



Dear Colleague

## COMMUNITY PHARMACY TRAINING ON EFFECTIVE MANAGEMENT OF OVER THE COUNTER (OTC) CONSULTATIONS

### 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 2016/17 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.

### Detail

3. NHS Education for Scotland (NES) has developed a new training resource, 'Effective Management of Over the Counter (OTC) Consultations'. A hard copy will be sent to every community pharmacy contractor in February 2017 and it will also be available online from this time.

4. The purpose of this training pack is to provide all community pharmacy team members with information and suggestions to help optimise their management of OTC consultations. Particular focus is put on communication skills and direct product requests as these were the areas of most concern in the Which? report. On completion of the distance learning resource, an online assessment will be available on NES Portal for those who wish to test their understanding of the content.

10 January 2017

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### Addresses

#### For action

Chief Executives, NHS Boards

Director of Practitioner Service,  
NHS NSS

#### For information

Chief Executive, NHS NSS

Directors of Pharmacy

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### Enquiries on training to:

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

### **Payment**

6. Contractors on the Pharmaceutical List as of 1 January 2017 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 2017 dispensing, paid at the end of March 2017.

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

### **Action**

8. **NHS Boards are asked to:**

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

9. **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