy Contact Details as this is updated regularly. Instead, always use the URL to access the most up to date contact details for all Community Pharmacies.

Patients/representatives will be able to collect prescribed medicines within 4 hours of the scanned prescription being e-mailed by the sources identified in table 4.1. Scanned prescriptions e-mailed after 4pm will be available for collection by 10am the following morning. The paper prescription forms should be sent by post to the Community Pharmacy daily.

Please Note:

- If a more urgent supply of medicine is required (e.g. in less than 4 hours), the prescriber should contact the Responsible Pharmacist at the nominated Community Pharmacy by phone to agree a suitable timeframe for patient/representative collection.
- Where e-mail is not available, either through technical issues or absence of a suitable e-mail account, the sources outlined in table 3.1 should post prescriptions or, depending on urgency, contact the community pharmacy by phone as outlined above.

If appropriate, at the time of sending, a delivery receipt may be requested.

Any information from sources not included in Table 3.1 should be forwarded to the Community Pharmacy Support team (fv.communitypharmacysupport@nhs.scot) for onward transmission.

5.2 Destination Responsibilities

Community Pharmacies should check their NHS Shared Mailbox at least three times every day for urgent prescriptions. Prescriptions should be ready for collection by the patient/representative within 4 hours of the scanned prescription being e-mailed. Scanned prescriptions e-mailed after 4pm should be ready for collection by 10am the following morning.

Community Pharmacies should specifically acknowledge receipt of e-mails from NHS Forth Valley authorised sources where this is requested in the e-mail.

Sufficient members of staff within the Community Pharmacy should be suitably trained to ensure the mailbox is checked at least once daily on every day that the pharmacy is open and action appropriately.

Community Pharmacies should inform the Senior eHealth Trainer/Facilitator of any staff changes, training requests or administration support required, including password resets.

6. Review

This procedure should be reviewed after each critical incident and every three months by the Senior eHealth Trainer/Facilitator.

7. Related SOPs and Documents

Where e-mail is not available, either through technical issues or absence of a suitable e-mail account, the sources outlined in Table 3.1 should fax or post information depending on urgency.

An Interim Pharmacy Opening Hours spreadsheet is available on the NHS Forth Valley Community Pharmacy Website. This should be used to manage patients' expectations of when their prescription will be ready for collection, which will usually be the same day.

Appendix A - Accessing Outlook Shared Mailboxes

1. Log into your personal Outlook account

2. On the Outlook Web App navigation bar, click on your initials
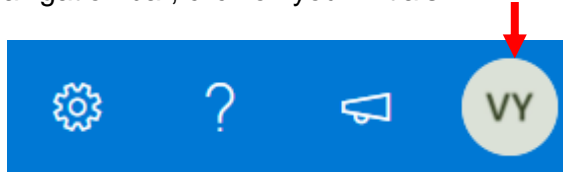
3. A list appears. Click "Open another mailbox..." from the list

4. A pop up box displays. Type the address of your Shared Mailbox and select "Open". Another Outlook Web App session opens in a separate window, allowing access to the mailbox.

Appendix B – Outlook Mailbox Administration

In the event of staff changes, the Senior eHealth Trainer/Facilitator should be notified.

Joiners – an Outlook Mail account will be set up for any new staff at Community Pharmacies and access to the Shared Mailbox will be granted.

Leavers – Outlook accounts for leavers from Community Pharmacies will be disabled and access to the Shared Mailbox will be removed.

Users moving Health Boards – Outlook accounts will be transferred to the relevant Health Board and Shared Mailbox access will be removed. eHealth Trainer/Facilitators for both Health Boards should be notified.

Any changes to membership of the Distribution Lists will be updated by the Senior eHealth Trainer/Facilitator and circulated to the sources outlined in Table 3.1.

SMS Enabled Accounts – please contact the Senior eHealth Trainer/Facilitator. An Outlook Shared Mail account will be created and SMS Functionality enabled.