**DAILY UPDATE 15/04/2020**

Dear Colleagues,

I would like to take this opportunity to thank those pharmacies that opened on Easter Monday to support patients in NHS GGC access Pharmaceutical Care. We will be conducting an exercise in the next week or so to establish baseline provision for the May Day holiday on Monday 4th May so please watch out for that coming your way (this doesn’t apply to multiples and small chains who operate a central notification system).

Not the normal format that we have got into the way of as Elaine Paton is on annual leave this week, however a couple of messages to get out to the network for this week.

1. There have been requests by GP practices and other primary care teams around the best way to transfer prescriptions to the community pharmacy network. I am reluctant to define a process when I know there are effective working processes in place already, so I am leaving this very much at a community level to organise between surgeries and pharmacies. This could be by telephoning the prescription to the CP or sending the prescription by email (always to the clinical mailbox) which seems to be gathering speed as a preference. May I suggest that you speak to your surgeries and agree what is best as a working practice between you?
2. There have been reports coming in that in some cases pharmacies have opted not to prescribe to patients under the Gluten Free Food Service resulting in patients going without their products. Having spoken to CPS regarding this they have emphasised that they would fully expect community pharmacy to continue to support this service and the patients within this category. If this is an issue within your pharmacy, then please contact CPDT to discuss further.
3. ECS is now accessible to all community pharmacies with the exception of Boots Pharmacies. Details of how to contact NHS24 on a professional to professional line are in the attached document for Boots pharmacy teams and for those that are having problems accessing. As you will see this is for Out of Hours scenarios i.e. between 5pm - 8pm Mon – Friday and 9am – 6pm Saturday and Sunday.

Hopefully, you will be getting a bit of a breather and some time to catch your breath after the manic March that we had. Our Data Analysts are advising that after what was upwards of 40% (average) increase in prescription numbers, we are now in a period of decrease of around 13% (average). These figures compared to the same weeks last year on the number of prescriptions being generated from GP practices.

Just to remind all colleagues that NHS GG&C have introduced testing for those colleagues showing symptoms of COVID-19 and the process for applying was updated last week.

Kind Regards,

Alan Harrison

**Lead Pharmacist for Community Care**



As you may be aware, Territorial Health Boards are currently in the process of enabling community pharmacy access to the Emergency Care Summary (ECS) directly.

As this is a rolling programme and current ECS access via NHS24 is challenging, with long waits to access the service due to current unprecedented demand as a result of COVID-19, we have put in place an interim measure to improve quick access to the ECS for those pharmacies not yet connected to the ECS directly. As an interim measure this ECS access phone line will operate between the hours of 5pm and 8pm Monday to Friday, and 9am to 6pm Saturday and Sunday. The number below will replace the current number displayed in the unscheduled care section of the NHS Scotland community pharmacy website. Once your pharmacy is connected to the ECS the use of this number will no longer be required. NHS24 will review usage of this number on a regular basis and will eventually withdraw this number.

**TEL: 0300 020 4848**