Welcome to the summer edition of Fife Pharmacy News. In this issue, there’s a focus on Managed Repeat changes, the Pharmacy Prescribing Team being runners up at the NHS Fife Achievement Awards, National campaigns and an update on the development of the Stop Smoking Service. As always, if you have any ideas or suggestions, or if there is something you would like to see featured in this newsletter, please contact us – fionaforsyth@nhs.net or natalie.bate@nhs.net.

Fiona and Natalie

What Matters to You?
06 June 2017
The Pharmacy Services Team at Pentland House, Lynebank supported this campaign, alongside many other NHS Fife and Health and Social Care teams.

The campaign aims to encourage and support more meaningful conversations between people who provide health and social care and the people, families and carers who receive health and social care.

More information on the campaign is at www.whatmatterstoyou.scot or with #wmty17.

Pharmacy Savings Achieved
Some good news in May on the financial status of NHS Fife - Paul Hawkins, Chief Executive NHS Fife said “We are now in a much better position than we were. As we finalise accounts for the financial year 2016/17 we have confidence that we may break even without the need for financial assistance from the Scottish Government.

Our managers and staff have worked exceptionally hard on a range of projects and initiatives to address the financial challenges, while continuing to deliver safe and effective care for our patients. This includes reducing prescribing costs and medicines waste, tighter management of our supplies and other efficiencies”. Well done to everyone involved in the Prescribing Efficiencies Project - keep up the good work!
Stop Smoking Conference
An innovative and fun workshop was held at Cameron Hospital in March, with Stop Smoking Specialists, Administration staff, Pharmacy, Health Promotion and the Scottish Government to discuss new ways of promoting and developing the NHS Fife Stop Smoking Service.
Dr Margaret Hannah, Director of Public Health also invited discussion on new ways to approach people to help them stop smoking, including a focus on staff, those in hospital and using people who have successfully quit as ambassadors.

New - NRT Formulary Changes
Below is your handy cut out and keep guide to the recent NHS Fife NRT Formulary changes.

1st line choices in line with nationally approved rebates
Nicotine replacement therapy plus specialist support
- 16 hour Patch (7 patches) (Nicorette Invisi®)
- 24 hour Patch (7 patches) (Nicotinell®)
- Gum 2mg, 4mg, 6mg (105 or 210 pieces) (Nicorette®)
- Lozenges (1mg or 2mg) (Niquitin® Minis 1.5mg or 4mg, Nicotinell®)
- Inhalator (15mg 20 or 36 pack) (Nicorette®)

2nd line choice is Varenicline and specialist support
Please follow these choices to maximise efficiencies

For the most up to date version of the Fife Formulary, please visit the ADTC website - http://www.fifeadtc.scot.nhs.uk/
Changes to e-Cigarette Regulations

Due to a change in the law, Pharmacies or businesses wishing to carry on a business involving the supply of Nicotine Vapour Products (NVPs), which include e-cigarettes, must register themselves on the Scottish Tobacco register. This is open and you can now register on—www.tobaccoregisterscotland.org.

Retailers will have until the start of October to add themselves, after which it will be an offence to sell these products if not on the register.

Registration is free, and can be done quickly and easily online at the website above. In the vast majority a Head Office will complete registration on behalf of outlets, but if you are in any doubt please contact your Head Office. There is also a list of frequently asked questions which could be useful for some pharmacies - click here (https://www.tobaccoregisterscotland.org/frequently-asked-questions/) to access.

It will be illegal for retailers who sell nicotine vapour products, tobacco or both if they are not registered by 1 October 2017. Retailers who sell tobacco products only, should already be registered and therefore no action is required.

Retailers who sell nicotine vapour products can register a new premises or update an existing premise from 1st April 2017. Retailers can add their business to the national register which will operate in conjunction with a fixed penalty notice scheme and the ability for courts to impose banning orders.

The Tobacco and Primary Medical Services (Scotland) Act 2010 was passed by the Scottish Parliament on 27 January 2010, with an overwhelming majority of 108 to 15 MSPs in favour. The Act contains measures aimed specifically at reducing the attractiveness and availability of tobacco to persons under 18.

Finding the right health and care information can make a real difference to how people manage their wellbeing. Making information accessible, quality assured and up to date helps people to make positive choices.

NHS inform (www.nhsinform.scot) is Scotland’s dedicated resource offering up-to-date facts on health, services and campaigns. It also has a wealth of information available online, over the telephone or via webchat:

- tests and treatments
- illnesses and conditions
- injuries
- healthy living (including stopping smoking, screening and keeping active)
- care, support and health rights.

One of the many great features of the new website is that people can personalise the information that’s relevant to them using the ‘Info for Me’ tool. People can also interact and find out about specific conditions in community forums using the ‘Health Unlocked’ facility. Of course, there is always the option to talk to the health information team by telephone or using webchat.

Want to try the new service? Visit: www.nhsinform.scot or call: 0800 22 44 88.
NHS Fife Pharmacy Champions support community pharmacists and their staff in defined geographical areas. They regularly visit a number of pharmacies in their area to help support staff.

**Champion Vacancies**

NHS Fife currently has three vacancies for community pharmacy champions. Each champion would be expected to support around 10 community pharmacies in Locality Areas. The Locality Areas in question are Levenmouth (one vacancy) and North East Fife (two vacancies). Practitioner champions are expected to develop expertise in the pharmacy contract and then support community pharmacists by cascading their knowledge and experience to this peer group.

In 2017/18 the focus of this support will be on:

- The Chronic Medication Service (CMS) focusing on both the serial prescribing and pharmaceutical care planning elements.
- Providing local advice on closer partnership working as described in Circular PCA(P)(2016)15
- Supporting community pharmacists and their teams to develop and embed continuous improvement in community pharmacy; also contained in Circular PCA(P)(2016)15 [http://www.sehd.scot.nhs.uk/pca/PCA2016(P)15.pdf](http://www.sehd.scot.nhs.uk/pca/PCA2016(P)15.pdf)

**Funding**

Funding is available to cover or contribute to the time and travel costs of pharmacy champions in delivering the contract implementation programme. Current champions tend to work either from their home or pharmacy when not visiting pharmacies or attending meetings however there is also the opportunity to spend time within Pharmacy Services at Lynebank Hospital where IT and communication resources are available. This would also facilitate close working with Health Board Personnel.

If you think you’d like to be a Pharmacy Champion, please send a CV to William John at: william.john@nhs.net.

**Your Local Pharmacy Champion is Listed Below**

If you have any questions or feedback on the services provided in your pharmacy, call or drop them an email.

**Amanda Dellar**  
amanda.dellar@nhs.net  
07807 646 624  
Boots Cowdenbeath, Crossford, Boots Kingsgate, Well Douglas St, Well Abbeyview, Well St Andrews St, Alderston, JBB Dick, Lloyds Bellyeoman, Fishers, Well Elliot St, Lloyds Duloch.

**Colin Cossar**  
colincossar@nhs.net  
01383 843617  
Aberdour, Charlestown, Asda Halbeath, High Valleyfield, Lindsay & Gilmour High St, Lindsay & Gilmour The Cross, Kincardine, Oakley, Well Rosyth, Rowlands Rosyth.

**Allan Shields**  
allanshields@nhs.net  
07977 469 251  
Boots Lyon Sq, Cadham, Boots Cos Lane, Lloyds Glenrothes, Superdrug, Lomond Kinglassie, Leslie, TW Buchanan Leven, Markinch.

**Naseem Sadiq**  
Naseemsadiq@nhs.net  
01592 772797  

**Alex Stuart**  
alexandragluart@nhs.net  
01592 652209  
Kirkcaldy pharmacies.
The “hello my name is” campaign was created by Dr Kate Granger MBE, a registrar in elderly medicine who had terminal cancer. Dr Granger started the campaign in August 2013 after she became frustrated with the number of staff who failed to introduce themselves to her when she was an inpatient with post-operative sepsis.

Dr Granger asked frontline NHS staff to make a pledge to introduce themselves in future to their patients. She used social media to help kick start the campaign and created the hashtag #hellomynameis.

Her campaign for more personalised care has been supported all over the world, with over 400,000 health workers across 90 organisations backing the initiative. She used her personal blog and social media updates to share her experiences of her illness and gain support for #hellomynameis.

Dr Granger was recognised with an MBE along with awards including a Special Achievement Award from the BMJ. In March 2014 NHS Employers and NHS England launched The Kate Granger Compassionate Care Awards to highlight how innovation, practicality and especially compassion are essential in everyday NHS care.

Sadly, Dr Granger passed away at the age of 34 on 23 July 2016 after reaching her target of raising £250,000 for cancer charities.

Find out more about the #hellomynameis campaign and show your support by using the hashtag in your tweets.

---

GPhC visits Fife

The General Pharmaceutical Council are currently reviewing the education and training standards for Pharmacy Technicians and representatives Hugh Simpson and Lord Kirkwood of Kirkhope were invited to Fife to see the breadth of roles carried out by Technicians across the Kingdom.

As part of their visit, the invited guests met with local Pharmacy Technicians from across the breadth of healthcare services in Fife, and saw first-hand some of the innovative work carried out in Ravenscraig Ward at Whyteman’s Brae Hospital, Kirkcaldy.

Commenting on the visit, Director of Pharmacy, Evelyn McPhail said: “The role of Pharmacy Technicians has expanded considerably over recent years. Pharmacy Technicians play a crucial role in supporting the safe and efficient use of medicines in Fife, working across a variety of disciplines in our acute hospitals and in our communities. Fife is at the forefront of developing this important role, allowing us to improve safety and enhance the standard of care we provide. I am delighted to have the opportunity showcase this innovative work, and demonstrate the benefits that it brings for patients.”

Maxine East, Senior Pharmacy Technician and Evelyn McPhail, Director of Pharmacy with representatives from GPhC.
In a recent visit to Airlie Practice and TW Buchanan Pharmacy in Leven organised by Andrea Smith, Lead Pharmacist (Fife HSCP), Michael Kellet, Director of Fife Health and Social Care, staff were able to showcase CMS and serial prescribing, the Scottish Patient Safety Partnership, pharmacies trialling access to clinical portal, the Minor Ailment Service, plus the new UTI service launched recently.

Michael said: “Thanks very much (to Andrea) for organising the recent visit. I really enjoyed the morning and learned a lot. I was particularly struck by how positive the practice was about the contribution of pharmacy colleagues. It was really good to hear and makes me think that the more we can do to reinforce that resource in primary care the better”.

Pharmacy Prescribing Support Team Runners Up at Fife Achievement Awards 2017

Tough competition from the ENT and Administration team and deserving winners the Network and Telephony Team meant Pharmacy were runners up at this award ceremony. However to be nominated and shortlisted for the Team of the Year at the prestigious Achievement Awards has highlighted the hard work and dedication of the team. The team also starred in a short video for their nomination - click here to watch: https://youtu.be/vyAd-VQdk7k

Congratulations also to Claire Fernie – Patient representative, Scottish Patient Safety Programme, Primary Care who won the Public Partners and Friends Award at the Fife Achievement Awards.

Claire Fernie has worked as a patient representative for over three years, providing constant support to ensure that the patient continues to be at the centre of all work. Highly committed, her considered input and feedback has proved invaluable to staff. Claire’s work has included speaking at GP and Pharmacy workshops, appearing in a national Pharmacy video and carrying out focus groups and questionnaires with patients.

Always willing to help, she has gone far and beyond expected levels of commitment to help keep the focus firmly on the patient.

Claire can be seen with her award here: https://youtu.be/P4p-v51hd8Q

Congratulations to NHS Prescribing Support Team. Their nomination is below:

In record time, the Prescribing Support Team delivered NHS Fife’s new Formulary which is the list of medicines recommended for use by prescribers. This work was the vital starting point in a project to ensure good choices which would significantly reduce the pharmacy bill without compromising safety or quality. It involved painstaking processes to compile the Formulary, to understand its financial impact and to update the IT systems that support it. This new Formulary is the bedrock of ongoing work by the wider Medicines Efficiency Project to continue to strive for best value and enhanced patient safety. This dedicated team delivered under immense time pressure and continue to play a vital role offering advice and support to prescribers across Fife. Well done to everyone involved!

In a recent visit to Airlie Practice and TW Buchanan Pharmacy in Leven organised by Andrea Smith, Lead Pharmacist (Fife HSCP), Michael Kellet, Director of Fife Health and Social Care, staff were able to showcase CMS and serial prescribing, the Scottish Patient Safety Partnership, pharmacies trialling access to clinical portal, the Minor Ailment Service, plus the new UTI service launched recently.

Michael said: “Thanks very much (to Andrea) for organising the recent visit. I really enjoyed the morning and learned a lot. I was particularly struck by how positive the practice was about the contribution of pharmacy colleagues. It was really good to hear and makes me think that the more we can do to reinforce that resource in primary care the better.”
Repeat Ordering Systems

NHS Fife is highlighting the change in how some patients order their repeat prescriptions. Look out for your poster and letter and please see information below which may help with any queries and questions from patients.

Key Messages for patients/carers:
- When a patient/carer needs a repeat prescription they should contact their GP practice or Community Pharmacy. They can do this:
  - Online (ask at their GP practice or see their website)
  - In person (at their GP or Community Pharmacy)
  - By post
  - By telephone (if their GP or community pharmacy accepts telephone calls)

Patients should:
- Only order the medicines they are taking.
- Only order what they need.

Make sure to re-order when they have 7 days supply left - it could take up to 5 days to get their medicine (2 to 3 working days for prescriptions to be issued and 2 days for the pharmacy to dispense it).

Meet Vicky Park....

“The role of Education and Training Pharmacist is not only a new role for myself but also for that of NHS Fife. It is therefore still very much evolving however I am primarily responsible for the development, management and co-ordination of education and training for pharmacy staff and trainees including undergraduate, pre-registration and postgraduate training as well as in-service and vocational training. I also contribute to education and training on a national level through links with NHS Education for Scotland (NES) and the Scottish Schools of Pharmacy. As you can imagine therefore my day to day role varies widely which is something I really enjoy!

I believe that this role is important because the education and training of our staff is vital. The role of the pharmacist is constantly evolving and becoming more and more patient facing. For example there are increasing numbers of pharmacists working across all sectors who are becoming independent prescribers and undertaking more advanced clinical roles. We therefore need to ensure we support the development of our workforce in order for them to effectively undertake these roles.

I am based at VHK at the moment however my role can take me all over Fife. I am currently supporting pharmacists within acute and primary care, however I hope to broaden my scope to support community pharmacists in the near future.

What I have always liked best about my job as a pharmacist was feeling that I was making a difference to patient care. With this new role I feel that I have the opportunity to take this a step further in ensuring that we are effectively developing our workforce as a whole to ensure we are all delivering safe, effective and patient-centred care to the best of our abilities.”

Vicky Park, Education and Training Pharmacist
Let the sun Shine!

Now that summer is here, it’s time to get the barbecue out and start trying on the swimwear! However, it’s also the season for sunburn, rashes, bites and stings, not to mention travel vaccinations. That’s why we’re encouraging customers to “Ask their Pharmacist”.

You can give advice on a wide range of summer health care topics, from hay fever to prickly heat, travel medicine and first aid. As well as helping with minor ailments, you can arm customers with various lotions and potions they’ll need to see them through the hot months ahead. Remember the private consultation room where appropriate, to discuss the more delicate issues of holiday health care.

Whether it’s too much heat, a bad case of sunburn or a nasty insect bite, there’s always a remedy. Advice is also available for travelling abroad.

Congratulations to…..
David Binyon, Primary Care Development Pharmacist at St Andrews Community Hospital on receiving his Fellowship Award from the Royal Pharmaceutical Society. Being appointed a Fellow of the Society is one of the highest honours that can be bestowed upon their Members. Fellowship is an honour which recognises those individuals who have attained distinction in their pharmacy career. As Fellowships are based on nominations from Members, they signify the esteem in which the individual is held by his or her peers.

Congratulations also to the following people for completing their courses:
HNC Pharmacy Services Development and Management – Colin Sinclair
Final Accuracy Checking by Pharmacy Technician – Claire Stodart and Clare Divers
PDA in Assessment and Supply of Individual Patients’ Medicines – Louise Laing and Derek Cassidy
Qualified Pharmacy Technician – Joana Graca.

Best wishes for on-going study go to:
Student Technicians year 2 – Lisa-Marie Hutchinson and Jenna McCartney
BTEC –Diploma Pharmacy Clinical Services – Rona Martin and Joyce Young
HNC Pharmacy Services Development and Management year 2 – Pauline Allan, Louise Munro, Ashley Paterson and Vicki Springhall.

Well done to:
Craig Notman and his recent appointment to the Royal Pharmaceutical Society as local coordinator for Fife. Royal Pharmaceutical Society members in Scotland have benefited from five Local Practice Forums (LPFs) delivering events on a regional basis over the last 6 years. We have now moved from five LPFs to 11 RPS Locals aligned with local health boards, supported by local co-ordinators. We want our members to have access to a robust, consistent and effective local member engagement model to support them in their professional development, enable the sharing of best practice and promote networking across all sectors and settings of the profession. According to Andrea Smith – “Craig consistently models professional excellence and is therefore ideally placed in the role of Fife RPS Local Co-ordinator to support and mentor early years Pharmacists across Fife”.

There will be one or two core events each year developed by the RPS team and there will also be other events developed alongside local stakeholders to meet local needs. We are hoping to run our first RPS local event in early Autumn, so stay tuned for more information in due course. Please feel free to contact Craig directly if you have any questions in the meantime - craig.notman@nhs.net, 07773951464

Lastly congratulations to Fiona Forsyth, Communications Officer in completing the 26.2 mile Moonwalk in Edinburgh in June. Fiona walked with her eldest daughter, while her younger daughter walked 6.5 miles with her husband, so her whole family fundraised over £300 for this worthy cause.

Please get in touch with us if you have any good news stories from your pharmacy. Perhaps a patient has successfully stopped smoking after years of trying with the Stop Smoking Service? Or they constantly tell the pharmacy staff how helpful they are to themselves or someone they care for? We would love to hear from you, and tell everyone the good work and success stories that are happening throughout Fife Pharmacies! Just send us an email or phone us and we can organise either an article in future issues of Fife Pharmacy News, or even a press release in the local newspaper!

Telephone: 01383 565375 or email: natalie.bate@nhs.net or fionaforsyth@nhs.net