



**NHS Grampian
Community Pharmacist
Locum Information Pack**

NHS GRAMPIAN

April 2024

NHS Grampian Community Pharmacist Locum Information Pack

This pack is a reference guide for community pharmacists currently working or considering working as a locum community pharmacist in NHS Grampian and contains details of:

- Community pharmacy services
- Community pharmacy PGDs
- Links to relevant documentation
- Essential forms
- Useful websites
- Useful contact details

Hard copies of the information can be printed directly from the NHS Grampian website: [NHS Community Pharmacy Website \(scot.nhs.uk\)](https://www.scot.nhs.uk/community-pharmacy/)

If you feel there is any key information that should be added to this pack please contact the Pharmaceutical Care Services Team:

Email: gram.pharmaceuticalcareservices@nhs.scot.

Telephone: 01224 556768.

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NHS Grampian Community Pharmacist Locum Information Pack

1. The Pharmacy and Medicines Directorate (P&MD)

The Director of Pharmacy and a team of specialist pharmacists, technicians and support staff are based in the Pharmacy and Medicines Directorate, Westholme, Woodend Hospital and should be the first access point for any queries you have relating to pharmacy services in Grampian.

2. Controlled Drug Accountable Officers Team

NHS Grampian Controlled Drug Accountable Officer (CDAO) is the Director of Pharmacy, David Pflieger. The CDAO is supported by the CD team who can assist community pharmacists with any controlled drug related issues.

Pharmacists can access controlled drug guidance, information, associated templates and forms on the Controlled Drug section of the Community Pharmacy Grampian website [here](#).

3. Registering as a Locum

Locum community pharmacists working in NHS Grampian are asked to register with the P&MD using the attached [Locum Registration Form](#).

The form also provides locum community pharmacists the option to be included in the Health Board Locum Register and allows NHS Grampian to keep those working within the health board up-to-date with relevant information.

Individuals are responsible for notifying P&MD of any changes to personal details or if they wish to be removed from the Locum Register.

4. NHS Mail Account

Locum pharmacists must have an NHS.scot mail account to receive relevant information from a number of different sources, including but not exclusive to the P&MD, Primary Care Contracts Team (PCCT) and Health and Social Care Partnerships (HSCP). Details of how to obtain an email address are included on the [Locum Registration Form](#).

5. Pharmacy Care Record (PCR) Access

To be able to deliver a number of both core and national contractual services, it is essential to have a personal user ID and password to allow access and utilise the PCR.

To request a user name and password complete the [PCR Registration Form](#), hosted on Microsoft Forms. This request should be undertaken prior to working as a locum pharmacist within NHS Grampian.

6. Emergency Care Summary (ECS) Access

The Emergency Care Summary (ECS) is a national system which gives healthcare staff access to a nationally agreed standard dataset to support a treatment event during emergency/urgent situations or when a patient's GP Practice is closed. All permanently registered patients in Scottish GP Practices will have an ECS record on the national system unless they have specifically 'opted out'. This is a 'read only' system i.e. no data can be entered on the ECS system. At present pharmacists require to have an individual ECS registration for each board that they work in.

To request access to the [ECS Registration form](#), hosted on Microsoft Forms, please contact: gram.cpfacilitators@nhs.scot.

**Please note it is not possible to apply for an ECS account until NHS Mail is set up as IT will not provide ECS details to non-nhs.scot email addresses. NHS Grampian will only issue new NHS mail accounts to locum pharmacists that have booked locum work in NHS Grampian.*

7. TURAS Dashboard

The TURAS platform is where NHS Education for Scotland e-learning and assessments required to undertake local and national community pharmacy services is hosted. It contains many of the training courses this document refers to. All community pharmacists should register for access to this service.

TURAS enquires should be logged via the TURAS Helpdesk, highlighted in green at the bottom of the [TURAS dashboard](#).

8. Community Pharmacy Website

The Community Pharmacy website, hosted by NHS Scotland, is a central point for all community pharmacy contract information. Each Health Board has a dedicated area for local information. The NHS Grampian homepage can be accessed [here](#).

9. Core Community Pharmacy Services

Every community pharmacy delivering NHS services in Scotland should offer and participate in all core community pharmacy services. This ensures equity of care throughout Scotland.

As such, all community pharmacists working within NHS Grampian (employed and locum) are required to undertake the necessary learning and subsequent sign off to all services and associated Patient Group Directions (PGD's).

9.1 NHS Pharmacy First Scotland

NHS Pharmacy First Scotland offers, to eligible individuals, free consultations for common minor illnesses. Consultations can result in one or more of three outcomes: advice on how to manage the condition will always be given, referral to another healthcare professional or team can be made if appropriate, or a treatment may be supplied free of charge on the NHS if necessary.

Where medication is supplied as part of this service community pharmacists are required to adhere to the [Approved List](#) (updated 1st April 2024) of products, including any NHS Grampian variations.

9.1.1 NHS Pharmacy First Scotland Patient Group Directions (PGDs)

There are currently four PGDs that operate under the Pharmacy First Service framework which can be found on the Community Pharmacy Grampian website [here](#).

- Supply of trimethoprim for the treatment of acute uncomplicated urinary tract infection
- Supply of fusidic acid for the treatment of impetigo in
- Supply of flucloxacillin for the treatment of bacterial skin infections
- Supply of aciclovir for the treatment of herpes zoster (shingles) infection.

Each of these PGD's has specific inclusion criteria which must be checked and adhered to.

To operate under each of these PGD's pharmacists must read, understand and sign the PGD as well as complete necessary learning (as detailed within the 'Specialist competencies or qualifications section of PGD). Once this has been completed, signature sheets for each service/PGD should be completed and returned via email to:

gram.pharmaceuticalcareservices@nhs.scot alongside any

training records (e.g. evidence of TURAS module competition) for approval prior to the pharmacist providing the service to patients.

9.1.2 Treatment of Minor eye Conditions via Pharmacy First

As part of NHS Scotland Pharmacy First community pharmacists and community optometrists can work together to refer patients with minor eye conditions.

Where a patient presents at a community pharmacy with a minor eye condition, pharmacists can when appropriate, refer patients to a community optometrist for assessment by completion of the referral form.

Where a patient is seen by a community optometrist for a minor eye condition and medication is required, the optometrist can refer patients to community pharmacy for prescribing of medication under NHS Scotland Pharmacy First. Full details of this service can be accessed [here](#).

9.2 Medicines: Care and Review (MCR)

MCR allows community pharmacists to provide pharmaceutical care and support for patients with long-term conditions through the delivery of serial prescriptions and completion of a pharmaceutical care plan. Further information can be accessed on the NHS Grampian Community Pharmacy website [here](#).

9.3 Public Health Service

This service allows community pharmacists and their teams to support patient self-care, health promotion and healthy lifestyle. As well as participating in local and national public health campaigns it allows community pharmacists to provide a Sexual Health Service and Smoking Cessation Service for which there are a number of associated PGDs.

9.3.1 Emergency Hormonal Contraceptive (EHC) PGDs

Two PGDs are available for the supply of emergency hormonal contraception to eligible individuals.

- [PGD for supply of Levonorgestrel \(LNG-EC\)](#)

- [PGD for supply of Ulipristal Acetate Emergency Contraception \(UPA-EC\)](#)

To operate under each of these PGD's pharmacists must read, understand and sign the PGD as well as complete necessary learning (as detailed within the 'Specialist competencies or qualifications section of PGD). Once this has been completed, signature sheets for each service/PGD should be completed and returned to gram.pharmaceuticalcareservices@nhs.scot alongside any training records (e.g. evidence of TURAS module competition) for approval prior to the pharmacist providing the service to patients.

If, for moral or religious beliefs a community pharmacist does not wish to operate under these PGDs, they must ensure that they have the person asking for care at the centre of any decision making to ensure they can access the request service in a timely manner e.g. identification of nearest pharmacy where the service is available. Further information can be accessed via [GPhC Guidance on religion, personal values & beliefs](#)

9.4 Bridging Contraception

Launched 9th November 2021, all community pharmacies in Scotland began to offer a bridging contraceptive service to improve access to contraceptive care across the country. Under this service, pharmacies are able to provide 3 months of an oral contraceptive pill following a consultation to make sure that this is safe and appropriate. These temporary supplies are free of charge and can be accessed as a standalone service, as well as being offered to women accessing the existing and extremely successful emergency contraceptive service through community pharmacies.

This is the first step towards a Women's Health and Wellbeing suite of services to be delivered by community pharmacies, demonstrating the important part that our teams will play in realising the ambition of Scotland's Women's Health plan.

Information regarding the service specification and remuneration can be accessed via the NHS Grampian Community Pharmacy website [here](#).

9.5 Smoking Cessation

This service allows for the provision of smoking cessation advice and nicotine replacement therapy (NRT). [PCR](#) access is required to provide this service as patients are required to have their activity recorded on the Smoking Cessation Tool within the PCR. Timely and accurate completion of patient smoking cessation data via the PCR allows for accurate reimbursement to contractors as well as informing local and national data.

Information regarding the service specification and remuneration can be accessed via the Community Pharmacy Scotland website [here](#).

All pharmacy staff offering this service must be adequately trained. Online training is available through Public Health Scotland with a short assessment at the end, please [click here](#) for more information. All staff carrying out smoking cessation should be competent within their own practice.

NHS Grampian also have a Community Pharmacy Stop Smoking Service Pack (updated June 2023) to help pharmacy staff keep up to date with the requirements for delivering the smoking cessation service, available [here](#).

10. National Community Pharmacy Services

While core pharmacy services detailed above are essential to be provided by all pharmacies in Scotland, national pharmacy services are option. However these are provided by the vast majority of pharmacy contractors.

10.1 Gluten Free Food Service (GFFS)

This service allows community pharmacists to provide a gluten free food to adults and paediatric patients with a confirmed diagnosis of either Coeliac Disease or Dermatitis Herpetiformis. Information regarding the service specification and remuneration:

[Gluten Free Food Service — Community Pharmacy Scotland \(cps.scot\)](#)

Guidance on providing the service is available at the following links:

- [Guidance on Prescribing Of Gluten Free Food Products in NHS Grampian](#)
- [NES Gluten-Free Food \(GFF\) Service Implementation and Support Pack](#)

Gluten Free Food New Web Page and Paper Order Forms:

- [Scotland Gluten Free - Order your prescription online](#)
- [Gluten Free Interactive Order Form](#)
- [Gluten Free Plain Word Order Form](#)
- [NES Gluten Free Order Form](#)

10.2. **Unscheduled Care PGD**

The [PGD for urgent provision of medicines and appliances](#) has been developed by NHS 24 on behalf of NHS Scotland and implemented by NHS Boards. The PGD enables community pharmacy contractors to provide patients with up to one prescribing cycle of their repeat medicines and appliances (where allowable under the PGD) in a wide range of circumstances where obtaining a prescription is not practicable, ensuring continuity of care for patients.

Community pharmacists should ensure they have read, understood and signed PGD and associated documentation. Pharmacists should also ensure they are aware of the process for direct referral of patients to out of hours GP services.

11. **Locally Negotiated Services**

All Locally Negotiated Services have a Service Level Agreement (SLA) that outlines the requirements for delivering that service. All members of the pharmacy team should read the SLAs relating to the services delivered within their pharmacy.

A copy of all SLAs and any associated claim forms can be found on the NHS Grampian Community Pharmacy website [here](#).

12. **Palliative Care Network**

The Grampian Palliative Care Community Pharmacy Network is a limited number of geographically located community pharmacies that are required to stock a core list of palliative care medicines. Locum community pharmacists undertaking work in a Palliative Care Network pharmacy should be aware of where the palliative care medicines are stored and the actions to be taken should a necessary medicine not be available. More information is available on the Community Pharmacy website [here](#).

13. **Special Preparations and Unlicensed Medicines**

NHS Grampian have a specific procedure in place for supplying and dispensing a special preparation or unlicensed medicine, the details of which can be found [here](#), along with the documentation also listed below. Failure to follow the processes in this guidance and obtain authorisation may result in pharmacy contractors being incorrectly reimbursed for the special medicines they have supplied.

Community pharmacists working within NHS Grampian have a responsibility to ensure that they have a full understanding of the

guidance and follow the agreed process.

- Special Formulation and Unlicensed Products in Primary Care, A Guide for Pharmacists working within NHS Grampian.
- NHS Grampian Request Form for Authorisation to Order Specials.
- NHS Grampian Specials List, Updated August 2023.

14. **Central Stores - Order Forms**

NHS Grampian Central Stores supply community pharmacies with a variety of forms and miscellaneous items that are required to allow them to provide certain services. These can be obtained by submitting the form below:

[Primary Stores Order Form.](#)

15. **Translation Tools**

Communicating with patients who have difficulty understanding English can be challenging for community pharmacists. In an effort to help improve this problem NHS Grampian have developed an innovative translation tool, Translation of Medicines Directions (TransMedD)

TransMedD is a form which can be used to provide a simple bilingual translation of medicine doses and directions. It is an easy-to-use written communication form which is available in a number of foreign languages to help non-English speaking patients to understand how to take their medicines. Community pharmacists locums should register before using the service by reading the “Terms and Conditions of Use” and returning the registration form to NHS Grampian P&MD.

<http://www.nhsghcpat.org/HPAC/Index.jsp> - Browse Subject, click on TransMedD. To ensure the most recent version of the form is used it is recommended that forms are downloaded and printed each time they are required.

Feedback forms for health professionals and patients can be downloaded from the above website.

NHS Grampian Language Line is a telephone based interpretation service which gives NHS Grampian staff access to expert interpreters, on the telephone, in 60-90 seconds, for over 170 different languages. Language Line is available 24/7.

More information on how to access Language Line can be found [here](#).

Appendix 1- Locum Registration Form

NHS GRAMPIAN PHARMACY & MEDICINES DIRECTORATE

LOCUM PHARMACIST CONTACT DETAILS

Name:	
Address:	
Post Code:	
Telephone Number: Mobile Number: (If preferred)	
GPhC Registration Number:	
NHS.scot Email Address:	

Please complete if you wish to be on the NHS Grampian Locum Register

COMMUNITY PHARMACY EXPERIENCE: (in years)	HOSPITAL PHARMACY EXPERIENCE: (in years)	PRIMARY CARE PHARMACY EXPERIENCE: (in years)	AVAILABILITY [please list any days/times of day you would not be available]
DISTANCE WILLING TO TRAVEL FROM HOME:			
AREAS OF PRACTICE	Please tick which of the following areas of practice you would be prepared to provide locum cover for. Community <input type="checkbox"/> Hospital <input type="checkbox"/> Primary Care <input type="checkbox"/> Other (please specify) _____		

If you do not have an nhs.scot email account, please arrange to obtain one from gram.cpfacilitators@nhs.scot

Please return completed form to: gram.pharmaceuticalcareservices@nhs.scot

“Under the Data Protection Act 1998, we are required to inform you that your name and contact details will be held in both computerised and manual databases by NHS Grampian. This information is held for the purposes of providing Community Pharmacy Contractors with an up-to-date list of locum pharmacists available for work in the NHS Grampian area. These details will NOT be disclosed to any individual or organisation out with the NHS without your consent.”

Appendix 2- PCR Registration Form

All Community Pharmacists, Pre-registration Pharmacists and Registered Technicians should have a PCR account in Scotland, which can be set up without access to NHS mail.

To register for a PCR account, please complete the [PCR Application form](#), hosted on Microsoft Forms.

Appendix 3- ECS Registration Form

To request access to the ECS Registration form, hosted on Microsoft Forms, please contact: gram.cpfacilitators@nhs.scot.

**Please note it is not possible to apply for an ECS account until NHS Mail is set up as IT will not provide ECS details to non-nhs.scot email addresses. NHS Grampian will only issue new NHS mail accounts to locum pharmacists that have booked locum work in NHS Grampian.*

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Appendix 4 - PGD Check List

PGD Title	Date PGD signed and submitted
Levonorgestrel Emergency Contraception (LNG-EC) V2	
Ulipristal Acetate Emergency Contraception (UPA-EC) V2	
Desogestrel Progestogen-Only Contraceptive Pill (POP) V1.1	
Patient Group Direction For The supply of Trimethoprim tablets by Community Pharmacists (Pharmacy First Service) Version 1 (effective from August 2022)	
Patient Group Direction for The Supply of Fusidic Acid Cream by Community Pharmacists (Pharmacy First Service), Version 1 (effective from August 2022)	
Patient Group Direction for The Supply of Flucloxacillin for Skin Infections (Pharmacy First Service) Version 2 (effective from April 2024)	
Patient Group Direction for The Supply of Aciclovir Tablets or Dispersible Tablets (Pharmacy First Service) Version 2 (effective from April 2024)	
<p>Patient Group Direction For The Supply Of Varenicline, Version 1</p> <p><i>The above PGD has been extended for use until November 2023. There are currently supply issues with varenicline that are unlikely to be resolved anytime soon. Therefore, we have extended the current PGD which is still clinically accurate which could be used should stock be received, at which time a review of the PGD will be undertaken.</i></p>	
Patient Group Direction For The Supply of Azithromycin Tablets For Treatment of Uncomplicated Genital Chlamydia Infection Where First Line Treatment With Doxycycline Is Contraindicated By Pharmacists, Version 4	
Patient Group Direction For The Supply of Doxycycline Capsules For Treatment of Uncomplicated Genital Chlamydia Infection By Pharmacists Version 2	

***It is recommended that you keep a copy of all submitted PGDs for your own record.**

Appendix 5 - Useful Websites

- **Community Pharmacy Grampian Website**
The website provides information regarding pharmacy services within NHS Grampian.
[NHS Community Pharmacy Website \(scot.nhs.uk\)](http://scot.nhs.uk)
- **General Pharmaceutical Council (GPhC)**
The GPhC is the independent regulator of pharmacists, pharmacy technicians and pharmacy premises within Great Britain. The website includes information on registration, education, pharmacy standards, raising concerns, resources and registers.
<https://www.pharmacyregulation.org>
- **Royal Pharmaceutical Society (RPS)**
The RPS is the professional membership body for pharmacists and pharmacy in Great Britain.
[Royal Pharmaceutical Society | RPS \(rpharms.com\)](http://rpharms.com)
- **NHS Grampian Formulary Medicines Management (nhsgrampian.org)**
- **Specialist Pharmacy Service**
NHS pharmacy based service which helps to improve the use of medicines. It can be useful when determining suitability of a medicine for a compliance aid, etc.
<https://www.sps.nhs.uk>
- **Electronic Medicines Compendium (eMC)**
Provides up to date information about medicines licensed in the UK.
<https://www.medicines.org.uk/emc/>
- **eBNF**
Electronic version of BNF.
https://www.medicinescomplete.com/mc/?utm_source=bnforg&utm_medium=homepage&utm_campaign=medicinescomplete
- **Don't Waste a Breath**
Provides information on inhalers and give details on inhaler technique for patients.
[Don't Waste a Breath - Site \(dontwasteabreath.com\)](http://dontwasteabreath.com)
- **NHS Inform**
[Scottish health information you can trust | NHS inform](http://nhs.uk)
- **NHS Choices**
[The NHS website - NHS \(www.nhs.uk\)](http://www.nhs.uk)

Appendix 6 - NHS Grampian Contacts

<p>Controlled Drugs Team</p> <p>For all CD related incidents or queries</p>	<p>Tel: 01224 556800</p> <p>Email: gram.cdteam@nhs.scot</p>
<p>Medicines Management Team</p> <p>For all unavailable items and queries</p>	<p>Tel: 01224 556334 / 01224 556525</p> <p>Email: gram.medicinesmanagement@nhs.scot</p>
<p>Formulary Team</p> <p>For all NHSG area formulary queries</p>	<p>Tel: 01224 556621</p> <p>Email: gram.formularyteam@nhs.scot</p>
<p>Pharmaceutical Care Services Team</p> <p>For all core, national and local services queries</p>	<p>Tel: 01224 556768 / 01224 556684</p> <p>Email: gram.pharmaceuticalcareservices@nhs.scot</p>
<p>Primary Care Contracts Team</p> <p>For all contractual queries, including closures</p>	<p>Email: gram.pcctpharmacy@nhs.scot</p>
<p>NHS Grampian Medicine Information</p> <p>For all medicines information queries</p>	<p>Email: gram.medinfo@nhs.scot</p>
<p>NHS Grampian Pharmacy IM&T Facilitator</p> <p>Caroline Gault</p>	<p>Email: caroline.gault@nhs.scot</p>
<p>NHS Grampian Director of Pharmacy</p> <p>PA to Director of Pharmacy</p>	<p>Email: david.pfleger@nhs.scot</p> <p>Tel: 01224 556224</p> <p>Email: lesley.anderson5@nhs.scot</p>

NHS Grampian Pharmacy List

The Pharmacy List contains the address, phone number, opening hours and contractor code for each pharmacy within NHS Grampian: [NHS Grampian current Pharmacy List](#).

Pharmacy Champions

In addition to the contacts detailed above, our NHS Grampian Pharmacy Practitioner Champions are available to support you with specific services in community pharmacy. Please [click here](#) to view the Champions details and their locality areas.

Practice Related Queries

All queries relating to a medical practice issued prescription or process should first be discussed with the practice or practice pharmacist directly. Only if an issue cannot be resolved by this direct communication, should primary care queries be escalated to the pharmaceutical care services team.

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Appendix 7 – Preparing to Locum Checklist

These key points should be considered prior to undertaking locum employment in NHS Grampian.

Before Undertaking Locum Work

- Sign and submit NHS Grampian Locum form.
- Register for NHS.scot email account
- Register for a PCR access
- Register for ECS access
- Read, understand, complete relevant training and sign off all core and national service and PGD documentation
- Ensure you have appropriate personal indemnity arrangements in place – including any extended cover for additional services provided
- Contact the employer prior to attending work to re-confirm dates and time
- If there is more than one pharmacist in the pharmacy then you need to clarify with your employer what capacity you are being employed, e.g. the responsible pharmacist or second pharmacist
- Check what additional services the pharmacy provides and be satisfied that you are competent to undertake or supervise these.

On the Day

- Confirm where the RP pharmacy record and SOPs are kept within the pharmacy
- Sign into the RP register and any other pharmacist logs
- Make sure a copy of your RP notice is on display
- Retrieve and sign for any keys e.g. CD keys
- Confirm your support staff available and find out what level of experience/ training they have.
- Ensure all necessary recordings are taken e.g. fridge temperature, machine QA
- Confirm break arrangements
- Confirm fire exits and any planned tests
- Log onto PCR to confirm access
- Log onto ECS to confirm access
- Confirm regular monitoring of pharmacy generic NHS email account (where patient information, drug recalls etc. will be sent)