

# Pharmacy & Medicines Directorate Weekly Update



## Contents

01: Accessing Testing for Those Eligible for Antiviral Treatment

02: Monthly Local Services Claims

03: Outlook 365 Sign-in Issues on Shared Computers

04: Pharmacy First Patient Information Leaflet – Albanian

05: Pharmacy First for People Seeking Asylum

06: Save the Date: Training Events

07: Public Health Update: Finding Relevant Services in Grampian

08: Medwatch Newsletter - December 2023

09: Community Pharmacy Scotland Round-Up

10: The Happy Place 😊

## Accessing Testing for Those Eligible for Antiviral Treatment

Please find the attached DCMO letter which contains important information about treatments for coronavirus (Covid-19) and changes to accessing Covid-19 testing.

## Monthly Local Services Claims

A reminder to all pharmacy teams to ensure you send through accurate local services claims each month by the deadline set by PCCT. For the November claims, 30 pharmacies didn't submit their workbooks in time, therefore payments for local services will be delayed until the next pay run. Please ensure that you have at least two members of staff trained to submit this information by the payment deadlines.

## Outlook 365 Sign-in Issues on Shared Computers

We have been made aware of Outlook 365 account issues of using the wrong email account when many people are sharing the same computer. Please be reminded to not save passwords or click "keep me signed in", as this automatically signs into accounts that may not be your own. To guarantee you are emailing from your own account, please use the "sign in" option on the top right and "sign in as a guest" as detailed below. This gives you a temporary access on the computer and doesn't affect others signed in at the time so that shared mailboxes can be accessed.

*Click sign in, located on the top right. Select "other profiles" then "browse as guest" which will open a new browser window. Please type in outlook.office.com and sign into your account.*

## Pharmacy First Patient Information Leaflet - Albanian

The Pharmacy First patient information leaflet is now available online in Albanian. To view all language translations for Pharmacy First, please click the link and scroll to the bottom of the page: [Supporting documents - NHS Pharmacy First Scotland: information for patients - gov.scot \(www.gov.scot\)](https://www.gov.scot/resources/documents/2023/12/Supporting_documents_-_NHS_Pharmacy_First_Scotland_information_for_patients_-_gov.scot).

## Pharmacy First for People Seeking Asylum

As you will likely be aware, there is a growing population of people seeking asylum who are being accommodated in hotels in Grampian. We are aware that members of this population are presenting with a variety of symptoms to community pharmacies.

Recent experience leads us to remind colleagues that the diagnosis of **scabies** should always involve clinical examination of the affected sites. This is important as this population can present with a range of **skin lesions, rashes, ulcers or wounds**, sometimes associated with staphylococcal or streptococcal infections. There is also a very low but possible risk of cutaneous diphtheria in this population.

Whenever you see a patient from this population presenting with potentially infectious symptoms please contact the Health Protection Team (HPT). The address the person gives will identify them as a member of this population, as all asylum seekers living in Grampian are staying in hotels which have been fully reserved only for this population. You do not necessarily need to provide individual patient details, as simply knowing the hotel accommodation involved would allow the HPT to investigate.

Refugees and people seeking asylum are entitled to receive Pharmacy First service, even if not yet registered with a practice, please see guidance on CPS website: [Primary and Community Care Directorate \(squarespace.com\)](https://www.primaryandcommunitycare.nhs.uk/) The Directions state: *Some people may not have a CHI number, in particular, persons not registered with a Scottish GP practice. In this case, the relevant Universal Claim Framework (UCF) service relating to ‘Scottish Resident no registered GP’ should be selected as this will not mandate the entry of a CHI or GP practice code.*

## Save the Date: Training Events

Please see the below list of upcoming training sessions which are taking place in Grampian:

ON ALERT: New opioids and benzos in Scotland's drugs supply	Wednesday 20 <sup>th</sup> December at 12pm - 1pm.	<i>This session will be recorded.</i> To be held on Zoom - link to register <a href="#">here</a> .
Management of ear conditions in Community Pharmacy	Wednesday 17 <sup>th</sup> January 2024, 7pm - 8.30pm.	To be held on MS Teams - link to register <a href="#">here</a> .

## Public Health Update

### Finding Relevant Services in Grampian

We received some positive feedback on the “Services” document which was included in last week’s newsletter focused on Aberdeen services. This week, we’d like to share good and easy links for finding services in Aberdeenshire and Moray too.

A general link to all health and social care services is here: [Aberdeen City, Aberdeenshire and Moray Health & Social Care Partnerships \(nhsgrampian.org\)](https://www.nhs.uk/abereen-city-aberdeenshire-and-moray-health-social-care-partnerships/)

For Moray services, you can click directly here: [HEALTH & SOCIAL CARE MORAY - Health & Social Care Moray \(hscmoray.co.uk\)](https://www.hscmoray.co.uk/)

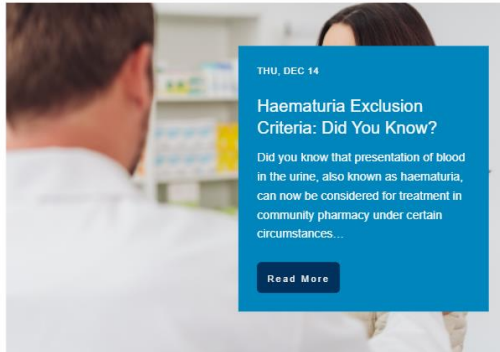
For Aberdeenshire services, you can click directly here: [Local Services and Support – Aberdeenshire Community Planning Partnership \(ouraberdeenshire.org.uk\)](https://www.ouraberdeenshire.org.uk/)

It’s worth us highlighting a fantastic service search directory called ALISS (A Local Information System for Scotland). ALISS is a national digital programme enabling people and professionals to find and share information on resources, services, groups, and support in their local communities and online. Take a look at the link below and save it to your favourites. There’s guidance on how to use the directory but it’s pretty user-friendly. [ALISS - A Local Information System for Scotland | ALISS](https://www.aliss.scot.nhs.uk/)

## Medwatch Newsletter – December 2023

We have attached the latest edition of the MedWatch newsletter. The December edition includes MHRA drug safety newsletters, adrenaline auto-injector devices, prescribing of 'higher' strength buprenorphine transdermal patches, intravenous or oral paracetamol and drug/vaccine fridges standard operating procedures.

## Community Pharmacy Scotland Round-Up



THU, DEC 14

### National Patient Safety Alert

Potential contamination of some carbomer-containing lubricating eye products with Burkholderia cenocepacia...

[Read More](#)



## The Happy Place 😊

### Festive Pharmacy Staff Pictures!

We didn't receive a huge amount of Christmas jumper pictures but we thank Balmedie Pharmacy and Charles Michies, Banchory, who did send us a picture or tag us on Facebook. Also well done to pharmacist Dawn who promoted pharmacy services for NHSG media team! Here's a little round up to date. Remember there's still time to submit any staff festive pictures, don't be shy!



***If you would like to use this section to say thanks to one of your team, do contact us!***

We are happy to receive all feedback and comments to improve our communications to you, please don't hesitate to get in touch on [gram.pharmaceuticalcareservices@nhs.scot](mailto:gram.pharmaceuticalcareservices@nhs.scot).

All weekly updates are uploaded to the [CP Grampian website](#).

Please like our Facebook page for regular updates and information: [Community Pharmacies Delivering NHS Grampian Services](#)