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LearnPro

Child Protection and Cold Chain Management

All community pharmacists are encouraged to complete the Child Protection and Cold Chain Management modules on the NHS e-learning site LearnPro at <https://nhs.learnprouk.com/>.

We have previously provided information on how to access the site but LearnPro has recently amended its registration protocol. Those registering to use the site are required to submit a payroll number in a recognised NHS format.

The LearnPro admin team are aware of the difficulties this change will cause to staff not working in the NHS managed service and are working on a fix. Until then, anyone having difficulty access the site should email learning.E-Support@ggc.scot.nhs.uk to obtain a temporary ID that will allow access to the site.

We will let you know when a permanent solution has been identified.

Prescription Endorsement – Remember to Hyphenate!

When endorsing instalment prescription, please remember to separate the figures with a hyphen. The optical scanners used to price prescriptions are set to read figures separated by a hyphen.

If the separator is omitted or another character used may result in an incorrect payment being made to the contractor

Correct	Wrong	Wrong
28-4-0	28,4,0	2840

New GGC website on the Management of Chronic Pain

www.paindata.org

The GGC Chronic Pain MCN Education Subgroup announces the launch of its new pain website www.paindata.org. Aimed at healthcare professionals and patients, it contains general information, patient information leaflets and educational resources relating to all aspects of chronic pain management.

Healthcare professionals can access

- An **opioid dose converter tool** that will facilitate conversion of opiates to give 24 hour equi-analgesic doses. The tool can convert multiple opioids when consolidating treatments and also automatically calculates the recommended 25% dose reduction when switching opioids.
- **Video files** of MCN educational presentations delivered to primary care meetings in Glasgow on clinical and service topics relating to chronic pain.
- Links to a new **Chronic Pain Learn-Pro module** consisting of 5 parts:
 - Physiology of chronic pain
 - Assessment of chronic pain
 - Physiotherapy for chronic pain
 - Non-pharmacological therapies for chronic pain
 - Pharmacological therapies for chronic pain.
- Links to current guidelines, audits and a noticeboard detailing upcoming pain meetings and a forum for discussions.

Patients can access:

- **Information** on drugs used in the management of chronic pain, including drug information leaflets with titration guidance.
- Links to supporting websites.
- A **pain diary app** for android devices which both records pain scores and also provides a portal to information contained on the website.
- A link to **research** currently being undertaken in the Pain Service and a patient forum for feedback on the site.

The website went live in October and additional educational material and patient resources will be added as these become available.

Emergency Closure of Pharmacy Premises (Temporary or Permanent)

There have been a number of recent serious incidents including fires, major police incidents, flooding, etc that have necessitated the sudden and unplanned closure of community pharmacies. **In the first instance, contact should be made with the Board to advise on the nature of the closure on 0141 201 5638 or 0141 201 5210.**

As these incidents occur without warning, contractors should ensure that Business Continuity Plans are relevant and up to date with staff aware of the content to minimise disruption to pharmacy services where this can be done safely and practically.

If the pharmacy building is uninhabitable for any reason, the services can be provided from suitable alternative premises. Please note this may take several days to arrange depending on the type of emergency.

Any relocation requires prior approval by the Health Board and the alternative premises must be registered with the GPhC.

Additional planning is likely to be required for those patients attending on a daily basis. Contact should be made with the Glasgow Addiction Services (GAS) Pharmacy team so they can identify and co-ordinate the most appropriate support option required to maintain access to treatments. As this may include liaison with prescribers to obtain emergency scripts, records of names, addresses, drug/dosage information and contact details for patients attending the pharmacy should be available to verify supply.

The GAS Pharmacy team can be contacted on 0141 277 7660

Introduction of Gluten Free Food Service

A copy of NHS Circular: PCA (P) (2013) 29 providing details of the Gluten Free Food (GFF) Additional Pharmaceutical Service (APS) has been sent to all community pharmacies along with an invitation to register to provide this service from the formal start date of 1 April 2014 although eligible and qualifying patients may have items directly dispensed in accordance with the revised guidance from 3 February 2014.

Contractors are required to return a completed copy of form Annex D indicating their desire to participate in the service by 31 January 2014. Support materials including a patient information leaflet and NHS GGC Formulary are in preparation and will be available shortly. A Pharmacist Training and Resource Pack is also available on the NES Pharmacy website.

Please contact this office or the Dieticians Team on 0141 201 5213 should you require any additional details

Clinical Governance Related Guidance (SIGN, HIS, NICE & NPSA)

Local & National Reports

Staff, patients and families experiences of giving and receiving care during an episode of delirium in an acute hospital care setting

http://www.healthcareimprovementscotland.org/our_work/patient_experience/opac_improvement_programme/delirium_report.aspx

HEI Unannounced Inspection Report – Victoria Infirmary, NHS Greater Glasgow & Clyde

http://www.healthcareimprovementscotland.org/our_work/inspecting_and_regulating_care/he_i_greater_glasgow_reports/victoria_infirmary_sept_13.aspx

HEI Unannounced Inspection Report – Western Infirmary, NHS Greater Glasgow & Clyde

http://www.healthcareimprovementscotland.org/our_work/inspecting_and_regulating_care/he_i_greater_glasgow_reports/western_infirmary_sep_13.aspx

Guideline

SIGN 134 – Treatment of Primary Breast Cancer

<http://www.sign.ac.uk/pdf/SIGN134.pdf>

SIGN 136 – Management of Chronic Pain

<http://www.sign.ac.uk/pdf/SIGN136.pdf>

SIGN 135: Management of epithelial ovarian cancer

<http://www.sign.ac.uk/pdf/sign135.pdf>

Clinical Guidelines

Urinary incontinence in women

<http://guidance.nice.org.uk/CG171>

Neuropathic pain – pharmacological management

<http://guidance.nice.org.uk/CG173>

NHSGGC Clinical Guideline Framework and Electronic Resource Directory

Clinical Guidelines posted on the Electronic Resource Directory – September 2013

[General Care Issues for Paediatric Intensive Care and High Dependency](#)

[Tympanic temperature](#)

[Aflibercept use in wet age related macular degeneration](#)

[Antibiotic Prophylaxis in Surgery General Principles](#)

[Ranibizumab Diabetic Macular Oedema](#)

[Smoking Cessation Care Pathway Outpatient](#)

Clinical Guidelines archived on the Electronic Resource Directory – September 2013

[Smoking Cessation Care Pathway Outpatient](#)

[Antibiotic Prophylaxis in Surgery General Principles](#)

Click on the following links to access - [NHSGGC Clinical Guideline Electronic Resource Directory](#):

For more information contact: Non-medicine related guidelines - geraldine.jordan@ggc.scot.nhs.uk t

el: 0141 211 9362. Medicine related guidelines -

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