

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**