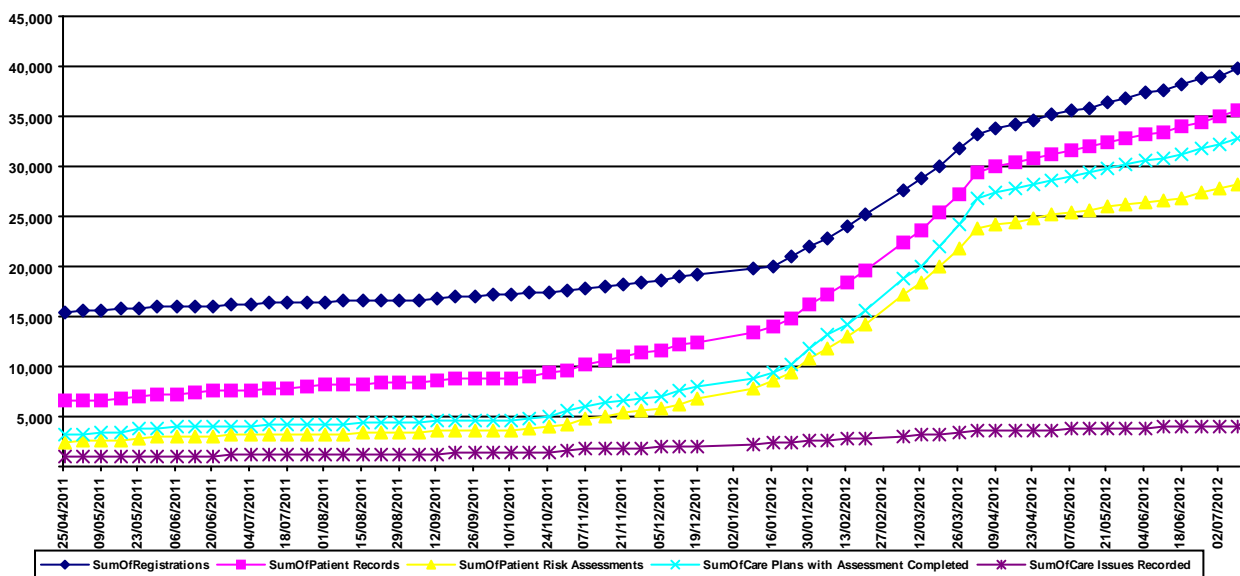


PostScript Community Pharmacy: Chronic Medication Service Special

Chronic Medication Service (CMS) is progressing well, with the majority of pharmacies within NHS GG&C now above 50 registrations. The pace of registrations has slowed down after the end of March deadline with pharmacists focusing upon completion of initial assessments:

NHS GG&C CMS Trends



The actual average figures for GGC and Scotland (at 9th July) is as follows:

	Registrations	PCR opened	PCR with Completed Initial Assessments	Risk Assessments
NHSGGC ave	127	113	105	90
Scotland ave	137	121	112	90

The Board will continue to provide monthly contractor reports on individual pharmacy's progress with CMS. However, contractors should note that they should **not** monitor their performance against the Board or national averages but should use the CMS Ready Reckoner on the Community Pharmacy Scotland website (www.communitypharmacyscotland.org.uk). This will provide a more accurate measure of what the individual contractor's numbers should be to be paid their 15% transitional payment contribution.

Initial Assessments

Pharmacists are reminded that the initial assessment is technically in two parts – patient profile element and also the 15 risk assessment questionnaire. We **strongly** advise that the ticking of the assessment complete box is done after the risk assessment has been completed. In addition, the risk assessment should be carried out if the patient has any change in their pharmaceutical status, or be used as the basis for a regular review. At the moment, the Board would recommend that this is carried out on an annual basis.

Care planning

Copies of the generic care plans that were developed to support the clinical training delivered during 2011/12 are now available on the CPDT website. For Boots, Lloyds and Rowland's pharmacies that do not have access to this site, copies were emailed to each pharmacy's store email account.

All pharmacists should endeavour to commence care planning activities after the initial assessments have been completed. Priority should be given to those with urgent issues that need to be addressed or those patients who were marked as High Priority during the initial assessment.

Consultations with patients

Pharmacists are reminded that consultations carried out with patients under CMS should be discreet and held in a private area of the pharmacy. Whilst patients are pleased to have discussions with the pharmacist, many would not like these conversations to be heard by other customers so please be aware of this when planning or carrying out CMS interventions.

Pharmacy Care Record – Update of changes

In order to help pharmacists with this component of CMS, two tools have been launched in the last few months on the Pharmacy Care Record (PCR):

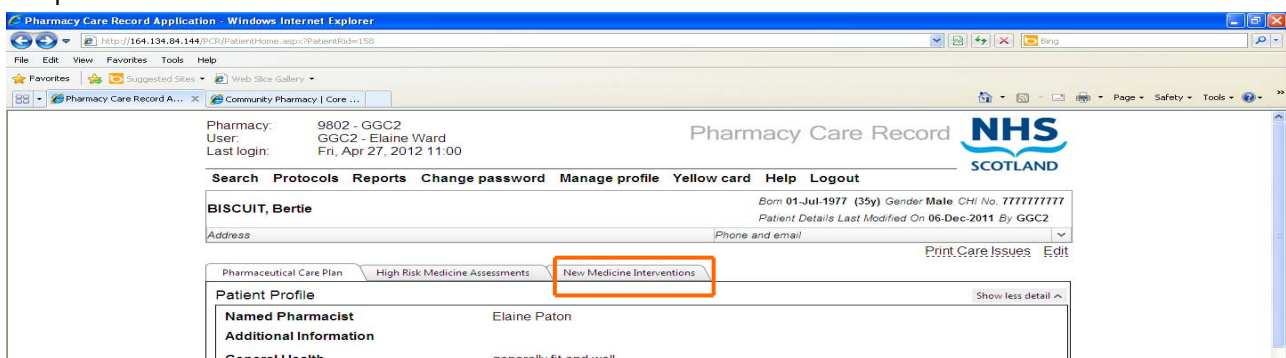
High Risk Medicines (HRM) Tool

Step by step assessment of patients who take methotrexate or lithium. Pharmacists should go through the questionnaire with patients and highlight any potential care issues that arise from the discussion. The tool will automatically take any care issues and direct you in to the care planning section of the PCR with some pre-populated sections.

NB – watch when you answer these questions and your interpretation of where there is a care issue. Unlike the initial risk assessment, a “Yes” answer is a positive one and suggests that there are no issues. Please be aware when you are interpreting the summary screen at the end.

New Medicines Intervention Support Tool (NMIST)

As with HRM, this is an additional tab once you access a patient's PCR. The aim of this tool is to provide pharmacists with a structured intervention to discuss with patients who are started on a new medicine. It will allow the user to record the new medication, create and maintain an initial record with one or more follow ups if required.



Pharmacists should click on the tab of the tool that they wish to complete and follow the instructions through each section. Each part can be saved and reviewed for later if this is more manageable approach within the pharmacy.

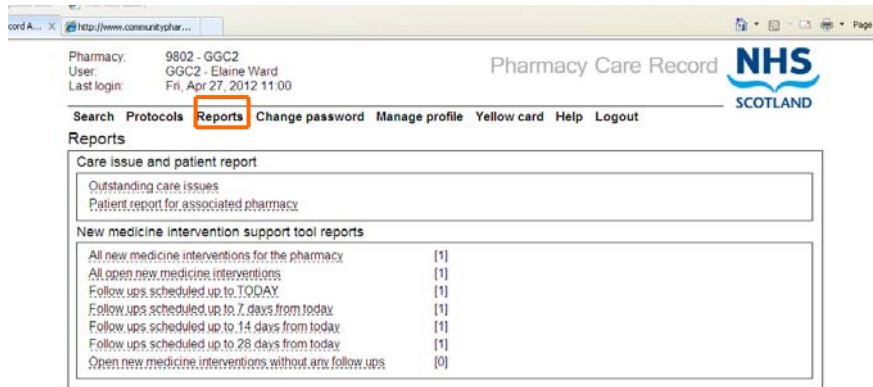
As with the HRM tool, elements can be linked into the care planning component. A NMIST intervention can be completed when the patient is compliant with their medication; patient is intentionally non-compliant, or patient is lost to follow up.

Full instructions for using both NMIST and HRM are available in the new PCR user guide, Version 6, available on the Community Pharmacy website - http://www.communitypharmacy.scot.nhs.uk/documents/epharmacy/cms/PCR_User_Guide_for_Version_6.pdf

PCR reports

As the use of serial scripts increases, planning dispensary workload and workflow with dispensing iterations will be an important part of CMS going forward.

This functionality has been developed in conjunction with the implementation of the two PCR tools. Use of these reports will help the pharmacist to prioritise care planning and work load. Click on "Reports" from the main heading and then view the report required.

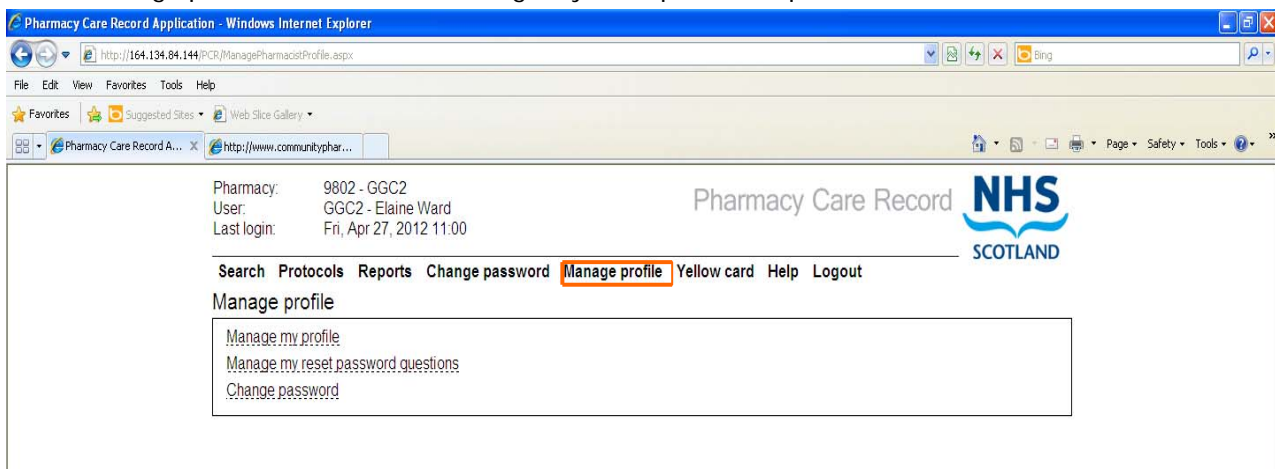


PCR user name and passwords

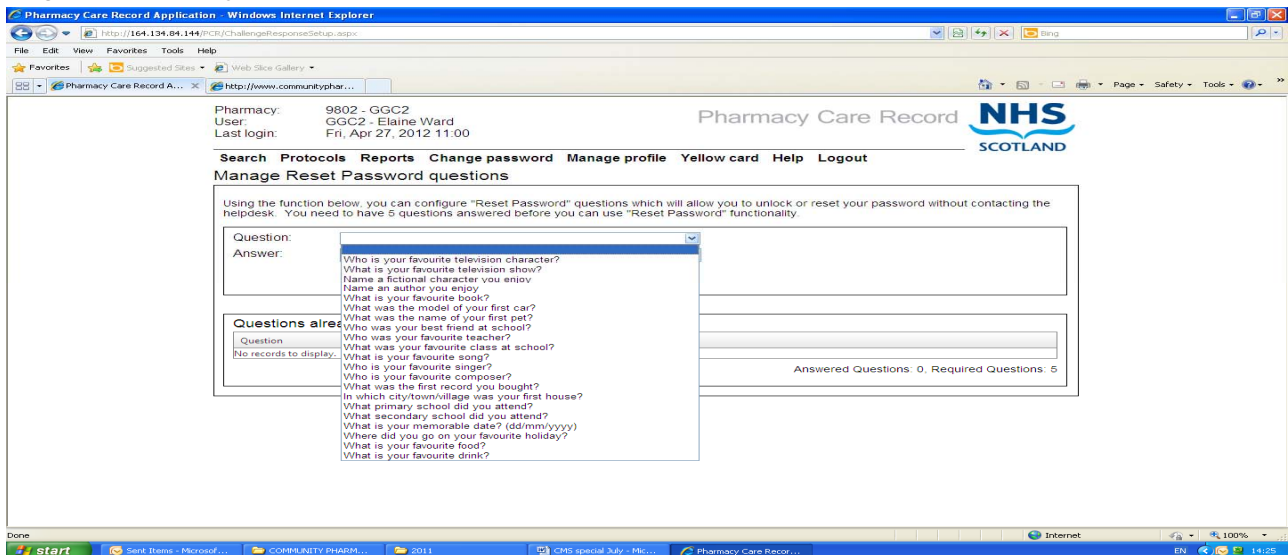
Newly qualified pharmacists must apply to the Health Board for a PCR password before they can complete any CMS tasks on the PCR. Passwords can only be created after the pharmacist has been provided with a GPhC registration number.

All pharmacists must ensure that their password is kept safe and secure and is memorable. ePharmacy Help Desk deal with a large number of calls each week simply to reset forgotten or lost passwords. Please note that any password is valid for 60 days and can be reset on the PCR if the pharmacist sets up the necessary security questions.

Select "Manage profile", then click on manage my reset password questions:



You can then select which question that you wish to use, provide the answer then repeat a further four times (to give five security questions in total at the bottom of the screen):



Weekend Working – PCR password problems?

As the ePharmacy Help Desk is only manned Monday to Friday, this may cause problems for pharmacists who only work in a community pharmacy at the weekend (CPDT Development Pharmacist included!!).

For locums or relief managers who only work at weekends i.e. outside ePharmacy Help Desk operating hours and have either forgotten their password or have been locked out of the PCR, a work around to get a temporary password has now been reached. Pharmacists requiring a password reset, should contact the ePharmacy Help Desk as normal (0131 275 6600), leave a message on the voicemail stating your name, user number (either your RPSGB if issued prior to October 2010 or GPhC registration numbers) and that you are a locum/ relief manager who only works at the weekend and that you require a password reset. The ePharmacy team will then re-issue a password by post to the Health Board to forward to the pharmacist (as per the initial password process). You can then use this new password when you return to the pharmacy. This will not be the temporary 4 hour password which is provided during normal working hours.

Please note that this provision is not available for those who work during the week – you will be issued with a temporary password valid for 4 hours.

Serial Prescriptions Coming to your CHP soon!

The roll out of serial prescriptions has now commenced with GPs and community pharmacies participating in Inverclyde, Renfrewshire and West Dunbartonshire CH(C)Ps. This service is not compulsory for GPs and we do not have 100% uptake but are delighted with the numbers of practices involved.

To date, only two pharmacies within these areas do not have a patient registered with these participating practices. We therefore, expect that most pharmacies within Clyde will start to receive serial scripts for patients in July.

Roll out will then move across the Health Board, with invitations to participate being sent to GPs in North East Sector, North and South Lanarkshire at the end of July.

It is anticipated that each practice within the Health Board will be offered the opportunity to provide serial scripts by end of March 2013, and expect that actual participation to increase thereafter.

Resource Materials

NHS GGC is currently developing a folder of resources to support community pharmacists in implementation of CMS. This pack will contain best practice guide, template SOPs, processes for housekeeping and serial script training materials. Copies of the generic care plans will also be included.

An interactive PDF is also under development and will be available electronically.

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