



Welcome to the second edition of “PRN” the publication produced by the HSCB Pharmaceutical Services Team specifically for community pharmacists and pharmacy staff. With this edition, an additional supplement has been included, focusing on the **Minor Ailments Service**. If you would like to submit an article to PRN or have any comments or ideas, please contact any member of the Pharmaceutical Services Team. **Pharmaceutical Services Team Contact Details:** please refer to PRN Volume 1 Issue 1 available at <http://www.hscbusiness.hscni.net/services/2685.htm>



## Health+Pharmacy officially launched by Minister

On 18<sup>th</sup> February 2016, Health Minister Simon Hamilton launched the **Health+Pharmacy** initiative in Randalstown Pharmacy. Minister Hamilton said: “Community pharmacies are to be commended for the key role they play in promoting public health, providing a wide range of services within local communities”.



To be awarded **Health+Pharmacy** status, your pharmacy will demonstrate that it meets 16 separate quality standards related to Public Health. These standards cover the pharmacy environment (premises), staff development and engagement with local community. Assessment is open to those pharmacies that registered an interest at the start of the project, meet the standards and have completed the necessary training.

See the dedicated page on the BSO website at [www.hscbusiness.hscni.net/services/2443.htm](http://www.hscbusiness.hscni.net/services/2443.htm) for further information, or contact Health Plus Pharmacy Assessor Emma McCammon at [emma.mccammon@hscni.net](mailto:emma.mccammon@hscni.net) or 028 9536 2006.

***Congratulations to staff in all those pharmacies listed below who have received their Health+Pharmacy accreditation so far. Over the next couple of years is envisaged that many more community pharmacies will work towards achieving Health+Pharmacy status.***

- Health Centre Pharmacy, Carrickfergus
- Randalstown Pharmacies Ltd, Main Street
- Randalstown Pharmacies Ltd, Neillsbrook Road
- Bannside Pharmacy, Portglenone
- Melvin Pharmacy, Garrison
- Hughes Pharmacy, Enniskillen

- Hughes Pharmacy, Newtownbutler
- Murphy's Pharmacy, Londonderry
- Kelly's Pharmacy, Stewartstown
- Bradley's Chemist, Newtownstewart
- Lakeland Pharmacy, Enniskillen

## Medicines Use Review (MUR)



### Getting started and keeping going...

By now, most community pharmacists have completed an MUR. Many have reported how rewarding they have found it and how beneficial patients have felt it was. Now the challenge is to keep going, using your professional skills and expertise in identifying patients who will benefit most from an MUR.

#### Remember a MUR is designed to:

- Improve patient knowledge and understanding
- Improve patient adherence
- Improve use of a patient's medicines
- Reduce medicines wastage

#### It's not:

- Discussion about changes to drug treatment or the effectiveness of treatment based on test results
- Discussion about the medical condition beyond the drug treatment
- Full clinical medication review

#### Top tips for doing an MUR:

- Reinforce messages already received
- Target patients who will benefit most - work with your local surgery
- Use your clinical skills
- Build your confidence

#### And remember...

- Consider **all** the patient's medicines, not just the respiratory and/or diabetes ones
- Identify patients who are not being seen by anyone else
- The service helps to reach patients who don't attend appointments with GP/nurse.

The full guidance for conducting MURs can be accessed at:

[http://www.hscbusiness.hscni.net/pdf/Guidance\\_for\\_conducting\\_MURs\\_v4.pdf](http://www.hscbusiness.hscni.net/pdf/Guidance_for_conducting_MURs_v4.pdf)

## Medicines Safety Update – sharing learning across community pharmacy in Northern Ireland

### Missed Opioid Substitute Therapy (OST) Doses

A Community Addiction Team (CAT) recently highlighted two cases when they did not know that a patient had failed to present at their community pharmacy for their daily methadone for 3+ days. Methadone tolerance falls quickly, meaning a dose adjustment is required if a patient misses 3 or more daily doses.

In both cases the patient had not attended the pharmacy due to hospital admission. The assumption was made by the community pharmacist that CAT would have been informed by the hospital of the patient's admission.

#### Action for community pharmacists:

- Review your OST prescriptions on a daily basis and note any missed doses.
- Make contact with CAT if a patient has missed two consecutive doses, so an attempt can be made to prevent a third missed dose. Do not assume that someone else e.g. hospital or prison service has already done this.
- Depending on circumstances contact the patient's keyworker or the prescriber - keep a telephone number for both on record.