

NHS Greater Glasgow and Clyde
Macmillan Pharmacist Facilitator Team

‘It’s Not Just About Medicines.’

Workshop 6th October 2011

Prescription Statistics 2010-2011

Number of community pharmacies = 1,233 (per community pharmacy)

General Prescription Statistics

No of prescription items 87.6m (71,046)
Number of Instalment fees (paid and not-paid) 22.121m (17941)

Minor Ailments Service

No of items dispensed 1.7m (↑ of 21.6% on previous year) (1379)
Total patients registered 790,509 (641)
Most prescribed item Paracetamol

Public Health Services

63% of all primary care quit attempts are performed in pharmacy
50,194 (41) smoking cessation interventions in community pharmacy
Approximately 82,000 (67) supplies of Levonelle were made against a CPUS

Chronic Medication Service – web based care plan

Registration 75,000 (61)
ePharmaceutical Care Risk Assessments 30,000 (24)

Palliative care patients

Estimated no of people with palliative care needs (Audit Scotland) 41,670 (34)

Scenario 1

- ***“It’s not unusual for us to have been delivering dosette boxes or prescriptions to patients week after week and someone phones up and says, my father passed away three weeks ago, can you stop delivering. And we say, we’re very sorry but we didn’t know, no-one’s informed us.”***

Pharmacist quote

Scenario 2

Pharmacist quote

“It’s a problem when they’re [the patients] being discharged. I have people come in saying ‘I have been out of hospital for a week and I need medicine for tomorrow and all my medications have changed’ and I have got no discharge letter and no idea what the medication is that’s changed.”

District Nurse Quotes

“... sometimes we are trying to get it set up, you know the drugs are requested, you know the prescription is over at the chemist and you are hoping to get it set up but sometimes that's going to the evening ... the night girls because the drugs ... just aren't there and you are having to wait for them coming in.”

“I think with palliative care patients as well, it's on a Friday, if they want home you know, you've to get them home and then they come home and it can be a real nightmare.”

Communication & Information

- How can we avoid these scenarios?
- Do you regularly share any information with community pharmacies?
- What kind of information do you and/or your team share with community pharmacies?
- How do you share this information?
- If you don't share any information at present, consider the above questions and scenarios and discuss if it would benefit patients and carers if you did share information.

Carer Support

1. What issues do you encounter regarding patient consent and confidentiality when dealing with carers ?

2. Consider the following statements and discuss how you can help pharmacists support patients and carers.

- Carer's expectations of pharmacist's knowledge of their situation.

***“ I thought my pharmacist knew what was wrong with me.
Do you think they would really be interested to know?”***

Patient quote

- Pharmacist may be the only regular professional contact carer has – opportunity to link with other services.

Anticipatory Care

Consider how you and your team could improve anticipatory care by co-ordinating with the patient's regular pharmacy in the following situations:

- Patient added to the Palliative Care Register or referred to acute/specialist team
- Just in Case boxes and anticipatory care plans
- Signpost to other support services
- Discharge from secondary or tertiary care

Scenario 3

A Carer reported that they had experienced very good communication between members of the healthcare team:

‘..that was another thing, I liked all the liaison...you can see the communication – I did think that’s a very important thing because they would come in and then the District Nurses would know, and the doctor, the Macmillan nurse and everything’.