

10.3 Exception Report: Perth and Kinross HSCP

Miss Angie McManus, supported by Mr Mark Dickson and Mrs Angela Cunningham, spoke to the exception report which had been provided to the Committee raising awareness of an emerging issue around pharmacy provision within Prisoner Healthcare Service and ongoing information technology issues being experienced by Lloyds Pharmacy.

Miss McManus advised that NHS Tayside Board had received a letter in September 2022, regarding issues experienced within Lloyds Pharmacy who currently hold the contract for the provision of pharmacy within Prisoner Healthcare. The implementation of a new information technology system within Lloyds Pharmacy has caused considerable delay within the system with the consequence of delays for the provision of medication for those within the establishments.

This emerging risk has been raised at local level through the clinical, care and professional governance group at its September 2022 meeting within the Perth and Kinross HSCP, and has been included within the risk register as a service risk, to ensure regular updates are received.

Miss McManus advised that the Specialist Clinical Pharmacist within Prisoner Healthcare Services has been proactive around this risk, and had had numerous discussions with Lloyds Pharmacy and to date there has been no adverse effect noted across the Tayside Prison establishments, and individuals, who require it, are receiving their medications in a timely and effective manner.

Mrs Cunningham advised that it was unclear if any other area has had an adverse impact due to the implementation due to the tenacity of NHS Tayside pharmacy staff's proactive actions. Mrs Cunningham praised the Pharmacy Team and Prison Healthcare who have worked flexibly to ensure that individuals within the Prison establishments have not been without medication. Lloyds Pharmacy have indicated that they have a recovery plan in place and will rectify this issue in the next four to six weeks.

The Chair thanked Miss McManus and Mrs Cunningham for this exception report, noting that a further effect of individuals not receiving

medication could lead to unrest within the establishments and a reduction in the health of the population overall.

Mrs Dickie would wish to commend the Pharmacy Team on behalf of the organisation, for their agile, responsive and proactive approach to this emerging issue and recognising the impact on both clinical care and treatment and the wider potential impact on those individuals within the prison establishments.

The Committee:

- Noted the content of the exception report. No further escalation required at this point.