

Update Community Pharmacy



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Review of Stoma Care Services

In line with the specifications, Community Pharmacies contracted to provide a stoma care service along with Dispensing Appliance Contractors will be asked to participate in a quality audit during January 2015 by answering a series of questions relating to the service provided. In addition, a quantity of patient questionnaires and prepaid addressed envelopes will also be supplied for issue to patients requiring the stoma care service between 5 and 31 January 2015. This is part of a Scotland wide review with input and support from Community Pharmacy Scotland, British Healthcare Trades Association, Scottish Stoma Care Forum and various patient representative groups. Your input into the process is welcomed in determining the shape of future provision. David Thomson can be contacted on 0141 201 5311 for further details.

Head of PPSU appointed

Congratulations to Professor Norman Lannigan who has been appointed as Head of the Pharmacy and Prescribing Support Unit and the Controlled Drugs Accountable Officer. Previously in an acting capacity, Norman formally takes up his appointment on the 1st December 2014.



*With best wishes for
Christmas and 2015
from the CPD team*

Methadone Supply

This issue of the bulletin provides an opportunity to alert you to a series of recent incidents involving the supply of methadone to patients. These are listed in order of increasing frequency.

Hospital in-patients

This episode relates to 2 separate isolated incidents when in-patients had left their hospital ward to attend their routine community pharmacies to obtain a previously prescribed supervised dose of methadone. On both occasions additional supplies had also been provided by the hospital service with the community pharmacist not aware of any hospital connection as both individuals attended in outdoor clothing. To minimise the risk of similar events occurring in the future, hospital colleagues are being asked to try and make contact with the patient's regular community pharmacist to advise if they had made a supply.

Calculation of supply dates

A number of incidents have been identified where pharmacy staff have wrongly calculated the supply dates on an instalment prescription. As a consequence, continuity of patient care was compromised with prescribers and CAT teams placed under some pressure to obtain replacement scripts at short notice. To minimise the risk of any reoccurrence it would be useful to ensure that your patients on instalment supply have adequate provision especially to cover the extended holiday period.

Verification of Patient ID

An increasing number of episodes are reported when patients have received the wrong quantity of supervised methadone as an assumption has been made as to the ID of the patient. Some discrepancies have been considerable placing the patient at significant risk of harm. In these situations, the patient may be unlikely to challenge what appears to be an increased quantity and responsibility rests with the pharmacist to ensure the right patient has received the correct dose. I appreciate that it may appear tedious to verify the ID of a patient who attends on a daily basis but from recent awareness of repeated instances, the alternative option is wholly unreliable.

Tegretol® Prolonged Release Tablets - Supply Issues

Several pharmacies have reported difficulties in obtaining supplies of Tegretol® Prolonged Release tablets. Novartis have confirmed that stock is being released to wholesalers on a weekly basis as normal. Although an increase in demand has been detected over the past few weeks, they are confident they can continue to meet all requirements.

Any pharmacy experiencing local problems in obtaining stock can order directly from Novartis at no extra cost.

Seasonal Ordering of Repeat Items



You will already be involved in dispensing double scripts to cover the forthcoming extended public holiday period. In managing the repeat supply ordering process, you are asked to ensure that any request is related to actual need rather than a blanket duplication of all items on a repeat list.

Community pharmacy has attracted considerable criticism in the past in appearing to be complicit in this process which in turn has an adverse effect on the level of support provided to CMS and Serial Supply.

Cancer Awareness Campaign using Prescription Bag

Thanks due to all the community pharmacy teams who really got behind the recent campaign to raise awareness of cancer utilising prescription bags. The initiative has certainly generated considerable interest from the 437,000 bags distributed to date and may well be repeated in the near future.

UKMi Medicines Compliance Aid Database

Pharmaceutical companies have robust data on the stability of medicines when stored in their original packaging with very little reliable data available once these are removed and stored under different conditions. UKMi has developed a comprehensive database on the suitability of solid dose forms when transferred from original packaging into a multi-compartment compliance aid (MCA). Recommendations are based on the following criteria

- ◆ Physico-chemical stability and characteristics of the medicine and its formulations
- ◆ Advice, where available, from manufacturers
- ◆ Data, where available, on storage in MCAs

Most entries are based on a lead brand with some generic products included. The recommendations should be used in conjunction with similar guidance issued by the Royal Pharmaceutical Society ([RPS MCA 2013](#)) which is fully endorsed by the UKMi. The guide offers general advice and does not endorse the routine use of an MCA. It advocates pharmacists apply their professional judgment in assessing the needs of the patient alongside stability of the medicine and whether alternative options utilising product in original packs may be more preferable. The database can be accessed through [UKMi launches Medicines Compliance Aid Database](#) or <http://goo.gl/bPeDw6>

Supply of Sofosbuvir from Community Pharmacies

To date 40 community pharmacies are now involved in the provision of Sofosbuvir and other Directly Acting Antivirals (DAAs) to patients with Hepatitis C.

The service is co-ordinated via the hospital pharmacy service with input from the Community Pharmacy Development Team (CPDT). To ensure the service continues to run smoothly, contractors nominated by their patients to provide the service are asked to note the following additional guidance:

- ◆ You should expect to receive an advance payment within 7 -10 working days after the initial notification from the CPDT. Please contact Janine Glen on 0141-201-5298 if you have not received a remittance advice from PSD in Edinburgh confirming payment within this timescale;
- ◆ You should only order a supply of the drug on a month by month basis even if you have received all the prescriptions for the course from the hospital pharmacy service. It is not recommended that total requirements are ordered at the one time;
- ◆ Contact should be made with the hospital pharmacy service if you have not received the prescriptions by one week prior to the treatment start date;
- ◆ Please use the updated order form when ordering supplies from Alcura (this will be attached to the notification e-mail from CPDT or can be downloaded from the CPDT intranet site following the link below).

Further information on the process and all associated forms and paperwork can be accessed via the CPDT intranet site on this link:

<http://www.staffnet.ggc.scot.nhs.uk/Acute/Division%20Wide%20Services/Pharmacy%20and%20Prescribing%20Support%20Unit/Community%20Pharmacy/Pages/PharmaceuticalCareofPatientsRequiringSupport.aspx>