

**Community Pharmacy Support for patients within the Specialist Pain Service in  
NHS Borders – Service Description**

**Service aim**

To provide pharmaceutical support to patients who are being cared for within NHS Borders specialist pain service. This will include support, education, information provision and signposting. The aim is to increase the patient's ability to self-manage their pain more effectively by providing a support service that is accessible within their community.

**Background**

Chronic pain affects about 18% of the population with around 6% experiencing intense pain that is severely disabling (equating to 20,700 and 6,900 patients in NHS Borders).

The Scottish Government has pledged support for improving pain services and recommended that every NHS board implements the Scottish Service Model for Chronic Pain, taking into account the needs and priorities of their local populations.

An NHS Borders survey of primary care needs for chronic pain patients highlighted the need for local support in the community and promoted the need for chronic pain champions.

Community pharmacists are a primary and sustained point of contact for patients with pain and are an easily accessible point of information and support for patients. Six community pharmacists in NHS Borders have already been trained to provide self-management support to a select group of patients. It is proposed that this service is expanded to a wider selection of patients being cared for within the specialist pain service.

**Service outline and standards**

**Service provision**

- Clinicians working in the specialist pain service will identify patients attending clinics who may benefit from self-management support in their local community.
- The service will be offered to patients, where appropriate, who are registered with one of the participating community pharmacies.
- The patient will be asked by the pain service clinicians to complete a patient consent form prior to service provision.
- On receipt of the patient consent form, the prescribing support team will liaise with the community pharmacist who will provide the service.
- The pharmacist will be required to:
  1. Complete a detailed pain medicine history from information held on the pharmacy's PMR including start and stop dates of past medicines, a list of current medicines and a review of safety, efficacy and tolerability.
  2. Undertake a face to face consultation with the patient every 4 weeks. It is anticipated that each consultation would take 15 minutes.

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3. Provide educational material (as advised by the pain service) that facilitates pain self-management
4. Promote the use of recommended pain self-management websites (as advised by the pain service)
5. Signpost the patient to local group meetings organised by Pain Association Scotland.
6. Support holistic person centred pain management

It is a requirement that the community pharmacy has a consultation area that is:

1. clearly designated as an area for confidential consultations;
2. distinct from the general public areas;
3. an area where both the patient and pharmacist can sit down together and are able to talk at normal speaking volumes without being overheard by other visitors to the premises, or by staff undertaking their normal duties.

NHS Borders expect that pharmacists providing this service would follow and comply with the principles outlined in the joint statement from the Royal Pharmaceutical Society and General Pharmaceutical Council on “using standards and guidance to ensure patient centred professionalism in the delivery of care” as outlined below:

**“Regulatory and professional standards and guidance have the same overarching purpose; to provide a framework which helps ensure good care, focussed on patients. To inform the care you provide and your decision making you should consider what is in the best interests of the patient, be guided by your education and training and on-going CPD, consider the standards and guidance (both regulatory and professional) that are relevant to your situation and understand the legal framework in which you are operating.”**

#### **Service standards**

- The service has an agreed scope of practice and clearly defined guidelines on its level of care
- The service has a formal governance structure.
- Appropriate support is in place to facilitate the delivery of care and quality improvement; this includes the support for monitoring and auditing outcomes.
- Clear pathways are in place to support safety and escalation and de-escalation of complexity of care.
- The service links with non-healthcare services to enhance self-management and the promotion of living well with a long-term condition.

#### **Training**

Listed below are a selection web resources and references that will help the pharmacist with the training requirements that must be undertaken. Individuals have different learning needs and styles and resources should be used to best suit the individual.

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Following completion of the self-directed learning, the pharmacist will be expected to:

1. explain the management of chronic pain as outlined in the SIGN guidelines 136
2. describe the recommended web resources on pain management that are available
3. guide the patient through information resources that support self-management
4. be able to complete a patient-centred consultation

A self assessment of competency should be completed considering the following:

Consultation skills – introduction to the patient, conducting a patient-centred consultation, exploring the medical/surgical condition with the patient, considering the patient's own health beliefs, being aware of personal limitations and making appropriate referrals

Gathering information – accessing and summarising the information required and ensuring the information used is up to date

Analysing information – demonstrating the ability to evaluate information gathered, correctly identifying the problems, appraising options, making appropriate decisions and demonstrating a logical approach

Medicines information – provision of medicines and health advice to patients, carers and other health care professionals

Professionalism – identification and prioritisation of medicines management issues, time management, patient confidentiality, appropriate application of guidelines

### **Resources**

1. SIGN Guidelines 136. Management of Chronic Pain. December 2013.  
<http://www.sign.ac.uk/guidelines/fulltext/136/contents.html> (accessed 16 December 2015)
2. 5 minute video on chronic pain explained <http://www.youtube.com/watch?v=B2SI-gmpDUU> (accessed 16 December 2015)
3. NICE Clinical Guideline 138. Patient experience in adult NHS services: improving the experience of care for people using adult NHS services 2012.  
<https://www.nice.org.uk/guidance/cg138> (accessed 16 December 2015)
4. Pain Association Scotland website.  
<http://www.painassociation.com/>(accessed 16 December 2015)
5. Chronic Pain Scotland website. <http://www.chronicpainscotland.org>(accessed 16 December 2015)
6. Consultation skills for pharmacy practice  
<http://www.consultationskillsforpharmacy.com>(accessed 16 December 2015)

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7. Person-centred care resource centre  
<http://personcentredcare.health.org.uk/person-centred-care> (accessed 16 December 2015)

### **Timeline**

On receipt of the patient consent form, the pharmacist will contact the patient to organise a suitable date for a face-to-face consultation. Further consultations can be organised at monthly intervals. After the 4<sup>th</sup> consultation an assessment will be made of the benefit of the consultations in liaison with the prescribing support team and the pain service. Where appropriate, a maximum of 12 consultations can be completed during a 12 month period.

### **Assessment and information**

All patients will, where possible, be given an appointment to allow the pharmacist and patient to prepare for the consultation. Patients may prefer that they are accompanied by a friend or relative where this may help with the effectiveness of the outcomes.

### **Data collection**

Pharmacists are responsible for ensuring that all records are maintained relating to the consultation to allow future reference.

The pharmacist is responsible for ensuring that all information is collected on the worksheet provided and stored in line with confidentiality and data protection guidelines.

Each worksheet allows for information to be collected for 4 consultations. Following completion of the 4<sup>th</sup> consultation, the form should be submitted for review by the prescribing support team and pain service. If service provision is to continue, a new worksheet should be started.

### **Payment**

A payment of £15 per consultation will be made.

If the service is expanded to other pharmacists, an engagement fee of £120 will be made on completion of the training requirements.

### **Monitoring and evaluation**

It is a requirement of the service that appropriate records, including patient medication records are kept and maintained by the community pharmacy contractor, to enable verification of service provision and to provide information to NHS Borders for internal and external audit and evaluation purposes.

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### Support

Support will be provided by Dawn MacBrayne, Prescribing Support Pharmacist, and Adrian MacKenzie, Lead Pharmacist. Contact details for prescribing support and the pain service are listed below.

<p>Dawn MacBrayne Prescribing Support Pharmacist NHS Borders Pharmacy Department Borders General Hospital Melrose TD6 9BS Tel: 01896 827712 Fax: 01896 826605 Mobile: 07747 757385 <a href="mailto:dawn.macbrayne@borders.scot.nhs.uk">dawn.macbrayne@borders.scot.nhs.uk</a></p>	<p>Clare Scott Clinical Nurse Specialist Pain Service Borders General Hospital Melrose TD6 9BS Tel: 01896 826335 <a href="mailto:Clare.scott@borders.scot.nhs.uk">Clare.scott@borders.scot.nhs.uk</a></p>
<p>Adrian Mackenzie Lead Pharmacist Community and Social Care NHS Borders Pharmacy Dept., Borders General Hospital Melrose , TD6 9BS Tel: 01896 827703 Fax: 01896 826605 <a href="mailto:adrian.mackenzie@borders.scot.nhs.uk">adrian.mackenzie@borders.scot.nhs.uk</a></p>	<p>Shona Smith Consultant in Anaesthesia and Pain Medicine Borders General Hospital Melrose TD6 9BS Tel 01896 826000 (Ext 26332) Bleep 6332 <a href="mailto:shona.smith@borders.scot.nhs.uk">shona.smith@borders.scot.nhs.uk</a></p>

### Community pharmacists trained to provide the service

Pharmacist	Pharmacy	Address	Phone	Email
Steve Gray	Grays Pharmacy	Crosshill, Chirnside TD11 3XW	01890 819809	<a href="mailto:bord-uhb.cp8058-GraysChirnside@nhs.net">bord-uhb.cp8058-GraysChirnside@nhs.net</a>
Noemi Arone Di Bertolino	HHCC Pharmacy	Health Centre, Teviot Rd, Hawick, TD9 9DT	01450 377449	<a href="mailto:Bord-uhb.HHCCPharmacy@nhs.net">Bord-uhb.HHCCPharmacy@nhs.net</a>
Sarah Smith	Boots Pharmacy	4 High Street, Jedburgh TD8 6AG	01835 862418	<a href="mailto:Bord-uhb.cp8055-BootsJedburgh@nhs.net">Bord-uhb.cp8055-BootsJedburgh@nhs.net</a>
Theresa Thorburn	Lloyds Pharmacy	36-40 Horsemarket, Kelso, TD5 7HD	01573 224613	<a href="mailto:Bord-uhb.cp8019-LloydsKelso@nhs.net">Bord-uhb.cp8019-LloydsKelso@nhs.net</a>
Karen Lindley	Boots Pharmacy	20 The Square, Kelso TD5 7HH	01573 224523	<a href="mailto:Bord-uhb.cp8009-BootsKelso@nhs.net">Bord-uhb.cp8009-BootsKelso@nhs.net</a>
Libby Kennedy	Pharmacy	Newcastleton GP Practice	07989 785574	<a href="mailto:libby.kennedy@borders.scot.nhs.uk">libby.kennedy@borders.scot.nhs.uk</a>
Cathy Scaife	Lauder Pharmacy	5 Market Place Lauder TD2 6SR	01578 722302	<a href="mailto:Bord-uhb.cp8056-LauderPharmacy@nhs.net">Bord-uhb.cp8056-LauderPharmacy@nhs.net</a>

**Community Pharmacy Support for patients within the Specialist Pain Service in  
NHS Borders  
Patient Consent Form**

I consent to attending face to face consultations with my local community pharmacist.

Patient name	
Patient address	

I agree that the information obtained during the consultations can be shared with:

- The specialist pain service
- My doctor (GP) to help them provide care to me
- NHS Borders (the NHS body that manages pharmacy and other health services) to allow them to make sure the service is being properly provided by the pharmacy
- NHS Scotland and National Services Scotland (NSS) to make sure the pharmacy is being correctly paid by the NHS for the service they give me

Patient signature	
Date	

**Please return this completed form in the stamp addressed envelope provided.  
Thank you.**

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**Community Pharmacist worksheet – pain self-management support**



pharmacist  
worksheet - self-man: