

Working for *Boots*

A guide for locum pharmacists

Introduction

As a locum pharmacist, you play an important part in the experience we give to our customers and patients. This document provides helpful guidance on ways of working in a Boots UK pharmacy. The information will assist you during the time you are with us and also ensure that you know the rules that are in place to protect both you and the Company.

What we expect

- That you **sign in and out of the visitor's log** on each occasion when you work as a locum - for health and safety reasons - so that we have a record of your attendance on-site and to learn the fire assembly location
- That you **comply with all relevant legislation** whilst on our premises
- That you **recognise and adhere to your professional obligation to follow the General Pharmaceutical Council's (GB) / Pharmaceutical Society of Northern Ireland (NI) standards for pharmacy professionals** during your placement
- That you provide high standards of patient care and enable our patients and customers to have the best possible experience of attending our pharmacy
- That you have your own appropriate level of **current professional indemnity insurance** to cover all aspects of your professional practice
- That you familiarise yourself with our in-store processes and **adhere to Boots Standard Operating Procedures (SOPs)** (see below for more about this)
- That you **raise any questions** with a member of the team or speak to the Store Manager / Duty Manager
- That, before you commit to work in a store/area, you **familiarise yourself with the local/national services** offered to patients and **sign any Patient Group Directions (PGDs)** or pharmacist self-declaration forms that provide the legal basis for the supply of certain medicines associated with some services
- That you **familiarise yourself with the unique systems in Boots pharmacies** (see below for more detail)

Technology is rapidly changing the way that community pharmacy works. Even if you often work in Boots pharmacies it is important that you regularly speak to pharmacy team members, and regularly review SOPs to ensure you are keeping yourself informed.

Set-up conversation

When you first arrive in the pharmacy, you should have a 'set-up' conversation, especially if it is your first time visiting the store. This conversation will normally be with the Store Manager, Assistant Manager, another pharmacist or a pharmacy team member.

The conversation will be different in each pharmacy, depending on the services provided by the locum pharmacist to the pharmacy and by the pharmacy to patients. You may wish to discuss, for example:

- Break arrangements, including break times and any facilities both in store and nearby
- The different pharmacy team members and their skills, including whether any of the team are trainees
- Details of any specific pharmacy activities that should be completed during the day e.g. CD balance checks, clinical checks for Care Services
- Services you are trained to be able to offer, particularly any locally commissioned services
- Any updates to Standard Operating Procedures (SOPs) or other processes you need to be aware of
- The contents of any communication book(s) / diaries including the Boots appointment diary

In the Pharmacy Duty Folder you will find a locum pharmacist section which includes store specific details about services provided

Systems and processes unique to Boots pharmacies

A brief overview is given below of those systems not found in other community pharmacies. Speak to pharmacy team members to find out more about each system.

Standard Operating Procedures

You are expected to adhere to Boots SOPs at all times, and to satisfy yourself that SOPs are being followed. The Responsible Pharmacist SOPs are a particularly valuable reference with regards to the individual capabilities of each pharmacy team member.

From 2022, SOPs will be transferred to an electronic platform known as MyHub over the next 2 years, as and when each SOP is due for renewal. The benefits of using an electronic platform are:

- To enable intermediate changes based on e.g. new patient safety alerts without the need for an implementation programme and associated tasks
- To allow leaders to see the current training status of all pharmacy team members and understand where support may be needed
- To make the SOPs more engaging and interesting and help pharmacy team members remember the steps
- To improve accessibility for people with different learning styles
- To encourage the use of SOPs as a regular reference resource, not just a quarterly activity
- To work towards our future ambition of a paperless dispensary and reduce the environmental impact of the full colour printing and associated logistics

All Boots pharmacies will have some SOPs that have not yet been transferred to the electronic platform stored in folders in store. These SOPs are stored in a bright yellow folder in the walk-in dispensary. In some stores pharmacy services SOPs may also be located in a white and blue 'Pharmacy Services Core Information' folder, also in the walk-in dispensary. Stores with separate Care Services dispensing operations also have an orange Care Services SOP folder, located in the Care Services dispensary. Please refer to these folders to re-familiarise yourself with any Boots SOPs as necessary.

Accessing the SOPs on the MyHub platform can be done in store using the desktop MyHub icon, the in store iPad or via a mobile phone using the Yoobic app. Locum pharmacists can access the platform using locum.XXXX@boots.com (where XXXX is the four digit store number of the location you're working in) and password: BootsLive1

Printable versions of all SOPs can also be easily accessed via the locum platform

Columbus pharmacy system

Boots dispensing system, Columbus, operates in many ways like other pharmacy systems with which you may be familiar. Columbus maintains patient records, automatically monitors and controls stock and uses packscan functionality to support accurate dispensing. **Basic user guidance is available via the locum platform.**

There are some features in Columbus not typically found in other PMR systems which you will need to be familiar with when working in a Boots pharmacy:

- Electronic Pharmacist Information Form (ePIF)

The ePIF is a printed label containing essential information extracted from the individual's PMR. The ePIF will contain any information that the team member has captured from the PMR to support the pharmacist with the clinical check or to provide any necessary services/ information to the patient when handing out dispensed medication. **Alongside the ePIF you may find laminate cards which are important to highlight any additional counselling required or the presence of a fridge/CD item when handing out medication to a patient. These must remain with the prescription until successful handover with the patient. Our SOPs describe how to use these cards.**

- eRetrieval

eRetrieval is a feature in Columbus which improves the efficiency of adding and removing bags of dispensed medication to / from the 'retrieval' (i.e. completed) shelving units. It facilitates the automatic texting of patients, automatically claims electronic prescriptions at handout and also reduces the risk of a filing error incident when matching prescriptions to bags. SOP DIS6 provides the process steps to be followed.

- Pack scan

The Columbus system uses barcode scanning as part of the way it automatically manages stock. During the assembly (dispensing) process the barcode scan also accuracy checks the selected item against the information entered on the system; a type of digital accuracy check.

Our SOPs describe how dispensary team members should highlight any items with a barcode that doesn't scan

PIERS (for recording incidents)

The Pharmacy Incident and Event Reporting System (PIERS) **must be used to report any incident** or untoward event. It can be accessed via BootsLive (or a saved shortcut) on any pharmacy computer. No log-in is required but there are different forms depending on the type of incident or event. For example, if a patient faints after an NHS flu vaccination it should be recorded on the Pharmacy Incident Form, whereas an accidental spillage of methadone would be recorded as an Other Pharmacy Event.

Reporting on PIERS meets the requirements for external reporting (Once for Wales (Datix Cymru), Learning From Patient Safety Events (LFPSE, England) but note that in most locations incidents involving Controlled Drugs must be additionally reported to the Controlled Drugs Accountable Officer (CDAO)

Near miss log

In most stores near miss incidents are also recorded electronically (although some still use paper records – check with the store team). The near miss log is found in the start menu of every pharmacy computer (just scroll down the programs to 'near miss log'). **It is essential that near misses are captured** to learn from mistakes. Prescribing issues/interventions can also be recorded in the electronic near miss log.

Mytime

Mytime is a digital way of planning and managing working hours. In this rapidly changing world, we've invested in technology which helps to modernise and simplify how we run our stores and help improve our customer offer.

You need to use your GPhC/PSNI number to check in/out of Mytime in all stores live on the system.

Using the Mytime system

- Immediately after you arrive and are ready to begin work, locate the Mytime terminal in the store
- Enter your 9 digit PIN which is '60' followed by your 7 digit GPhC number. (In Northern Ireland the PIN is '60000' followed by your 4 digit PSNI number)
- Enter the same number again to **check out** of the store when you have completed the placement.

Your GPhC/PSNI number will automatically enter the Mytime system using the details you provide when you register with the www.locumatboots.co.uk website.

The Boots Healthcare Way – SOP OTC01



As a locum pharmacist you may be familiar with different Sales of Medicines Protocols, particularly WWHAM. The Boots Healthcare Way is our healthcare consultation model, provided here for your reference, and comprises of 5 key steps. It is designed to make it easy for Boots healthcare team members (not including pharmacists, although pharmacists may find this framework helpful) to confidently give great advice. This approach will help Boots healthcare team members to establish the customer's needs

and provide them with appropriate, safe and personalised recommendations and advice.

The majority of interactions at the healthcare counter (over 75%) are patient requests for a named product. The Boots Healthcare Way takes this into account and makes it easy for team members to respond to product requests.

'CARE' is an advice-based framework for over-the-counter conversations. We are looking for Boots healthcare team members to share/discuss the following information during every conversation for a product at the healthcare counter:

COUNSEL: the quantity to take/use and frequency; the maximum dose and indication where relevant

AVOID: to cover people taking certain medicines / with certain medical conditions

READ: a reminder that the customer should read the information leaflet or pack information before taking/using

ESCALATE: when and to whom a customer should escalate his/her symptoms if he/she doesn't feel better

CARE can be carried out in any order but all elements must be covered

If a customer has asked for advice about his/her symptoms or a condition, the Boots team member will use the WWHAM framework and then follow up with CRE (AVOID will not be needed, as a suitable product will have been selected as part of the WWHAM-based discussion)

Appointment Diary

Boots pharmacies use an electronic appointment diary to arrange appointments for patients. As a locum pharmacist you may have agreed to undertake, for example, pre-booked NHS flu vaccinations. During your check-in conversation with the store team ask about whether there are any pre-booked appointments and they may show you the appointment diary.

PDC Web (for booking deliveries)

Deliveries to patients are normally arranged using a system called PDC Web, to book deliveries using Boots Pharmacy Delivery and Collection (PDC) team. Depending on where you are working and the patient groups being supplied with medication, deliveries may be chargeable. In an emergency deliveries can be arranged via PDC or courier. Speak to a member of the store team to find out more.

Pharmacy Helpdesk

Boots have a dedicated team who can be contacted for professional advice any time you are working in a Boots pharmacy.

Call 0115 957 5555 options 2,3,2 to speak to a member of the helpdesk team. The line is open Monday-Friday 08:30 – 18:30, Saturday 08:30 – 17:30, Sunday 10:30 – 17:00 (bank holiday hours may vary)

Workwear/appearance

Our customers have high expectations of the service they receive when they shop with us and this expectation extends to a high standard of personal appearance of those who work within our stores.

It is our belief that customers would expect you to wear:

- Appropriate professional, smart business attire at all times e.g. smart tailored suit of a dark colour (e.g. navy, black, grey)
- Appropriate professional footwear (e.g. navy, black or grey shoes)
- Jewellery kept to a minimum and not presenting a health and safety risk

Personal hygiene is important to us and our customers and we expect you to be mindful of this. Long hair should be tied back from the face when appropriate and tattoos which could be offensive or discriminatory should be covered up.

We celebrate racial, ethnic, cultural, gender and religious identities and want you to be able to express this whilst working for Boots. Where appropriate, we encourage you to talk to the Pharmacist Deployment Planner (PDP) who made the booking with you about how this can best be achieved within the above guidance.

Payment for locum services

Payments for locum services are automatically processed once you have completed a locum shift. Payment will be based on the hourly rate agreed at time of booking and the number of hours worked. You should normally receive payment in your bank account within 11 days of completing a shift.

If you are new to working as a locum at Boots, then we will need you to send us your bank details. If you haven't done so already, please make sure that you click on the submit details link in the bank details section of your profile on our locum website. This link will take you to a form that you need to complete and submit. Once you have submitted the form, there can be a delay of up to two weeks while we work through the process of setting you up with an account. Please only submit this form once and if you have any queries about the progress of your account set up, then please email SAPVendorMaintenance@boots.co.uk. Once your payment set up is complete, a reference number will appear in the grey box in the bank details section in your profile. If in the future you change your bank details or email address, then please let us know by clicking on the edit details link which will be available in the same section in your profile.

Any queries about payment should be directed to the Pharmacist Deployment Planner (PDP) that made your booking.

Timekeeping

You should ensure that you arrive at the pharmacy in sufficient time to be ready to start work at the agreed time. If you are in an unavoidable situation where you are unable to arrive at the Pharmacy on time (e.g. due to a road accident), please contact either the PDP who made your booking or the Store Manager as soon as possible to let them know about the situation and your estimated time of arrival.

Data protection, privacy and information governance

Boots takes data protection and privacy very seriously and expects employees and locum pharmacists to handle patient information appropriately and securely.

You must comply with all relevant legislation and guidance on data protection, privacy and information governance including relevant NHS / PSNI codes of practice.

Working Time Directive [2003/88/EC](#)

You should ensure you are working in accordance with the Working Time Directive 2003/88/EC and therefore you should:

- have at least one continuous and uninterrupted 20 minute rest break during your working day, if you work more than 6 hours a day
- have 11 hours rest between working days, e.g. if you finish work at 8pm, you shouldn't start work again until 7am the next day
- take an uninterrupted 24 hours without any work each week

Safeguarding children and vulnerable adults

During your professional practice, you may have concerns about certain patients' circumstances, especially if they are particularly vulnerable, owing to their age or health status. It is important to act appropriately if neglect or abuse is suspected.

If you have concerns you can discuss them in the first instance with the Pharmacy Helpdesk (0115 957 5555 options 2,3,2) and if appropriate follow the local safeguarding guidance located in the Pharmacy Duty Folder in each store.

You may find it helpful to download the NHS Safeguarding Guide app (England), the Wales Safeguarding Procedures app or the Safeguarding Board NI app (available from the App Store for iOS and Google Play Store for Android). There is currently no Scotland NHS safeguarding app.

Career Opportunities at Boots

To find out about the exciting and varied career opportunities at Boots please visit our careers website www.boots.jobs for further details

Security rules

You have special responsibilities that may include being entrusted with money and merchandise. We therefore have a set of rules to safeguard you and the Company. The Company expects you to follow these rules whilst on Boots premises. Any breach of these rules may render a withdrawal of the right to work within a Boots store as a locum.

The following rules are easy to understand and comply with, providing you with confidence about what is acceptable practice whilst working within Boots. If you have any questions about these rules or do not understand any part of what they mean, you should seek clarification from the Pharmacist Deployment Planner (PDP) that made your booking.

Right of search

- The Company retains the right to search all employees, self-employed persons (including locum pharmacists), those working for other companies and private vehicles while on Company sites. Searches may be carried out at any time.
- Searches will only be carried out by a duly authorised member of staff. Every effort will be made to cause the minimum of inconvenience. Any refusal to be searched will be treated as a serious breach of these rules.
- If Company property or cash is found during a search on any individual or vehicle and the duly authorised member of staff is not satisfied with the explanation, the matter may be handed to the Police for further investigation.

Personal money

Personal money and cash equivalents e.g. cash, cash equivalents, credit/debit cards, loyalty e.g. Advantage Cards, discount cards and phone cards must not be carried whilst working in any area of the store. You will be provided with a secure place in which to keep your personal belongings.

Till procedures

You may be responsible for a till whilst working. The till drawer must be closed and secure when the position is left unattended. All notes in excess of the working float (you will need to identify what this is) are to be placed in the Counter Cache positioned next to the till. Discount, whether staff, professional or industrial may only be given on qualifying goods to persons authorised to receive such discount.

As a locum you are not entitled to receive staff discount.

Found money and property

All property or money found in the store or handed to you by a customer must be passed on to the Store/Duty Manager together with the person's name and address where applicable. Details must then be entered into the 'Found Money and Property' Register.

Purchases in store

All goods must be paid for at the time of purchase. You must not set goods aside to be paid for at a later date. You must not take goods that are damaged.

Free gifts, testers and samples

Free gifts received in the course of your duties and 'gifts with purchase' cannot be exchanged for products, cash, cash equivalent or credit. Cash and cash equivalent gifts must never be accepted in the course of your duties.

Current testers are for use in store only and should not be given away or sold under any circumstances.

Samples must only be given to encourage sales and build the business. No samples should be sold.

Data protection

You have access to various computer systems and confidential information. It is your responsibility to manage such data correctly and not release any information to others, either within Boots or externally.

Personal identification

You may be responsible for personal identification numbers and access cards. These personal details are given to you for your personal protection. You should not share these with others, release the details to others or use others' access details.

Prescribing in Boots

Locum pharmacists qualified as independent prescribers (IPs) are not expected to prescribe as part of their normal duties whilst working for Boots; this ensures a continuity of services across our pharmacies. (In certain areas locums may be authorised to prescribe as part of a commissioned service).

If, in exceptional circumstances, you feel it may be appropriate to prescribe for a patient whilst working for Boots, please contact the Pharmacy Helpdesk (0115 9575555) or a Professional Standards and Quality Manager (PSQM), to discuss further.

We recognise that there may be very rare occasions that an IP may need to self-prescribe. Please refer to the [GPhC guidance for pharmacist prescribers](#) which states that IPs must not prescribe for themselves or for anyone with whom they have a close personal relationship (such as family members, friends or colleagues), other than in exceptional circumstances. If these exceptional circumstances arise, the IP must:

- Be able to justify their decision to prescribe
- Consider whether their professional judgement is influenced or impaired because of the person they are prescribing for
- Refer to another prescriber if they are not confident to prescribe
- Make a clear record on the PMR and on PIERS (Other Pharmacy Event, Professional Decision), including the nature of the relationship with the person and the reasons it was necessary to prescribe, so there is a robust audit trail
- Consider contacting the Pharmacy Helpdesk (0115 9575555) to discuss the decision
- Consider the most appropriate way to supply the medication following the GPhC guidance

Purchasing medicines for yourself, or your friends and family

There may be exceptional circumstances in which a pharmacist needs to purchase an item normally only sold under the supervision of a pharmacist to expediate the treatment of themselves or a friend or family member, particularly as most pharmacists work in pharmacies without another pharmacist present. In these circumstances we recommend the following considerations:

- Where, in your professional judgement you need to purchase a product that can only be sold under the supervision of the pharmacist you should act with transparency at all times:
 - Discuss the need with a store team member
 - Make a record of your decision to self-authorise. You can record a PIERS Other Pharmacy Event (Professional Decision) for this

Pharmacy Services

The following sections contain guidance to help you understand how to support as many patients as possible, by offering a wide range of services. It may be of particular interest if you work in more than one country in the UK, or if you are moving to a different country in the UK.

It is important to ensure that you are competent and registered to deliver certain services before you commit to work in that country (e.g. Smartcard access and Community Pharmacist Consultation Service (CPCS) in England, Core Services and Pharmacy Care Record (PCR) in Scotland, National Active Directory & Exchange (NADEX) access in Wales). Additionally, if you intend to provide any locally commissioned services you must sign any relevant PGDs for services you are trained to offer and leave a copy of any paperwork required to prove competence, e.g. Declaration of Competence (if required by the service specification).

Boots offers a wide range of private Boots Independent Medical Agency services. Each store will have a list of services offered for your awareness and for signposting where appropriate. Please note that locums cannot provide these services, they can only be provided by a Boots pharmacist who has completed the service specific training and is authorised.

Some stores are starting to offer new private pharmacy services, including earwax removal and screening services. We also have a number of stores who provide appointments for the Our Future Health research programme, which involves collecting biometric data and a phlebotomy blood sample from participants. If you are the Responsible Pharmacist on duty in a store where these are being offered, familiarise yourself with the relevant Responsible Pharmacist guidance document(s) available in the store.

England

In England all pharmacies must offer all Essential Services. Advanced and Locally Commissioned services are optional but are typically offered by most pharmacies.

Essential Services

- Discharge Medicines Service
- Dispensing medicines and appliances
- Disposal of unwanted medicines
- Public Health (Promotion of Healthy Lifestyles)
- Repeat Dispensing and electronic Repeat Dispensing (eRD)
- Signposting
- Support for Self-Care
- Clinical Governance

For more information visit: <https://psnc.org.uk/services-commissioning/essential-services/>

Advanced Services

- Community Pharmacist Consultation Service (CPCS)
- Flu Vaccination Service (September to March only)
- Pharmacy Contraception Service (PCS)
- Hypertension Case Finding Service
- New Medicine Service (NMS)
- Smoking Cessation Service
- Appliance Use Review (AUR)
- Stoma Appliance Customisation

For more information visit <https://psnc.org.uk/services-commissioning/advanced-services/>

The CPCS must be offered throughout a pharmacy's opening hours, so **it is essential that you have an NHS Smartcard with Summary Care Record access.**

It should also be noted that you should ensure your NHS Smartcard has the required locum (FFFFF) code, in order to allow full Electronic Prescription Service (EPS) functionality.

Contact your local NHS team to resolve any issues with your NHS Smartcard:

<https://digital.nhs.uk/services/registration-authorities-and-smartcards/primary-care-service-provider-contact-details>

Store teams will typically expect locum pharmacists to be able to offer NMS, and Flu services as well as CPCS, so if you are unable to offer any of these services you should inform your locum agency (or Pharmacist Deployment Planner if you book directly) and also speak to the store team in advance of your visit, to ensure patients are not booked in for appointments which later need to be cancelled at short notice.

Locally Commissioned Services

In England it is common to find a wide variation between the services offered in different geographical areas. Many of the services offered are seen as extremely valuable by the patients who access them, so you will probably wish to provide as wide a range of services as possible, particularly in pharmacies located in any region where you regularly work.

Typical locally commissioned services include:

- Substance Dependency Services (supervision of methadone or buprenorphine, needle exchange)
- Sexual health services (emergency contraception, chlamydia testing)
- Minor ailments services (including treatment of minor infections via the supply of antibiotics using a Patient Group Direction (PGD))
- Smoking cessation services
- Palliative Care Service

Service specifications define the description, standards and training required by commissioners for each local service. Some of these services may require completion of CPPE e-learning and a Declaration of Competence (DoC). Some may also require you to read all the locally agreed Patient Groups Directions (PGDs) associated with a particular service and sign the Pharmacist Self Declaration Form in each pharmacy. Please note that each service may have different training requirements depending on the locality.

To find out more about the services available in a particular area, the best source of information (as well as Boots store team(s)) is the Local Pharmaceutical Committee (LPC) website. <https://lpc-online.org.uk/>

Northern Ireland

Community pharmacies in Northern Ireland operate to a Practice Quality System and offer Core, Additional and Locally Required services.

Practice Quality System

- Assurance Framework
- Clinical Governance
- Information Governance
- Enhanced Infrastructure
- Rota
- Security
- Practice Level Services
- Living Well

Core Services

- Dispensing
- Repeat and Instalment Dispensing Service
- Adherence Services

Additional Services

- Pharmacy First Service (Consisting of Everyday Health Conditions, Emergency Contraception and Winter Conditions)
- Community Pharmacy Flu Vaccination (CPFV) Service
- Community Pharmacy COVID-19 Vaccination Service
- Stop Smoking
- Emergency Supply Service
- COVID-19 Lateral Flow Device Distribution Service (Pharmacy Collect NI)

Locally Required Services

- Palliative Care
- Opiate Substitution
- Needle and Syringe Exchange
- Oxygen
- Pilot Service – Pharmacy First Uncomplicated Lower Urinary Tract Infections
- Pilot Service – Discharge Medicines Service
- Community Pharmacy Care Home Support Service (CPOCHSS)

Information on each service can be found at: <https://www.communitypharmacyni.co.uk/services> and: <http://www.hscbusiness.hscni.net/services/PharmPro.htm>

Scotland

Community pharmacy services in Scotland are significantly different to those on offer in England and Wales. If you intend to work as a locum pharmacist in Scotland it is strongly recommended that you visit the pharmacy practitioner pages of the NHS Scotland website and the NHS Education for Scotland (NES) website.

<https://nhs.uk/services/practitioner/pharmacy/>

<https://nes.scot.nhs.uk/>

In addition, the Community Pharmacy Scotland website, hosted by NHS Scotland, is a central point for all contract information. Each Health Board area has a dedicated area for local information including local PGD's and formularies.

For more information visit: <http://www.communitypharmacy.scot.nhs.uk>

To provide pharmacy services in Scotland you will need to register for access to the Pharmacy Care Record (PCR) system. **You will need a login ID to access and update a patient's Pharmacy Care Record which you must obtain before working as a locum pharmacist in Scotland.** Contact the Health Board for the area in which you intend to work to obtain your login ID.

Note that for any services that are provided via PGD, including core services, you must send a signed copy of each PGD to the Health Board for the area in which you intend to work before providing the service. Contact the Health Board for the area in which you intend to work.

Core Services

Every community pharmacist in Scotland is required to provide these services; it is essential that you are familiar with these services **before** you work as a locum pharmacist in Scotland:

- Medicines Care and Review Service (MCR)
- Pharmacy First
- Public Health Service
- Acute Medication Service

Medicines Care and Review Service

The Medicines Care and Review service replaces the Chronic Medication Service but retains the overall aim of providing pharmaceutical care and support for those taking medication for long-term conditions.

For more information visit: <https://www.cps.scot/core-2/medicines-care-and-review>

Pharmacy First Service

For more information visit: <https://www.cps.scot/nhs-pharmacy-first-info-hub/>

Public Health Service

The Public Health Service (PHS) is one of the four core community pharmacy services and currently consists of 4 elements:

- Offering a sexual health service (EHC / bridging contraception)
- Offering a smoking cessation service
- Offering access to prophylactic paracetamol for childhood vaccinations where appropriate
- Ensuring that there is a health-promoting environment in the pharmacy - including promoting national campaigns using a combination of window posters, promotional materials and staff training (e.g. raising awareness of bowel cancer screening, flu vaccination uptake, hydration etc.)

Some of these services require completion of NES e-learning e.g. smoking cessation; and some require you to be trained on and have signed PGDs before you may provide the service.

For more information visit <https://www.cps.scot/core-2/public-health-service>

Acute Medication Service

The Acute Medication Service (AMS) is the electronic transmission of prescription information (ETP) between GP prescribers and community pharmacy contractors.

For more information visit <https://www.cps.scot/core-2/acute-medication-service>

National Services

The vast majority of pharmacies in Scotland offer all of these services. The services are:

- Unscheduled Care (CPUS) - <https://www.cps.scot/national-1/unscheduled-care-cpus>
- Stoma Service - <https://www.cps.scot/national-1/stoma-service>
- Gluten Free Food Service - <https://www.cps.scot/national-1/gluten-free-food-service>
- Pharmacy Champions - <https://www.cps.scot/national-1/pharmacy-champions>

Locally Commissioned Services

As well as the core and national services which community pharmacies in Scotland provide to their communities, there are a range of local services which have been developed in response to the needs of people living in the **14 different Health Boards**.

NHS Boards negotiate locally with Community Pharmacy Health Board Committees on remuneration for the following pharmaceutical services (not an exhaustive list):

- Advice to Residential Homes
- Support for people with substance misuse issues
- Needle Exchange Services
- Compliance support solutions
- Disposal of Patients' Unwanted Medicines
- Out of Hours rotas
- Collection and delivery services

Details of each Board's local services can be found on the NHS Community Pharmacy website under the relevant Board's tab - <https://www.communitypharmacy.scot.nhs.uk/>

Pharmacy First Plus (Common Clinical Conditions)

This is a Pharmacist Independent Prescriber - led service, its purpose is to provide an easily accessible service for common clinical conditions which are beyond the scope of the standard NHS Pharmacy First Scotland service. Locum pharmacists are not currently providing this service for Boots in Scotland.

Locum pharmacists must not offer prescribing services without first speaking to a Professional Standards & Quality Manager.

Wales

Quality and Safety Scheme

Pharmacies in Wales are required to participate in the NHS Wales Quality and Safety Scheme. The scheme includes requirements which can apply to locum pharmacists as well as employees. To familiarise yourself with the requirements visit: [Quality & Safety Scheme - Community Pharmacy Wales \(cpwales.org.uk\)](https://www.cpwales.org.uk/Quality-Safety-Scheme-Community-Pharmacy-Wales)

Essential Services

Visit [Essential Services - Community Pharmacy Wales \(cpwales.org.uk\)](https://www.cpwales.org.uk/Essential-Services-Community-Pharmacy-Wales) for more information about the essential services that must be offered in all pharmacies in Wales

Clinical Services

Pharmacies in Wales may offer a range of clinical services. Pharmacists are typically expected to offer the Clinical Community Pharmacy Service (CCPS), which consists of Contraception Services, Flu Vaccination, Common Ailments Service (CAS) and Emergency Medicines Supply (EMS). To find out more, visit [Clinical Services - Community Pharmacy Wales \(cpwales.org.uk\)](https://www.cpwales.org.uk/Clinical-Services-Community-Pharmacy-Wales)

In Wales, many services are accessed through the **Choose Pharmacy** online platform, and all locum pharmacists working in Wales must ensure they have a NADEX account.

For more information on Choose Pharmacy visit: <http://www.cpwales.org.uk/Services-and-commissioning/Choose-Pharmacy-Services.aspx>

Visit <https://www.wcppe.org.uk/product/choose-pharmacy/> to complete the required learning for a Choose Pharmacy account.

Additional Clinical Services

In Wales there may be some variation between the services offered in different geographical areas. Services in Wales are commissioned by the **seven Local Health Boards**.

Services include:

- Supervised Administration
- Care Home Support
- National Just In Case Pack
- Inhaler Review
- COVID-19 Immunisation
- Needle and Syringe Supply
- National Stop Smoking
- Blood Borne Virus Testing
- Patient Sharps Service
- Substance Misuse Services
- Urgent Medicine Service
- MAR Chart Service
- Other locally commissioned services
- Out of Hours rotas

For more information on services and to obtain contact information, visit: <https://www.wales.nhs.uk/ourservices/directory/LocalHealthBoards/865>

Pharmacy Independent Prescribing Service

An authorisation framework has been developed to enable independent prescriber locum pharmacists to provide this service.

Locum pharmacists must not offer prescribing services without first speaking to a Professional Standards & Quality Manager

Useful Contact List

Role title	Source of advice for...	Name(s)	Contact number(s)
The Pharmacy Helpdesk	Professional, legal and ethical queries based within the Superintendent Pharmacist's Office. The team also support with the management of escalated dispensing incidents and professional complaints. They are available 7 days a week, including bank holidays (closed Christmas Day)	Support office function	0115 9575555 (option 2, option 3, option 2)
Pharmacist Deployment Planner (PDP)	First point of contact for all queries with your locum booking		
Pharmacist Deployment Manager (PDM)	Second point of contact for queries with your locum booking		
Store Manager / General Manager	First point of contact for issues relating to the operation of the store where you are working as a locum pharmacist Person to whom any dispensing incident or professional complaint must be notified		
Area Manager (AM)	Second point of contact for issues relating to the operation of the store where you are working as a locum		
Head of Stores (HoS)	Final point of contact for escalation of issues in the store where you are working as a locum (that cannot be resolved by the Manager or Area Manager)		
Pharmacy Support Manager (PSM) or Regional Pharmacy Operations Manager (RPOM)	First line point of contact for pharmacy operational issues and advice First line point of contact for advice relating to dispensing incidents		
Professional Standards & Quality Manager (PSQM)	Second line point of contact for professional, ethical and legal issues or if advice is needed concerning a serious pharmacy incident		