Chief Medical Officer Directorate
Pharmacy and Medicines Division

Scottish Government
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23 January 2019

Dear Colleague

COMMUNITY PHARMACY TRAINING – IMPROVING THE QUALITY OF OVER THE COUNTER (OTC) CONSULTATIONS FOR SIMPLE ANALGESICS

Purpose

1. This Circular provides NHS Boards and community pharmacy contractors with details of a new training resource for community pharmacy staff, and financial support in 2018/19 to facilitate effective uptake of the training.

Background

2. In 2013, the Consumer Association, Which? published findings from an investigation into over the counter (OTC) consultations in community pharmacies in the UK. The report highlighted unwarranted variability in the quality of medicines advice provided; in some cases, the advice could have led to preventable harm or unnecessary referrals.

3. Circulars PCA(P)(2017) 1 and PCA(P)(2017) 11 advised of two training modules produced for community pharmacy staff: *'Effective management of over-the-counter (OTC) consultations'*, and *'Improving the quality of over-the-counter (OTC) consultations'.'*

Detail

4. NHS Education for Scotland (NES) has developed a third module in this series. A hard copy of '*Improving the quality of over the counter (OTC) consultations for simple analgesics'* will be sent to every community pharmacy contractor in February 2019 and it will also be available online from this time on Turas Learn (https://learn.nes.nhs.scot/).

Addresses

For action

Chief Executives, NHS Boards

Director of Practitioner Services, NHS NSS

For information

Chief Executive, NHS NSS

Directors of Pharmacy

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POSITIVE ABOUT DISABLED PEOPLE

5. The purpose of this training pack is to provide all community pharmacy team members with information and suggestions to help optimise the quality of OTC consultations for simple analgesics. On completion of the workbook, an online assessment will be available on Turas Learn (https://learn.nes.nhs.scot/) for those who wish to test their understanding of the content.

6. The resource is aimed at all community pharmacy staff but will be of particular benefit to medicine counter assistants carrying out these interactions.

Payment

7. Contractors on the Pharmaceutical List as of 1 January 2019 will be entitled to a one-off payment of £100 which is a contribution towards releasing staff time to undertake the training pack. The payment will be made in January 2019 dispensing, paid at the end of March 2019.

8. Community Pharmacy Scotland has been consulted on the terms of this circular and the Drug Tariff has been amended.

Action

9. NHS Boards are asked to:

- **copy this circular to all community pharmacy contractors on their pharmaceutical lists.**

10. Community pharmacy contractors are asked to:

- **note the content of this circular and encourage their staff to undertake the new training resource where appropriate;**

- **note the financial arrangements set out above.**

Yours sincerely,

Rose Marie Parr
Chief Pharmaceutical Officer/
Deputy Director Pharmacy & Medicines Division