

South Staffordshire and
Shropshire Healthcare 
NHS Foundation Trust
A Keele University Teaching Trust

North Staffordshire 
Combined Healthcare
NHS Trust

CPPE 
CENTRE FOR PHARMACY
POSTGRADUATE EDUCATION



Shropshire &
Staffordshire
Pharmacy
LPN

Shropshire and Staffordshire Pharmacy Local Professional Network Mental Health Toolkit

Produced by the Mental Health Working Group
September 2014

Contents

| Section | Page |
|--|-------------|
| Introduction | 3 |
| Mental Health Pathway | 4 |
| Key resources including Choice and Medication | 5 |
| Individual patient advice | 6 |
| Public Health campaigns and useful sites for patients and carers | 7 |
| Further training for pharmacy staff | 8 |
| Support for Pharmacists | 10 |
| Pharmaceutical companies resources | 15 |

Introduction

This toolkit has been collated for pharmacists to help patients with mental health needs and their carers by the mental health workgroup of the LPN for pharmacy. We have developed this to make sure we support people with mental health needs with the same eagerness as people with physical health needs.

It includes a range of resources aimed at

- Updating pharmacists on the treatments for mental health conditions
- Supporting discussions about mental health medicines with patients and carers for example during medicines use reviews
- Signposting patients to local and national support groups and sources of information to help them better use their mental health medicines

Many resources are provided as web links to ensure that the latest advice is accessed and we hope you will help us to continue to develop this toolkit.

If you have any comments or additions contact the lead authors Louise Jackson louise.jackson@northstaffs.nhs.uk or Diane Thompson diane.thompson@ssst.nhs.uk

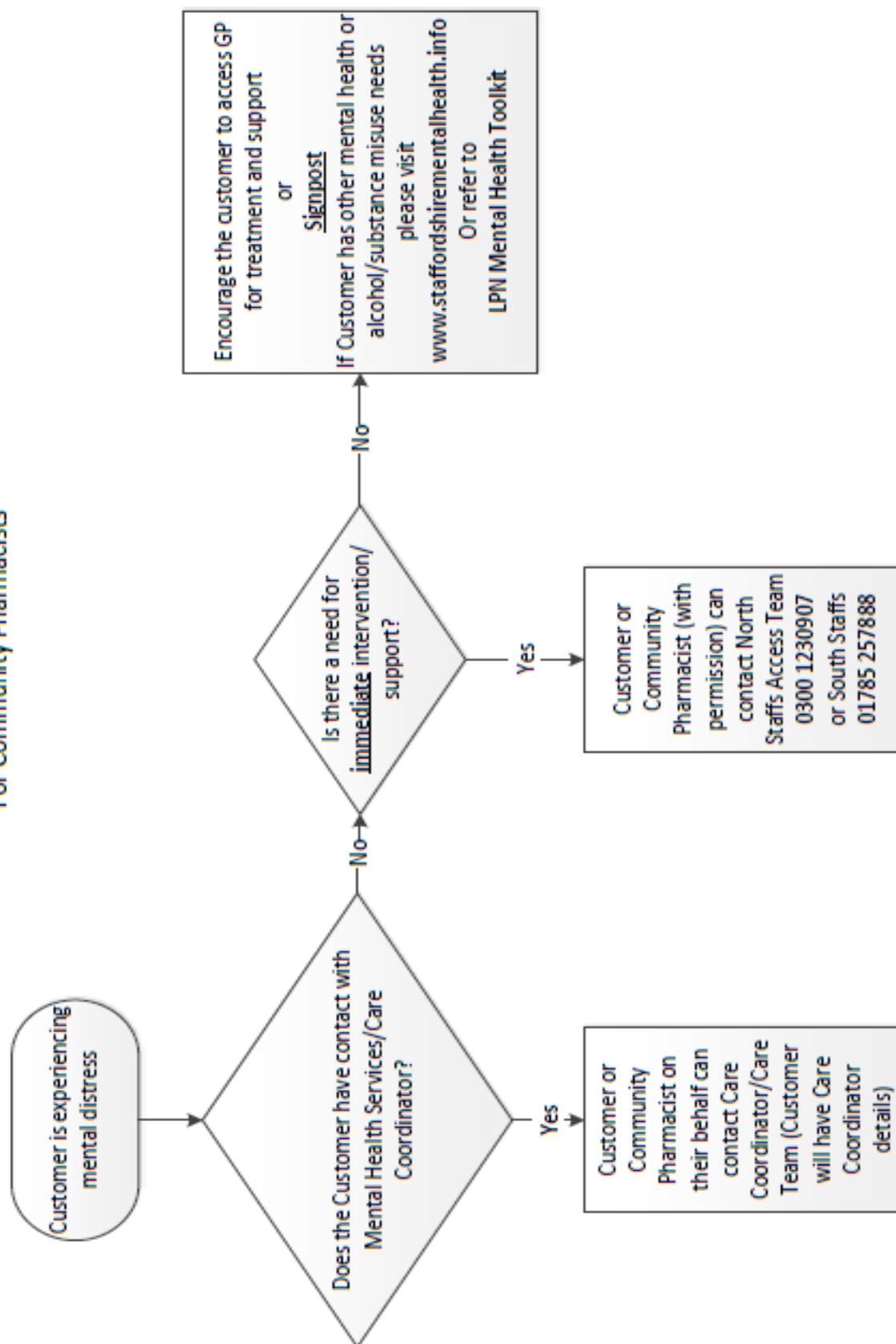
We recommend that you visit the appropriate website to print out the latest versions before discussing with a patient. DO NOT USE the sample charts as these will probably have been updated.

Working Group Members

| Name | Title |
|------------------------|---|
| Louise Jackson (Chair) | Chief Pharmacist – North Staffordshire Combined Healthcare NHS Trust |
| Diane Thompson | Development Manager – South Staffordshire and Shropshire Healthcare NHS Foundation Trust |
| Dr Mani Hussain | Head of Medicines Optimisation – Stoke CCG and North Staffordshire CCG and Chair of the Pharmacy LPN Shropshire & Staffordshire Area Team NHS England |
| Dr Gill Hall | Service Development Officer for South Staffordshire LPC |
| Andy Pickard | Pharmacy Adviser NHS England (Staffordshire and Shropshire Area Team) |
| Lindsey Fairbrother | Shropshire LPC Secretary |
| Dr Lucy Heath | Consultant in Public Health – Public Health Staffordshire |

Mental Health Pathway

For Community Pharmacists



Key resources

Medicines Optimisation briefing March 2014 RPS CPPE

This medicines optimisation briefing focuses on patients with schizophrenia and is designed for pharmacy professionals in any sector to use in their practice.

<http://www.rpharms.com/promoting-pharmacy-pdfs/mo-briefing---schizophrenia.pdf>

RPS Mental Health Toolkit

This is a toolkit to demonstrate how pharmacy can integrate into and contribute to the care of patients with a mental illness as part of the wider healthcare team. This includes content addressing specific policies within England, Scotland and Wales, and also practical cross sector examples and case studies.

It is accompanied by additional mental health guidance and useful resources that are available on the website at [http://www.rpharms.com/public-health-](http://www.rpharms.com/public-health-issues/mentalhealth.asp)

[issues/mentalhealth.asp](http://www.rpharms.com/public-health-issues/mentalhealth.asp)

<http://www.rpharms.com/support-resources-a-z/mental-health-toolkit.asp>

This is accessible to all pharmacists who have registered with the Royal Pharmaceutical Society

Choice and Medication

The website has two main strands:

- Medicines - at least 30 questions and answers on over 150 medicines used in mental health
- Conditions - at least 14 questions and answers on 21 or so conditions including comparison charts which you can use to discuss options patients may have

Also a handy chart to help patients keep a list of medicines they taking see

<http://www.choiceandmedication.org/silo/documents/handy-history.pdf>

Both local mental health trusts subscribe to support on-going updating of the site contents and personalised leaflets. The information is the same on each site

For North Staffordshire Combined Healthcare NHS Trust area access via

<http://www.choiceandmedication.org/combined/>

For South Staffordshire and Shropshire Healthcare Foundation Trust area access via

<http://www.southstaffsandshropshealthcareft.nhs.uk/Services/Help-and-Advice/Choice-and-Medication.aspx>

Individual patient advice

Staffordshire Mental Health Helpline

Telephone - 0808 800 2234

Text - 07860 022821

Email - staffordshire.helpline@brighter-futures.org.uk

Online Chat - www.brighter-futures.org.uk

The Staffordshire Mental Health Helpline is available from 7pm-2am weekdays and 2pm -2am weekends

Staffordshire Mental Health Information Resource

The website is designed to provide information and contact details about local organisations and projects within Staffordshire and Stoke-on-Trent where you can look for advice and support. <http://www.staffordshirementalhealth.info/>

Shropshire Mental Health Information Resource

The website is designed to provide information and contact details about local organisations and projects within Shropshire where you can look for advice and support.

<http://www.healthyshropshire.co.uk/topics/mental-health/information/more-information-on-mental-health-issues/>

NHS Direct - trained nurses can give you help and support 24 hours a day.

Telephone - 111

The Samaritans

The Samaritans offer a 24-hour confidential telephone helpline. You can also contact them via email or write to them. More information on the Samaritans website here -

<http://www.samaritans.org/>

Telephone - 08457 90 90 90

Textphone - 08457 90 91 92

Hospital Pharmacy Teams

North Staffordshire Combined Healthcare NHS Trust – Harplands pharmacy 01782 441604

South Staffordshire and Shropshire Healthcare Foundation Trust
St Georges Pharmacy, Stafford 01785 783110

Shropshire, The Redwoods Pharmacy 01743 210007

Public Health campaigns

Time to Change's new film '**Meet the Wolfpack**' is aimed at helping men to broach the subject of mental health, as they often find it more difficult to talk about than women.

Take a look at the **Time to Change website** where you can watch and share the #Wolfpack video, see new blogs posted every day from men sharing their experiences of mental health problems, and also order or download the **leaflet**, produced with help from Men's Health Forum. The leaflet looks at how mental health problems can affect men, the warning signs to look out for and some useful tips on:

<http://www.time-to-change.org.uk/sites/default/files/Men%20leaflet.pdf>



Signposting - Useful sites for patients and carers

- MIND and local branches <http://www.mind.org.uk/>
- SANE <http://www.sane.org.uk/>
- Young MINDS <http://www.youngminds.org.uk/>
- Hearing voices network <http://www.hearing-voices.org/>
- Local recovery college (if appropriate)
- Local support groups
- Local sports and leisure centres/Activity groups
- NHS Choices <http://www.nhs.uk/>
- Stop smoking services. Smoke free NHS - <https://quitnow.smokefree.nhs.uk/>

Further training for pharmacists and pharmacy staff

CPPE events and on line training in a range of topics

<http://www.cppe.ac.uk/>

Tutor led events:

This semester there is a Focal Point event on depression and this is running in Lichfield on November 27th, Keele on January 14th, and Shrewsbury on March 4th.

Earlier this year CPPE ran a dementia focal point and while there are no more live events planned this material could be accessed if you were to set up a learning community. Check out the CPPE website for more information about how to do this, or contact your local CPPE tutor on Gillian.hall@cppe.ac.uk.

On-line learning from CPPE

As well as the e-learning and downloadable PDFs listed below, CPPE also offer an 8 week online course, the aim of the course is to equip you with the knowledge and skills to support people with mental illness that you encounter in your practice. The idea of the online course is that it runs “live” for 8 weeks and as well as the core learning you will be able to engage with other learners for the full duration of the course. You will take part in active discussion forums, problem solving activities and interactions that enable you to share best practice. You will have the support of an online tutor and other pharmacy professionals with similar interests to yours. The start dates for each live course will be advertised on the CPPE website.

Following an introduction to mental health it will concentrate on six main areas: depression, anxiety and sleep disorders, bipolar disorder, schizophrenia, older people and dementia and children and adolescents. It will conclude by looking at supporting people with mental illness across all settings. At the end of the course you should feel more confident in providing advice to people with mental illness and will be ready to deliver a high quality service.

| category | course ref # | study hours | date | title | tokens |
|----------|--------------|-------------|------|---|---|
| CPPE 1 | 41200 | 2 | 2011 | <u>Antipsychotic reviews in dementia</u> associated reflective essay available |  10 tokens |
| CPPE 1 | 39634 | 4 | 2010 | <u>Medicines reconciliation - learning@lunch module</u> associated reflective essay available |  15 tokens |
| CPPE 1 | 40770 | 4 | 2010 | <u>Medicines reconciliation - learning@lunch module (download)</u> associated reflective essay available |  15 tokens |
| CPPE 2 | 43200 | 40 | 2014 | <u>Mental health - e-course</u> |  150 tokens |
| CPPE 1 | 40582 | 2 | 2011 | <u>Overcoming anxiety</u> associated reflective essay available |  10 tokens |
| CPPE 1 | 42410 | 1 | 2013 | <u>Supporting patients with bipolar affective disorder in the community pharmacy</u> |  free |
| CPPE 2 | 41988 | 1 | 2012 | <u>The management of depression in the community pharmacy</u> |  free |

| Learning from other providers | | | | | |
|-------------------------------|--------------|-------------|------|---|---|
| category | course ref # | study hours | date | title | tokens |
| CPPE 1 | - | 0 | N/A | <u>Short Course: Mental Health (University of Bath)</u> |  free |

Mental health pharmacy network

The College of Mental Health Pharmacy (CMHP) has the overall objective of advancing education and research in the practice of mental health pharmacy. Although mainly aimed at pharmacists and pharmacy technicians, anybody can register to be an associate member of the CMHP, enjoying access to education and networking opportunities such as e groups, bulletins and the annual conference.
<http://www.cmhp.org.uk/>

CMHP Psychiatry 1 – An Introduction to Mental Illness and Psychiatric Therapeutics

A two day residential training course to introduce pharmacists, pharmacy technicians and other medicines management professionals to key mental health conditions, their presentation and management.

Postgraduate Certificate in Psychiatric Therapeutics by Distance Learning Aston University <http://www.aston.ac.uk/study/postgraduate/taught-programmes/school/life-health-sciences/certificate-psychiatric-therapeutics/>

Postgraduate clinical pharmacy course / modules Keele University
<http://www.keele.ac.uk/pgtcourses/clinicalpharmacy/#tabs-4>

Support for Pharmacists

<http://www.pharmacistsupport.org>

Search “Help with Stress”

Stress

We all feel stressed from time to time, however, for some people the pressure they are facing in their daily life becomes too much. By understanding stress and how to recognise our own personal warning signs we can find ways in which to deal with stress to help lead happier and more fulfilling lives.

What is stress?

Stress is the feeling of being under too much mental or emotional pressure. We all need a certain amount of pressure to function well, as pressure helps people to reach their peak efficiency. Research shows that pressure can increase our drive to meet deadlines and achieve targets. However, when pressure becomes too intense and prolonged, this can lead to more serious symptoms and problems such as anxiety, depression, headaches, weight gain/loss, sleep disturbance, sweating, abdominal pain, chest pain and panic attacks.

Stress can have a profound effect on someone’s thoughts, feelings and behaviour. It can cause them to feel anxious, out of control and unable to cope. This can lead to feeling irritable or constantly worrying about situations and can even affect a person’s self-esteem. Acute stress might come from any area of life, including work, home, relationships, illness or finances.

The body’s reaction

When we are under stress our muscles tense, our blood pressure rises and the heart beats faster. We breathe faster to speed up the time it takes to get oxygen into our blood. To divert as much blood as possible to our limbs our digestion is interrupted, saliva dries up and the muscles to the bowel and bladder relax which allows it to release waste and make the body lighter. More sweat is produced and the body becomes flooded with stress hormones. All of this is a natural reaction in the body to allow for the ‘fight’ or ‘flight’ response. Once the threat has passed the body should relax and return to its normal state.

Our ancient physical emergencies have now been replaced by perceived modern day psychological threats. However, instead of using these stress hormones in emergencies, we now activate them all the time and often don’t give our bodies or minds sufficient time to rest after each stress-filled moment.

Dealing with stress

Take control

The act of taking control and finding a solution that specifically meets your needs is in itself empowering. Try to identify those things that you can control and concentrate on dealing with them.

Prioritise and manage your time

If you are feeling overwhelmed and cannot see a solution, try listing all the things you need to do and then prioritise them. Is there anything you can remove from the list? Identify which ones you have to do yourself and whether you can ask someone else to take something on.

For each task or problem, try brainstorming ways to tackle the first bit of the problem. Think about what advice you would give someone else or what advice they would give you. Write a plan with small, easy steps. Think about any obstacles that may get in the way and look at methods of combatting them. Focus on dealing with one chunk at a time and avoid the temptation to race ahead and try to solve everything at once. By breaking your problems down, they will feel much more manageable.

Be active

Exercise won't make your stress disappear, but it will reduce some of the emotional intensity that you're feeling, clearing your thoughts and enabling you to deal with your problems more calmly as well as increasing your feeling of wellbeing. Exercising outside is particularly beneficial, so even if you can only take a walk in the park it can have a positive effect on your stress levels.

Connect with others

Talking to someone else can be a great help. A good support network of colleagues, friends and family can help you see things in a different way and gain perspective on a situation.

Have some 'me time'

It is important to take some time just for you, to socialise, relax or exercise. Prioritise this time. Some examples are: have a meal with family/friends, take the children to the park, read a book, take up a new hobby.

Work stress

Work can be a significant source of stress. Try to work regular hours, take breaks and use up your leave entitlement. Make your work environment as comfortable as you can. Raise problems with your manager where appropriate and use time management techniques. If the situation is very difficult, for example, if you feel you are being bullied, consider taking some advice. This could be from your union or Pharmacist Support's employment adviser.

Work/life balance

Like it or not work takes up a significant amount of your daily life so it's important to find that balance between giving it your undivided attention while you are there and drawing a line under it when you leave at the end of the day. Some useful tips on making that divide are:-

- make a list of anything that requires attention before you finish for the day and leave it at work to refer to the next day;
- avoid checking emails at home;
- use your journey home to think through the day and 'let go' of it;
- set yourself enjoyable goals outside of the workplace.

Avoid unhealthy habits

Don't rely on alcohol, smoking and caffeine as your ways of coping. Try to maintain a healthy diet. What you eat can have a major impact on how you feel.

Be positive

Look for the positives in life, and be aware of things for which you're thankful. Write down three things at the end of every day which went well or for which you're grateful.

By making a conscious effort you can train yourself to be more positive about life. If you can change your perspective, you may see your situation from a more positive point of view.

How Pharmacist Support can help you

For a listening ear, contact the **Listening Friends Helpline - Tel: 0808 168 5133**

For information, specialist advice on employment, debt and benefits and/or financial support, contact **Pharmacist Support Tel: 0808 168 2233**

Web: www.pharmacistsupport.org

Email: info@pharmacistsupport.org

Professional help

British Association for Counselling and Psychotherapy

British Association for Counselling and Psychotherapy is a membership and professional body representing counselling and psychotherapy. Their website has information on counselling and on how to find a local therapist. They can be contacted on 01455 883 300.

International Stress Management Association

The ISMA is a membership and professional body for stress management. Their website has information on stress and how to find a stress management consultant. They can be contacted on 0845 680 7083.

Stress resources

Here are a list of helpful organisations and resources for people experiencing stress:

The Mental Health Foundation

The Mental Health Foundation have some free wellbeing podcasts that you can download from their website and they also produce a helpful booklet on how to manage and reduce stress. Again this is free to download.

CPPE (Centre for Pharmacy Postgraduate Education) Soft Skills Guides

CPPE publish a range of personal development guides, including De-stress you, Time management, Overcoming anxiety and a number of others. The guides are available on their website.

The Stress Management Society

The Stress Management Society is a non-profit making organisation aiming to help people tackle stress. There are free materials on stress on their website. There is a charge for other services, for example, training, online tools and one to one personal consultation.

No Panic

No Panic is a voluntary organisation that helps people who suffer from panic attacks, phobias, obsessive compulsive disorders and other related anxiety disorders. There are some resources on their website and a helpline: 0800 138 8889.

Mind

Mind are a leading mental health charity providing a whole range of services including information and advice, helplines and local services. There is a wealth of information on their website and they can be contacted on 0300 123 3393.

Depression Alliance

Depression Alliance is a leading charity providing support for people with depression. They can help you meet and chat to others in your local area, join a self-help group and learn more about depression, treatment and recovery.

Rethink

Rethink offer advice, information and a range of mental health services including, talking therapies, advocacy, community support, advice and helplines, crisis services and help for young people.

The Samaritans

The Samaritans provide a 24 hour emotional support services for people who are experiencing feelings of distress or despair, including those which may lead to suicide. They can be contacted by phone on 08457 909090, email or someone can drop into a local branch and have a face to face meeting.

Pharmacist Support – Working for Pharmacists and their Families

Pharmacist Support
5th Floor
196 Deansgate
Manchester
M3 3WF

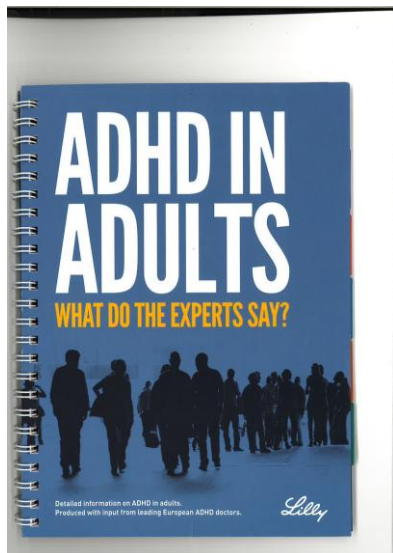
FREEPHONE: 0808 168 2233

EMAIL: info@pharmacistsupport.org

Pharmaceutical Company Resources

Some companies produce leaflets and have websites to support healthcare professional and /or patients

Lilly ADHD in Adults for health professionals



Information from Janssen

Information for Patients

www.schizophrenia24x7.com

A website for all those affected by Schizophrenia. Patients and carers can:

- Learn about schizophrenia and available treatments.
- Access helpful resources and downloadable interactive tools.
- Get relevant and tailored information

www.reach4resource.co.uk

A resource and training support toolkit designed especially to support mental health professionals in the UK