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Pharmacist
AWARDS

in association with **AAH**
All About Health

Enter - www.scottishpharmacist.co.uk/awards

Deadline for entries – Wednesday 6 November 2019

The winners will be announced on
SATURDAY 29 FEBRUARY 2020
EDINBURGH INTERNATIONAL
CONFERENCE CENTRE

Official Media Partner

SCOTTISH
Pharmacist



JOIN US FOR THE PHARMACY EVENT OF THE YEAR!

SCOTLAND'S COMMUNITY AND HOSPITAL PHARMACISTS DO A FABULOUS JOB ON A DAY-TO-DAY BASIS, PROVIDING THEIR PATIENTS WITH A FIRST-CLASS SERVICE.

So it's only fitting that, on Saturday 29 February 2020, that service – so vital in today's overloaded healthcare service – will be recognised at Scotland's leading pharmacy awards event – the Scottish Pharmacist Awards.

BOOK NOW!

Guests will enjoy:

- Welcome reception
- Scottish Pharmacist Awards ceremony
- Networking
- Three-course meal

- Rewarding and recognising excellence of finalists and winners

If you're a community pharmacist, hospital pharmacist or practice-based pharmacist, who feels that you've gone that 'extra mile' for patients, why not take the opportunity to tell everybody about it?

Or, if you're a patient, who has received gold-star treatment from your local pharmacist – either in the community or in your local GP practice – why not put them forward for an award?

Entry forms are available now at www.scottishpharmacist.co.uk/enter/ and you have until 6 November to get your application or nomination in.

For more information, contact

Aoife Jackson

aoife@profilepublishing.com



@ScotPharm



@scottish.pharmacist

#ScotPharmAwards







ON 29 FEBRUARY 2020, THE *ELEVENTH* SCOTTISH PHARMACIST AWARDS TAKE PLACE AT THE EDINBURGH INTERNATIONAL CONFERENCE CENTRE.

Yes, amazingly, the Scottish Pharmacist Awards are now in their eleventh year – eleven years of celebrating the great initiatives and projects that are designed to improve patient outcomes and promote pharmacy as the first port of call for primary care.

Of course, the awards would not be possible without the support of our headline, category and associated sponsors who, year upon year, are so supportive of the awards and are more than delighted to be involved in this illustrious event.

Support for the awards is always fantastic, but it's particularly phenomenal this year and we're especially delighted to announce that AAH Pharmaceuticals are, once again, our headline sponsor!

AAH Pharmaceuticals have not only proven their commitment to the provision of optimal healthcare

throughout the UK, but have been very proactive in ensuring that Scotland's pharmacists are recognised for the outstanding work that they do for their patients. Our awards provide AAH Pharmaceuticals with the opportunity to ensure that pharmacy is fully recognised for the level of clinical expertise and the utilisation of clinical skills that it provides on a daily basis.

In addition to AAH Pharmaceuticals, we're also delighted to announce that our awards have also received excellent – and very welcome – support from Positive Solutions, Willach UK, Numark, EMIS Health, Teva UK Ltd and Bestway Medhub & Wardles, and we would like to take this opportunity to thank them one and all. Without their support, the awards would simply not be possible.

Nor, of course, would the Scottish Pharmacist Awards be possible without YOU. We know that you and your team do fabulous work for your patients, so please take a look and find a category that is best suited to the work that you're doing.

We can't wait to hear from you!

COMMUNITY PHARMACY TEAM OF THE YEAR

WHY ENTER?

Throughout Scotland, many pharmacy teams make a significant contribution to patient outcomes and patient care in their local community, while simultaneously demonstrating excellent business acumen and continuous business growth. This award recognises that contribution.

WHO CAN ENTER?

This award is open to pharmacy teams in which every member of the team - pharmacist, medicines counter assistant, dispensing assistant or technician, superintendent pharmacist, pharmacy manager or pre-registration trainee - has played a vital role in delivering a first-class service to the local patients.

All entries will be judged by an independent panel of experts, who will be looking for:

- Evidence of teamwork that goes above and beyond the standard level of service expected from pharmacy teams
- Evidence of having contributed to the pharmacy service in general and to the local community in particular
- In particular, the judges will be looking for clearly—defined, well-evidenced examples of initiatives and projects, which not only demonstrate innovation, productivity and pharmacy excellence, but which also highlight the vital role played by team collaboration and integrated working.

HOW TO ENTER

Application can be by personal application or by nomination by a third party pharmacist or pharmacy contractor.

1. Please provide an outline of the pharmacy's history and development, as well as a description of the current pharmacy team (300-500 words).
2. Please define how the pharmacy business objectives were identified by the team and addressed (300-500 words)
3. Describe how these objectives were put into practice and provide both evidence of initiatives and projects, and examples of pharmacy team collaboration. Special mention should be made of 'outreach' projects targeted at the local community (300-500 words)
4. Please give evidence of how each individual within the team's skills have been put to best use for the enhancement of the whole team (300-500 words)
5. Please outline in no more than 800 words why your pharmacy deserves to win this award.

NUMARK+

a PHOENIX Pharmacy Partnership member

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Entry Deadline: 6 November 2019

EXCELLENCE IN COMMUNITY PHARMACY PRACTICE

WHY ENTER?

Community pharmacy is increasingly involved in outreach projects and initiatives, which aim to tackle health inequalities in the local area.

The award will be presented to a pharmacy team or individual, which can demonstrate recognition of health issues specific to their local community and which have subsequently launched a campaign, promotion or initiative, which has been designed to tackle those issues.

WHO CAN ENTER?

This category is open to all pharmacists and their teams working in either independent or chain pharmacies, who have designed, facilitated or implemented health projects and initiatives to meet recognised local community healthcare needs.

All entries will be judged by an independent panel of experts, who will be looking for:

- Provision of clear evidence as to how the specific health issue/s were identified
- Evidence of clearly-defined project/initiative aims and objectives
- Evidence of excellent customer care and commitment to the health and wellbeing of the local community

HOW TO ENTER

1. Please give details of how a specific health issue was identified in the local community including any market research that was undertaken (300-500 words)
2. Please outline the objectives of this initiative and provide a brief description of the steps you put in place to benchmark them and subsequently measure outcomes (300-500 words)
3. Please provide evidence of the initiatives/projects/events that were held for the benefit of the community (300-500 words)
4. Please outline, in no more than 800 words, why this project deserves the title of Excellence in Community Pharmacy Practice Award 2019/20:

In particular, detail how this innovation has:
 - Created competitive advantage;
 - Contributed to the growth of your business;
 - Enhanced/improved patient care in your community
5. Describe how these activities reflect and fit with your overall business strategy (300-500 words)

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Entry Deadline: 6 November 2019

HOSPITAL PHARMACY TEAM OF THE YEAR

WHY ENTER?

Good teamwork is central to successful collaborative work and, as such, this award is designed to recognise best practice throughout hospital pharmacy. We are seeking applications from hospital pharmacy teams, which have identified areas in which projects or initiatives are required in order to improve both patient outcomes and general productivity.

The winning team will be one which has excellent communication and collaborative working practices at its centre, combined with evidence of ongoing and dynamic contribution to the healthcare of patients within its wards on a daily basis.

WHO CAN ENTER?

This category is open to all hospital pharmacy teams with a minimum of three team members and which is working in the hospital sector in Scotland across all sectors, including:

- Cancer
- Neurology
- Respiratory
- Dermatology
- Rheumatology
- Cardiology
- Psychiatric

All entries will be judged by an independent panel of experts, who will be looking for:

- A team, which can provide evidence of clearly-defined objectives for both themselves and their team within the hospital

- Enthusiasm and commitment to the enhancement of hospital pharmacy in Scotland
- Exceptional quality above and beyond what is expected
- An ability to overcome challenges in pursuit of goals
- How performance has been measured and benchmarked
- Evaluation of project success and patient outcome

HOW TO ENTER

1. List each member of the team and their job title. Describe the staffing structure within your team (300-500 words)
2. Please provide evidence of how the team identified areas for improvement and subsequently compiled clearly-defined objectives. Give examples of these areas (300-500 words)
3. Please give evidence of how the skills of each team member were utilised to ensure optimum levels of collaboration (300-500 words)
4. Please provide examples of initiatives on which the team worked collaboratively. Please include evidence of objectives, benchmarking and subsequent evaluation measures (300-500 words)
5. Please outline in no more than 800 words why this entry deserves to win the title of Hospital Pharmacy Team of the Year 2019/20

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Entry Deadline: 6 November 2019

INNOVATION AND ENTERPRISE WITHIN PHARMACY PRACTICE

WHY ENTER?

The face of community pharmacy has been transformed in recent years. No longer simply a dispensing service, pharmacy has embraced technology, integration and innovation in a bid to become the highly-accessible first port of call for primary healthcare.

You may have introduced new technology to your pharmacy that has helped to deliver better outcomes for your patients. Or, perhaps you have introduced a new business model or online business initiatives, which have not only raised your pharmacy's profile, but which have facilitated an improved level of service to your patients?

WHO CAN ENTER?

This award is open to all pharmacists and their teams, who have embraced new and innovative systems or technology, which have improved the delivery of pharmaceutical care, promoted patient safety, and improved efficiency.

All entries will be judged by an independent panel of experts, who will be looking for:

- Activities that may involve pioneering new technology/eHealth models or systems, news business models, or innovative ways of working, which will reinforce pharmacists' impact as members of the healthcare team in general, and which will improve patient safety and outcomes in particular
- Evidence of the development of a system or a tool that can be used in community pharmacy, which will directly impact patient care and will provide a template for use throughout the profession.

- Statistical evidence of any added value, benefit, or productivity increase created by the adoption of the new system or tool. Where possible, financial data should also be provided, such as percentages, ratios and graphic images, to back up evidence of improved patient outcomes.

HOW TO ENTER?

1. Please provide a brief outline of the innovative technology tool, project or system of working which was adopted or put into practice in your community pharmacy (300-500 words)
2. Please outline the background to the introduction of this innovative system, including identification of patient need, and sourcing or creation of relevant practice/tool (300-500 words)
3. Please outline the objectives of this innovation or initiative and provide a brief description of the steps that were put in place to benchmark them and subsequently measure outcomes (300-500 words)
4. Please outline, in no more than 800 words, why this project deserves the title of Innovation and Enterprise within Pharmacy Practice Award 2019/20:

In particular, detail how this innovation has:

- Created competitive advantage;
- Contributed to the growth of the business;
- Enhanced/improved patient care in the community. (300-500 words)



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Entry Deadline: 6 November 2019

PHARMACIST OF THE YEAR

WHY ENTER?

The Pharmacist of the Year Award recognises a community pharmacist who not only demonstrates a significant contribution to their local community, but also to the pharmacy industry in general. This award not only raises the profile of the winning pharmacist, but raises the profile of their pharmacy in particular and of the profession itself.

The award is designed to highlight the enhanced role of community pharmacy in meeting the needs of 21st-century patients in their own communities.

WHO CAN ENTER?

This category is open to all contractor or employee pharmacists working in either independent or chain pharmacies, who can demonstrate a clear record of innovative and progressive initiatives, which are designed to highlight and enhance the vital role played in healthcare by community pharmacy.

Application can be by personal application or by nomination by a third party pharmacist or pharmacy contractor.

All entries will be judged by an independent panel of experts, who will be looking for:

- A pharmacist who can provide clearly-defined objectives for both themselves and their pharmacy team within the local community
- Evidence of how these objectives were put into practice, with proof of both benchmarking and measurement of success in patient outcomes

- Evidence of how these initiatives/projects have enhanced both the reputation of the pharmacy and of Scottish community pharmacy in general
- An indication of how this work will be built upon in the future

HOW TO ENTER

1. Please provide a detailed background of both the pharmacist and their objectives for their work in the local community (300-500 words)
2. Please provide examples of innovative work that the pharmacist has been involved in the pharmacy, both in terms of patient care and in their approach to collaborative working with pharmacy colleagues and other healthcare professionals (300-500 words)
3. Please give examples of challenges which have arisen in the pharmacy and how the pharmacist not only met but overcame these challenges in order to ensure the continued provision of first-class healthcare within the pharmacy (300-500 words)
4. Please outline, in no more than 800 words, why this pharmacist deserves the title of Pharmacist of the Year 2019/20.



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Entry Deadline: 6 November 2019

PHARMACY BUSINESS DEVELOPMENT

WHY ENTER?

Today's independent pharmacy businesses have to constantly strive to provide an enhanced service to their patients. For that reason, it's vitally important to consistently introduce innovative marketing strategies, expand the range of services on offer, or provide new services through the expansion or refurbishment of the building itself.

Has your business recently adopted a new corporate identity or business model with a view to improve its delivery of pharmaceutical care? Have you enhanced or raised the profile of the pharmacy through the introduction of a high-spec media campaign?

WHO CAN ENTER?

This award is open to independent and group pharmacies which have developed and marketed themselves successfully to improve the delivery of pharmaceutical care through enhanced patient outcomes and improved efficiency.

All entries will be judged by an independent panel of experts, who will be looking for:

- Evidence of an innovative business initiative that has been undertaken in the last twelve months
- Evidence of building refurbishment with enhanced patient care and outcomes as the driving force

- Evidence of an innovative media campaign designed to enhance the pharmacy profile and evidence of the impact the campaign has had, ie, statistics of increased footfall etc.

HOW TO ENTER

1. What were the key challenges for the business that were tackled by this initiative? (300-500 words)
2. How did you identify, engage and involve stakeholders? How were people from your business involved in supporting this initiative? (300-500 words)
3. What were the main objectives to this initiative and how did you set about achieving them? (300-500 words)
4. What impact has the initiative had on the businesses? Note: Judges will expect to see evidence of improved outcomes linked to overall objectives. (300-500 words)
5. Please submit, in no more than 800 words, your summary of why this submission deserves to win Pharmacy Business Development Award 2019/20.

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Entry Deadline: 6 November 2019

MEDICINES COUNTER ASSISTANT OF THE YEAR

WHY ENTER?

Today's community pharmacist is under increasing workload pressure and, as such, increasing emphasis is placed on Pharmacy Medicines Counter Assistants to provide information and support for patients in a friendly and knowledgeable manner.

This award recognises the contribution of Pharmacy Medicines Counter Assistants to the overall pharmacy experience.

WHO CAN ENTER?

The category is strictly open to Pharmacy Medicines Counter Assistants.

All entries will be judged by an independent panel of experts, who will be looking for:

- Evidence of having gone above and beyond the remit of their intended role within the pharmacy team
- Evidence of having implemented a new method of working which has reduced the workload of their colleagues, or which has improved patient care and outcomes

HOW TO ENTER

1. Please outline the applicant's current position within the pharmacy, their length of service, and the key responsibilities of their job description. (300-500 words)
2. Please give details of any additional education or training undertaken by the applicant particularly if they sourced/undertook this of their own volition (300-500 words).
3. Please give at least two examples of situations in which the applicant faced challenges within their role and outline clearly how they both met and overcame these challenges (300-500 words)
4. Please outline in no more than 800 words why the applicant merits the title of Medicines Counter Assistant of the Year 2019/20. In particular, describe how the applicant has contributed to the overall business in general, and to the wider team effort in particular. Provide specific examples where possible



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Entry Deadline: 6 November 2019

TRAINING & DEVELOPMENT

WHY ENTER?

While there are regulatory requirements for pharmacy professionals to keep their skills up to date, many pharmacists and contractors throughout Scotland regularly introduce or develop extra training for their staff to ensure that they continue to develop within their roles.

This award is designed to find best practice in training and development initiatives in community pharmacy in Scotland.

WHO CAN ENTER?

This award is open to all independent and group pharmacies which have developed or introduced training programmes for their pharmacy team in order to improve the delivery of pharmaceutical care through enhanced patient outcomes and improved efficiency.

All entries will be judged by an independent panel of experts, who will be looking for:

- Evidence of innovative and regularly-held training initiatives or programmes
- Evidence of how such training has enhanced patient care and outcomes

HOW TO ENTER

1. Please provide an outline of how you identified a specific area that required training and development and the research process involved (300-500 words)
2. Describe how the training and development programme/s were sourced, compiled and benchmarked (300-500 words)
3. Provide evidence of how the pharmacy team participated in the training and development and the positive outcomes for the patients (300-500 words)
4. Describe how the pharmacy team intends to maintain levels of training and development for the benefit of the local community (300-500 words)
5. Describe why you think that this training and development initiative deserves to win this award (800 words)

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WORKING IN PARTNERSHIP

WHY ENTER?

Collaboration between healthcare professionals helps to reduce the pressure on both primary and secondary care. Pharmacists have a vital role to play in this collaboration – whether it is with GPs, district nurses, physiotherapy teams or other healthcare professionals, it is the working in partnership that leads to optimal healthcare outcomes.

This award is designed to recognise pharmacy teams which have worked in partnership with other healthcare professionals. Of particular interest is collaboration between community pharmacists and their fellow professionals working in GP practices.

WHO CAN ENTER?

This category is open to all pharmacy teams - either independent or chain - which can clearly demonstrate a successful track record of working closely in collaboration with other healthcare team.

All entries will be judged by an independent panel of experts, who will be looking for:

- Pharmacy teams which have collaboration at the heart of their business and who seek opportunities outside of the pharmacy walls to improve patient care.
- Teamwork that is evident in the examples put forward of good practice, which clearly highlight the benefits to patients in the local community.

- Clearly-defined, well-evidenced examples of initiatives and projects, which not only showcase the collaborative nature of the work involved, but which clearly illustrate the vital role played by team collaboration and integrated working.

HOW TO ENTER

1. Please provide an outline of the nature of the working in partnership, clearly highlighting the nature of the healthcare teams involved (300-500 words)
2. Please provide an outline of how pharmaceutical care needs in the community were identified and what measures were put in place to both benchmark and measure outcomes (300-500 words)
3. Please indicate how the role of each member of the partnership teams was defined to ensure the maximum level of collaborative working (300-500 words)
4. Please provide a description of at least one initiative or project employed by the collaborative teams which has been proven to contribute to the highest quality of patient-centred care in the community. Testimonies from local community groups etc can be included in the application (500 words)
5. Please outline in no more than 800 words why this initiative or project deserves to win this award

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MANAGEMENT OF TRAVEL HEALTH IN COMMUNITY PHARMACY

WHY ENTER?

The world, they say, is getting smaller and people now travel to every corner of the earth for relaxation, discovery and adventure. It's vitally important, however, that they are fully covered for any health eventualities. With today's hectic lifestyle, however, making appointments with the GP for jobs doesn't always fit into a working day.

If you're a pharmacy team that is focused on delivering a travel and vaccination clinic to your local patients: a clinic, which provides a vital role in delivering a first-class service that covers vaccinations but, equally importantly, advice and information, then this category is perfect for you.

WHO CAN ENTER?

This category is open to all pharmacies, either independent or group, which can clearly demonstrate a successful track record of providing a top-class vaccination and travel health clinic for the benefit of its local patients.

All entries will be judged by an independent panel of experts, who will be looking for:

- Pharmacies which have the travel and safety interests of their patients at the heart of their business, with staff members who actively encourage and support each other.
- Clearly-defined, well-evidenced examples of initiatives and projects, which demonstrate innovation, productivity and pharmacy excellence.

HOW TO ENTER

1. How did the pharmacy team assess the travel and vaccination requirements of the local community? (300-500 words)
2. How was this need researched and areas identified for training and development? (300-500 words)
3. Please provide evidence of improved patient outcomes and patient feedback as to the benefits that this clinic has provided. (300-500 words)
4. Please provide a description of the steps that were put in place to both initially establish and subsequently operate/run the travel and vaccination clinic, eg, what additional training did pharmacy team members have to undertake? (300-500 words)
5. Please provide evidence of why you think this clinic deserves to win the Management of Travel Health in Community Pharmacy Award. (300-500 words)

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Entry Deadline: 6 November 2019

OUTSTANDING CONTRIBUTION TO PHARMACY

Outstanding Contribution to Pharmacy showcases and celebrates achievement among the pharmacy sector in Scotland.

As well as highlighting the ever-increasing contribution that pharmacists make to the wider healthcare arena, this accolade is aimed at identifying appropriate role models, who not only inspire, but also motivate others.

This award is aimed at finding and recognising an individual who has had a sustained career, which has not only made a very significant contribution to the pharmacy sector but has also provided inspiration to colleagues and peers.

WHO CAN ENTER?

Applicants should be figures, who have had maximum impact on the pharmacy profession, and who are likely to have influenced the working lives of other pharmacists not just over the course of the year, but over a considerable period of time.

As such, the winning nomination will provide a comprehensive record of leadership, determination and practical proof of achievement.

All entries will be judged by an independent panel of experts, who will be looking in particular for:

- An individual with a level of dedication that goes above and beyond the call of duty.
- Proof of major contribution to both the pharmacy profession and to the community as a whole

- Evidence of drive and determination which has been translated into practice

(Though not part of the main assessment criteria, a strong career track record, networking, leadership and communication skills are pre-requisites and should be evidenced within the application/judging process)

HOW TO NOMINATE

1. Please describe the nominated candidate's involvement with pharmacy (including any contributions made to organisations, councils or associations) (300-500 words)
2. How has the nominee helped to enhance the pharmacy profession and its position in the Scottish healthcare sector? (300-500 words)
3. How has the nominee also helped to improve daily working for pharmacists (e.g. through education, the introduction of new procedures, strengthening relations with policy makers and other healthcare professions and social care networks)? (300-500 words)
4. How have these measurably improved the delivery of pharmaceutical care? (300-500 words)
5. Describe the key areas of clinical efficiencies/ service improvements and what their effect has been upon the success of the profession and pharmaceutical care deliver? (300-500 words)



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SCOTTISH Pharmacist AWARDS



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