



Community Pharmacy Communication Update

Date: Tuesday 2nd June 2020

INFORMATION	PPE Re-order Line – Monday 01.06.20
<p>Several Pharmacists have reported experiencing difficulties in getting through to the PPE re-order line. We have checked this with National Procurement as the line seemed to be permanently engaged. They have confirmed that the tone you hear on phoning, while sounding similar to the customary engaged tone, is in fact the ring tone. Please don't hang up. The line is working.</p> <p>Janine Glen – Janine.glen@ggc.scot.nhs.uk</p>	


INFORMATION	F.A.O. Participants in Flu Vaccination Pilot 2019/2020 – Monday 01.06.20
<p>Now that the exercise to uplift unused flu vaccinations is fully complete, we will organise with Tradebe for them to come along and uplift the yellow clinical waste bin distributed as part of the pilot. We will endeavour to send notification of the uplift schedule before it starts which should be over the next 3-4 weeks.</p> <p>Janine Glen – Janine.glen@ggc.scot.nhs.uk</p>	


INFORMATION	Serial Prescribing – Monday 01.06.20
<p>As you are aware from the conversations and correspondence last week, the Prescribing Support teams across the Health Board area have started on a focused piece of work around identifying and converting patients onto a serial prescription if appropriate for that patient.</p> <p>Training will be provided for community pharmacy teams still to be trained in the process of managing serial prescriptions. This will involve replacing the face to face on site training using remote technology and we have also asked for early access to NES resources for you.</p> <p>In the meantime, our colleagues in eHealth Contractor Services have updated a short training reminder video for community pharmacy and general practice teams to view. Please feel free to watch at https://www.youtube.com/watch?v=6ib3E55aCHs. It is a great summary and only 5 mins long. More robust and detailed training will be available for new teams as the work progresses.</p> <p>Elaine Paton - elaine.paton@ggc.scot.nhs.uk</p>	



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REMINDER	Sent to the Pharmacy Notification List on Tuesday 07.04.20	
<u>Pay As You Go Mobile Phones</u>		 Claim Form.docx
<p>We wrote out to contractors on 7th April asking them to purchase a Pay As You Go Mobile phone so that each pharmacy could have a dedicated number that could be used for professional to professional queries, and service related issues such as Courier Services. £20.00 reimbursement is on offer.</p> <p>Claims are coming in slowly and we offer this as a reminder that the scheme will continue with no end date. Our hope is that all pharmacies will take up this offer, allowing us to set up a vital communications network.</p> <p>The claim form is attached.</p> <p>Janine Glen – Janine.glen@ggc.scot.nhs.uk</p>		

REMINDER	Sent to the Pharmacy Notification List and Locum List on Tuesday 26.05.20	
<u>Quit Your Way Pharmacy Services during COVID-19</u>		 (179) QYW Pharmacy Services during COVID-19
<p>The Community Quit Your Way Smoking Cessation Teams understand the additional pressure on Pharmacy services at this time and are keen to support where they can. They can help with new quit attempts in partnership with yourselves.</p> <p>Please call or ask the client to call 0800 916 8858 or 0800 848484 Monday – Friday 9am to 5pm if you would like to refer a client for additional support.</p> <p>If you require any further advice, please contact pharmacy team on 0141 201 4945 or e-mail pharmacyhit@ggc.scot.nhs.uk</p>		

REMINDER	Sent to the Pharmacy Notification List and Locum List on Friday 29.05.20	
<u>COVID-19 – Relaxation of Restrictions and Need to Remain Vigilant</u>		
<p>We are now entering the next phase in the fight against COVID-19 where some relaxation of restrictions is happening and people will be allowed to come together in small groups as long as social distancing measures are continued.</p> <p>You should also be aware that Test and Protect will commence today with the possibility of further isolation of groups relating to positive tests a real threat. This will pose its own problems within the Community Pharmacy network and collectively we will need to minimise this threat as much as we can to ensure that we protect ourselves, the service we provide as well as the communities we serve.</p> <p>With this in mind I would like to echo the words of Harry McQuillan (CEO for CPS) by asking you all to:-</p>		



Community Pharmacy Communication Update

Date: Tuesday 2nd June 2020

COVID-19 – Relaxation of Restrictions and Need to Remain Vigilant - continued

1. Enforce 2m social distancing which will include patient management, staggered break/lunch times, shift working etc;
2. Wear PPE masks when in the pharmacy at ALL times; and
3. Ensure a thorough hand washing routine is adhered to at all times.

It is imperative at this time that your business continuity plans are reviewed and actions are in place to deal with all eventualities. This should include ensuring that you have a list of your vulnerable patients with their pharmaceutical care needs clearly identified (e.g. OST, HIV, Hep C, weekly dispensed, dosette patients etc.) that can then be referred to in the event of the need to transfer the care of those patients to another pharmacy should it be required.

The network has been immense in standing up to the challenge of the Virus so far and I am sure that collectively and collaboratively we can meet the new challenges that could potentially be coming our way.

Alan Harrison - (Alan.Harrison@ggc.scot.nhs.uk)

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Serial Prescribing:

We will start our push to increase the usage of serial prescriptions from Monday 1st of June across GP practices in NHS GGC. This piece of work will be a bit time consuming at the start however we believe that with a little bit of effort from everyone involved we can make this a success and an ongoing way of working which will help and support the management of workload in the future for the community pharmacy network.

To enable this to get up and running we need to ensure that all community pharmacy teams have familiarised themselves with the manner in which their own PMR system operates in relation to serial prescriptions and with this in mind we are encouraging everyone to engage with any training that is available to them either from their own suppliers, NES or eHealth colleagues.

Alan Harrison - (Alan.Harrison@ggc.scot.nhs.uk)

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Urgent action required

Over the last year NHS GGC have completed a review of their GP OOH service and as a result of that review there are a number of changes to the service that will come in to force from Monday the 1st of June.



Community Pharmacy Communication Update

Date: Tuesday 2nd June 2020

Urgent action required - continued

Currently we have a number of Out Of Hours centres spread across the Board geographically which open after 6pm and at weekends for people who require the assistance of a GP when they are unable to wait for normal day time services. The Community Pharmacy network play a huge part in the Out Of Hours period where in numerous cases they triaged people, tend to peoples pharmaceutical care needs and when required refer into the GP OOH service using a referral form. People could also attend themselves at a walk in centre to be seen without having gone through any other triage process.

From **Monday the 1st of June** people will **NOT** be able to walk into an Out of Hours centre without an appointment having been made for them. This means that the referral forms, that the Community Pharmacy network have been using up until now, will cease to be used and a phone call into a professional to professional line should be utilised to make an appointment for the person.

This professional to professional line can also be used if the Pharmacist wishes to speak to a GP or other professional for advice or access to the ECS should they be unable to access themselves.

If the GP is unavailable at the point of calling then it is expected of the service that the GP will phone back within the hour.

The new phone number relating to this service is **0141 616 6222** - This phone number must **NOT** be given to the public.

ACTION :-

1. Brief all staff that are likely to work in the OOH period on these new guidelines – This includes those that work on a Saturday/Sunday and all relief and locums.
2. On Monday 1st of June remove all information relating to referral forms into the OOH service.
3. Replace referral form with the above professional to professional phone number which should be used from 6pm on Monday evening of the 1st of June.

I look forward to your support in ensuring that this transition to new pathways of care is as smooth and efficient as possible.

Alan Harrison - (Alan.Harrison@ggc.scot.nhs.uk)

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Index and copies of the Communications Update documents can be found at:

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We are keen for any feedback you have about this Update. Please submit your comments/suggestions to:

cpdt@ggc.scot.nhs.uk



Community Pharmacy Communication Update

Date: Thursday 4th June 2020

ACTION

NHS Near Me – Wednesday 03.06.20

COVID-19 has brought a huge amount of pressure to all aspects of primary healthcare however it has also brought us huge opportunities to change the way that we work and to find solutions to problems that have been with us over many years.

One of those issues has been how to see patients virtually when a pharmacy has had to close or limit access to patients. With this in mind virtual platforms have been set up and utilised within GP practices and hospitals as we have moved through the pandemic and has allowed face to face (virtual) consultations to take place.

We are now at the stage of looking to discuss a way forward as to how best to implement this into the community pharmacy network. NES are supporting this by producing a Webinar which can be accessed by pharmacy teams across all sectors the details of which are below :-

To support pharmacy teams in all sectors of practice, to learn about and utilise NHS Near Me, NES are running a webinar, with Clare Morrison, on the **9th June at 7pm**. Expect to hear how this remote consultation tool is currently being utilised in hospital and general practice settings, and how it may be utilised in community pharmacy. You will also have an opportunity to ask Clare questions.

The link to register for the webinar is below :-

<https://attendee.gotowebinar.com/register/3367291051246305805>

I would encourage you all to take up this opportunity to learn about this exciting development which will really change the way we work going forward.

Alan Harrison - alan.harrison@ggc.scot.nhs.uk

ACTION

Community Pharmacy Website – Thursday 04.06.20

We have now developed a restricted access space on the NHS GGC Community Pharmacy website. The idea is that staff working in community pharmacies need only access one site, where they find all information relating to community pharmacy in NHS GGC, but that some of the information will not be available to the public due to its clinical or sensitive nature.

Items which will appear there will include:-

- Patient Group Directions;
- Clinical Mailbox Addresses;
- 2nd Phone numbers for community pharmacies;
- Palliative Care Network leaflet.

This list is not exhaustive and we will add other relevant items through time.



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To access:

Follow the link below to the Community Pharmacy page:

<https://www.communitypharmacy.scot.nhs.uk>

In the top right hand corner you will see an option for “Member Login” –

On choosing this option, you will be asked for a Username and Password – you should enter:

User Name: pharmacist

Password: pharmacist1

Once logged in you must then access the NHS GGC page from the options provided at the top of the page as normal.

Please note: This username and password must not be given to anyone outwith your pharmacy team.

Queries to:

Janine Glen – janine.glen@ggc.scot.nhs.uk; or

Bridie McCallum – bridie.mccallum@ggc.scot.nhs.uk

INFORMATION

Training Videos for Serial Prescriptions – Thursday 04.06.20

NES have published 3 videos to support serial prescribing. These are accessible on the Medicines: Care and Review page of Turas or via the direct links below:

<https://learn.nes.nhs.scot/12539/pharmacy/cpd-resources/medicines-care-and-review>

However, for quick access the direct links are:

Serial Prescribing <https://vimeo.com/343231653>

Serial Prescribing Management <https://vimeo.com/343232598>

Serial Prescribing Message Awareness and Housekeeping <https://vimeo.com/343233143>


Please share with all colleagues within your teams as a support to the potential increase in serial prescriptions that will be coming your way.


Alan Harrison – alan.harrison@ggc.scot.nhs.uk



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Date: Thursday 4th June 2020

UPDATE	<u>COVID-19 Therapeutic Alert- Update to Letter Issued 26 May - Early Access to Medicines Scheme for Remdesiver in the Treatment of COVID-19 – Wednesday 03.06.20</u>	
Please see the attached update to the letter issued on 26 May. To note the access criteria for the remdesivir EAMS have been amended to reflect developing clinical experience and knowledge of demand and changes in medicine supply.		 CEM_CMO_2020_025_U.pdf Attached
Karen Carberry – karen.carberry@ggc.scot.nhs.uk		

REMINDER	<u>Pay As You Go Mobile Phones - Sent to the Pharmacy Notification List - Tuesday 07.04.20</u>	
<p>We wrote out to contractors on 7th April asking them to purchase a Pay As You Go Mobile phone so that each pharmacy could have a dedicated number that could be used for professional to professional queries, and service related issues such as Courier Services. £20.00 reimbursement is on offer.</p> <p>Claims are coming in slowly and we offer this as a reminder that the scheme will continue with no end date. Our hope is that all pharmacies will take up this offer, allowing us to set up a vital communications network.</p> <p>The claim form is attached.</p> <p>Janine Glen – janine.glen@ggc.scot.nhs.uk</p>		 Claim Form.docx Attached

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I look forward to working together to making a real difference going forward.

Alan Harrison - alan.harrison@ggc.scot.nhs.uk

REMINDER **GP OOH Service – New Arrangements - Sent to the Pharmacy Notification and Locum Lists - Monday 01.06.20**

Urgent action required

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Alan Harrison - alan.harrison@ggc.scot.nhs.uk

REMINDER	COVID-19 Antenatal Supply of Iron Supplementation Using MAS – Thursday 04.06.20
<p>Under the current Minor ailments Formulary and service delivery, pregnant women can access iron preparations on the advice and recommendation of a midwife or health visitor. The obstetrics team across NHS GGC have indicated a requirement to minimise the contact that pregnant women have with hospital and clinic environments so in order to prevent this potential contact they may be using the current MAS service to utilise the supply of iron to women in pregnancy.</p> <p>Please brief all members of the team on this and ensure that all Pharmacists are aware of the MAS formulary specifications with regards to iron preparations</p> <p>Alan Harrison – alan.harrison@ggc.scot.nhs.uk</p>	

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Community Pharmacy Communication Update


Date: Tuesday 9th June 2020


ACTION	<u>PAYMENTS FOR PHARMACIES OPEN MAY DAY HOLIDAYS – Monday 08.06.20</u>
<p>Payments for those pharmacies who opened over on the two May holidays (Monday 4th May and Monday 25th May) will be made this month (Dispensed April – paid June). Details of the individual payments will appear on the local remittance provided by the CPD Team.</p> <p>Payments will be based on details which were sent out via e-mail on Friday (5th June). Please check this spreadsheet which reflects information provided to the Board by contractors.</p> <p>Payment of either £700 or £1,200 will be made depending on the number of hours the pharmacy was open (as per Scottish Government circular). If the information recorded for your pharmacy does not reflect the hours you actually provided, please get in touch as a matter of urgency and certainly before Thursday 11th June 2020.</p> <p>Janine Glen – Janine.glen@ggc.scot.nhs.uk</p>	

ACTION	<u>CLASS 2 DRUG ALERT – NO 25 2020 - MEDICINES RECALL – 09.06.20</u>
<p>https://www.gov.uk/drug-device-alerts/class-2-medicines-recall-epistatus-midazolam-10mg-ml-romucosal-solution-multi-dose-bottles-el-20-a-25</p>	

INFORMATION	<u>New Pharmacy First service - Monday 08.06.20</u>
<p>There seems to be some confusion regarding how contractors will be paid for delivering the New Pharmacy First service that should have been in place from the 20th of April.</p> <p>Previously PSD relied on claims being made by contractors through their individual Boards based on the number of consultations being carried out for Pharmacy First conditions of Urinary Tract Infections and Impetigo. For us in NHS GGC it also meant contractors in Inverclyde supplying us with claims for Bridging Contraception and Shingles and for those in Renfrewshire claims for the COPD exacerbation treatment service.</p> <p>As we moved into April and the directive was given that the launch of Pharmacy First would be delayed we advised you that no further claims were required to be sent in under the old process (with the exception of Inverclyde and Renfrewshire pharmacies for the reasons above) as a National payment structure would supersede what had gone before.</p> <p>This has caused confusion and we have had a number of calls into the CPD Team asking for clarity of the payment structure. As such I thought it pertinent to remind everyone of what is happening.</p> <p>All contractors will be paid a monthly fee in line with guidance that relates to the delivery of New Pharmacy First from April 2020. This means that no claims are required to be sent into the CPD Team on a monthly basis with the exceptions outlined below.</p>	
<div style="text-align: right;">  <p>NHS Pharmacy First Scotland - update lett</p> <p>Attached</p> </div>	

<p>Inverclyde Pharmacies should continue to send in their claims for any consultations completed for Bridging contraception and Shingles.</p> <p>Renfrewshire should continue to send in their claims for any consultations completed for COPD exacerbation treatment.</p> <p>The Community Pharmacy Development Team only have responsibility of processing additional claims for Inverclyde and Renfrewshire with all other payments being completed at PSD.</p> <p>If you have concerns with your payments received under this line on your remittance advice documents then it should be highlighted to Community Pharmacy Scotland clearly outlining what your concerns are.</p> <p>I hope this helps clear up any confusion.</p> <p>The Chief Pharmaceutical Officer has distributed a further update on the national Pharmacy First service and this is attached.</p> <p>Alan Harrison - alan.harrison@ggc.scot.nhs.uk</p>	
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INFORMATION	<u>NHS Near Me – Monday 08.06.20</u>	
<p>Please find attached the Scottish Government circular relating to the launch of NHS Near Me within community pharmacies. As you will be aware we advised you last week of the NES webinar which is on Tuesday 8th of June which will give you a better understanding of this exciting development.</p> <p>The circular outlines what the development has the potential to deliver in relation to its use as a virtual platform for consultations. COVID-19 has created many challenges however it has also created opportunities and the ability to be creative in the manner in which we deliver pharmaceutical care to our patients.</p> <p>As the circular states there will be more information forthcoming from pilots that will be commencing however we feel it is right that you are aware of the development now.</p> <p>Please ensure that your teams are aware of this.</p> <p>Alan Harrison - alan.harrison@ggc.scot.nhs.uk</p>	 PCA2020(P)11 Implementation of NI	Attached

INFORMATION	<u>Serial prescribing – Tuesday 09.06.20</u>	
<p>Serial prescribing – a big thank you and debunking some myths!</p> <p>The Prescribing Support teams across the Board have now started a concentrated piece of work to rapidly implement serial prescribing with over 2000 new patients being converted onto a SRx in the first week. The legal exclusions still remain in place (care homes, temporary residents, cytotoxic and controlled drugs schedule 1-4) but in order to plan and prepare more effectively for the next phase of the pandemic, we have ‘softened’ some of the clinical conditions that we had used previously.</p> <p>We are including when required/ PRN medications onto serial prescriptions and we are working closely with practices to ensure that PRNs are prescribed in correct quantities and dispensing frequencies to allow for your PMR systems to correctly process them. We are developing some guidance around this for the teams and I can share that with you once it</p>	 CP MCR SRx quick guide v 1.4.pdf	Attached

is finished for your own information and use.

Some of the other drugs are now being added, e.g. contraceptive and HRT may also be prescribed on a SRx. There may be some local differences around prescribing analgesics and antidepressants and will be in line with local/ individual practice protocols for reviewing these patients.

Patients on MDS are not excluded from a serial Rx but the PMR systems do not allow labels to be printed before 5 working days ahead of when the next iteration is due. This makes it difficult for the CP teams to make up weekly trays within these limitations.

HSCP prescribing teams are being encouraged to link with their community pharmacy teams with this work. You can help contribute and support this by looking at your repeat prescription service (if you offer one). Are any of these patients suitable for a serial prescription? If so, please nominate the patient for consideration. There may be other factors that prevent them from being on a serial Rx so not all will be moved over.

I have asked Scottish Government for some advice in managing the associated PCR work for all newly registered patients on MCR/CMS. Once we get an answer, I will share this with you. The PCR work is still important as part of the "care" aspect of MCR and so will not be taken away entirely, but I am hoping that there will be some accommodation to extend the time to complete the profile and Stage 1 assessment.

I am also waiting on advice on the signing of the back of the CP4 at point of registration. There are different implications for MCR than MAS as it invoices data sharing and we do need consent from the patient/ representative to allow us to do this. Again, when I receive a response, I will share this with you.

I have attached the national quick guide for you as reference as well for you to use in combination with the local training and information already circulated. This may seem like information overload but we are trying to ensure that the information is available in multiple sources to meet different learning styles but also as ongoing reference.

As always, please feel free to contact me if you have queries. All technical questions (how to do it on PMR) should go to the IT facilitator team or your local Pharmacy champion may be able to help

Elaine Paton – Elain.Paton@ggc.scot.nhs.uk

INFORMATION | **Authorisations for Specials and imported medicines – Tuesday 09.06.20**


As you are aware, we paused the requirement to see authorisations during the peak of the Covid 19 response. This is still in place at least until end of June but will depend on when we are able to fully access Clarkston Court again (our database is not working remotely for those who are working from home.... bad for us, good for you!).

We will let you know once we have capacity to take on the authorisations again and you can contact us with any required during the interim period. I will send an adapted authorisation list to you all once we are ready to go again so that you know what we have on file and can identify the patient gaps more easily.

Until then, April, May and June's specials will be cost monitored only.

Elaine Paton – Elain.Paton@ggc.scot.nhs.uk

UPDATE	<u>Pharmaceutical Waste Contingency Arrangements – Monday 08.06.20</u>
<p>It's been some time since we provided an update on the progress of the Board's uplift of patient's returned pharmaceutical waste arrangements from community pharmacy.</p> <p>I can confirm that the current contingency arrangements provided by Rentokil will continue for at least the next three months. There is no prospect of the new contractor Tradebe taking over the service before the end of September.</p> <p>If you need an ad hoc uplift of waste, please contact Bridie McCallum in the first instance – bridie.mccallum@ggc.scot.nhs.uk.</p>	

REMINDER	<u>Pay As You Go Mobile Phones - Sent to the Pharmacy Notification List - Tuesday 07.04.20</u>
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REMINDER	<p><u>Serial Prescribing: - Sent to the Pharmacy Notification and Locum Lists - Friday 29.05.20</u></p>
<p>We will start our push to increase the usage of serial prescriptions from Monday 1st of June across GP practices in NHS GGC. This piece of work will be a bit time consuming at the start however we believe that with a little bit of effort from everyone involved we can make this a success and an ongoing way of working which will help and support the management of workload in the future for the community pharmacy network.</p> <p>To enable this to get up and running we need to ensure that all community pharmacy teams have familiarised themselves with the manner in which their own PMR system operates in relation to serial prescriptions and with this in mind we are encouraging everyone to engage with any training that is available to them either from their own suppliers, NES or eHealth colleagues.</p> <p>I look forward to working together to making a real difference going forward.</p> <p>Alan Harrison - alan.harrison@ggc.scot.nhs.uk</p>	

REMINDER	<p><u>GP OOH Service – New Arrangements - Sent to the Pharmacy Notification and Locum Lists - Monday 01.06.20</u></p>
<p><u>Urgent action required</u></p> <p>Over the last year NHS GGC have completed a review of their GP OOH service and as a result of that review there are a number of changes to the service that will come in to force from Monday the 1st of June.</p> <p>Currently we have a number of Out Of Hours centres spread across the Board geographically which open after 6pm and at weekends for people who require the assistance of a GP when they are unable to wait for normal day time services. The Community Pharmacy network play a huge part in the Out Of Hours period where in numerous cases they triaged people, tend to peoples pharmaceutical care needs and when required refer into the GP OOH service using a referral form. People could also attend themselves at a walk in centre to be seen without having gone through any other triage process.</p> <p>From <u>Monday the 1st of June</u> people will NOT be able to walk into an Out of Hours centre without an appointment having been made for them. This means that the referral forms, that the Community Pharmacy network have been using up until now, will cease to be used and a phone call into a professional to professional line should be utilised to make an appointment for the person.</p> <p>This professional to professional line can also be used if the Pharmacist wishes to speak to a GP or other professional for advice or access to the ECS should they be unable to access themselves.</p> <p>If the GP is unavailable at the point of calling then it is expected of the service that the GP</p>	

will phone back within the hour.

The new phone number relating to this service is **0141 616 6222** - This phone number **must NOT** be given to the public.

ACTION :-

1. Brief all staff that are likely to work in the OOH period on these new guidelines – This includes those that work on a Saturday/Sunday and all relief and locums.
2. On Monday 1st of June remove all information relating to referral forms into the OOH service
3. Replace referral form with the above professional to professional phone number which should be used from 6pm on Monday evening of the 1st of June.

I look forward to your support in ensuring that this transition to new pathways of care is as smooth and efficient as possible.

Alan Harrison - alan.harrison@ggc.scot.nhs.uk

REMINDER	<u>COVID-19 Antenatal Supply of Iron Supplementation Using MAS – Thursday 04.06.20</u>
	<p>Under the current Minor ailments Formulary and service delivery, pregnant women can access iron preparations on the advice and recommendation of a midwife or health visitor. The obstetrics team across NHS GGC have indicated a requirement to minimise the contact that pregnant women have with hospital and clinic environments so in order to prevent this potential contact they may be using the current MAS service to utilise the supply of iron to women in pregnancy.</p> <p>Please brief all members of the team on this and ensure that all Pharmacists are aware of the MAS formulary specifications with regards to iron preparations</p> <p>Alan Harrison – alan.harrison@ggc.scot.nhs.uk</p>

REMINDER	<u>Community Pharmacy Website – Thursday 04.06.20</u>
	<p>We have now developed a restricted access space on the NHS GGC Community Pharmacy website. The idea is that staff working in community pharmacies need only access one site, where they find all information relating to community pharmacy in NHS GGC, but that some of the information will not be available to the public due to its clinical or sensitive nature.</p> <p><u>Items which will appear there will include:-</u></p> <ul style="list-style-type: none">- Patient Group Directions;- Clinical Mailbox Addresses;- 2nd Phone numbers for community pharmacies;- Palliative Care Network leaflet. <p>This list is not exhaustive and we will add other relevant items through time.</p> <p><u>To access:</u></p> <p>Follow the link below to the Community Pharmacy page:</p> <p>https://www.communitypharmacy.scot.nhs.uk</p>

<p>In the top right hand corner you will see an option for “Member Login” –</p> <p>On choosing this option, you will be asked for a Username and Password – you should enter:</p> <p>User Name: pharmacist</p> <p>Password: pharmacist1</p> <p>Once logged in you must then access the NHS GGC page from the options provided at the top of the page as normal.</p> <p>Please note: This username and password must not be given to anyone outwith your pharmacy team.</p> <p>Queries to:</p> <p>Janine Glen – janine.glen@ggc.scot.nhs.uk; or</p> <p>Bridie McCallum – bridie.mccallum@ggc.scot.nhs.uk</p>	
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REMINDER	<u>Training Videos for Serial Prescriptions – Thursday 04.06.20</u>
<p>NES have published 3 videos to support serial prescribing. These are accessible on the Medicines: Care and Review page of Turas or via the direct links below:</p> <p>https://learn.nes.nhs.scot/12539/pharmacy/cpd-resources/medicines-care-and-review</p> <p>However, for quick access the direct links are:</p> <p>Serial Prescribing https://vimeo.com/343231653</p> <p>Serial Prescribing Management https://vimeo.com/343232598</p> <p>Serial Prescribing Message Awareness and Housekeeping https://vimeo.com/343233143</p> <p>Please share with all colleagues within your teams as a support to the potential increase in serial prescriptions that will be coming your way.</p> <p>Alan Harrison – alan.harrison@ggc.scot.nhs.uk</p>	

Any queries should be directed to the contact provided – where no specific contact is shown, queries should be directed to gg-uhb.cpdevteam@nhs.net

Index and copies of the Communications Update documents can be found at:

<https://www.communitypharmacy.scot.nhs.uk/nhs-boards/nhs-greater-glasgow-clyde/>

We are keen for any feedback you have about this Update. Please submit your comments/suggestions to:

cpdt@ggc.scot.nhs.uk



Community Pharmacy Communication Update


Date: Thursday 11th June 2020


ACTION	<u>Legal Requirement to Issue Instalment Supplies of Schedule 2 and 3 Controlled Drugs in Accordance with the Prescribers Instruction – Thursday 11.06.20</u>
<p>A number of recently received Datix reports have highlighted instances where a community pharmacist has not issued the instalment supply of a Schedule 2 or 3 Controlled Drug in accordance with the prescriber's instructions. Within NHS GGC all patients on Opioid Substitution Therapy (OST) had previously been assessed by clinical teams with any revision to the pattern of supply influenced by their behaviour and other factors. Failure to adhere to this revised programme has put patient's wellbeing at risk, significantly comprised their clinical care and required clinical teams to revisit work now undone as a consequence at a time when under extreme pressure to maintain a basic service.</p> <p>This misunderstanding may have resulted from an assumption that the legal framework governing instalment supply may have been relaxed as proposed in the temporary emergency measures contained in The Misuse of Drugs (Coronavirus) (Amendments Relating to the Supply of Controlled Drugs During A Pandemic etc.) Regulations 2020.</p> <p>However, this legislation has not been enacted and will not come into use at this present time. Even if implemented, pharmacists could only have varied the frequency of supply after consulting with the prescriber. On each of the reported incidents no contact had been made with the prescriber to alert them of the pharmacist's intention to amend the pattern of supply.</p> <p>As it stands, each is technically a breach of the Human Medicines Regulations and the Misuse of Drugs Regulations. Therefore to comply with the governing legislation please be aware that a pharmacist has no authority or power to amend the frequency of supply of a Schedule 2 and 3 Controlled Drug and must issue the instalment in accordance with the prescriber's instruction.</p> <p>Please contact David Thomson, Lead Pharmacist, Community Pharmacy Development & Governance at david.thomson@ggc.scot.nhs.uk should you wish to clarify any aspect regarding this legislation. Further information is also available on the GPhC and RPS websites, with the latter making this feature accessible to non-members.</p>	

ACTION	<u>MDA 2020/15 – Thursday 11.06.20</u>
<p>https://www.gov.uk/drug-device-alerts/results-from-laboratory-based-tests-for-covid-19-antibodies-using-capillary-blood-sample-collection-kits-may-not-be-reliable-mda-2020-015</p>	

INFORMATION	<u>PCA (P) (2020) 7 – Medicines Collection Service for Shielding Individuals - Thursday 11.06.20</u>
<p>As you will have heard shielding patients have been asked by the Scottish Government to extend their shielding period until the end of July. With this in mind we thought it pertinent to remind you of the circular PCA2020(P)07 which outlines guidance for these vulnerable</p>	


patients. https://www.sehd.scot.nhs.uk/pca/PCA2020(P)07.pdf Alan Harrison – alan.harrison@ggc.scot.nhs.uk	
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UPDATE	<u>COVID-19 Therapeutic Alert- Update to Letters issued 26 May & 3 June - Early Access to Medicines Scheme for Remdesivir in the Treatment of COVID-19. Implementaton of the Scheme and Management of Supply – Wednesday 10.06.20</u>
https://www.sehd.scot.nhs.uk/publications/DC20200609COVID-19.pdf Karen Carberry – karen.carberry@ggc.scot.nhs.uk	 CEM_CMO_2020_025_U2 - 10_06_20.pdf Attached

REMINDER	<u>NHS Near Me – Wednesday 10.06.20</u>
<p>Hopefully most of you will have taken the opportunity to watch the Webinar last night from NES regarding NHS Near Me and the exciting development of virtual consultations.</p> <p>This platform modelled on the Australian system “Attend Anywhere” allows patients to be seen virtually without the need to attend a clinical environment for a professional consultation. Many practices within the healthcare environment in Scotland have utilised the system since its introduction in March due to COVID-19 and last week saw 15500 uses across the country in a range of different clinical situations supporting patient care when a face to face was not practical.</p> <p>We now have the opportunity for community pharmacies to utilise this service and really make a difference to patient care not only in the current situation we find ourselves in but also in the future.</p> <p>A guidance on the service and details relating to the service requirements, training and how to opt in to the service are contained within the attached document however the link below will take you directly to the Opt in application which will get you started on your journey.</p> <p>https://www.vc.scot.nhs.uk/near-me/scottish-contractor-groups/</p> <p>We hope that you will engage with this exciting opportunity as it will open doors for new service delivery (e.g New Pharmacy First) and support the reintroduction of some of the face to face services (e.g EHC, NRT) that have struggled through the lack of face to face consultations.</p> <p>For those that were unable to attend the webinar, it has been recorded and will be sited on the NES website for future viewing.</p> <p>Alan Harrison – alan.harrison@ggc.scot.nhs.uk</p>	¹  near-me-guidance-for-community-pharmacies.pdf Attached

REMINDER	<u>Authorisations for Specials and imported medicines – Tuesday 09.06.20</u>
As you are aware, we paused the requirement to see authorisations during the peak of the Covid 19 response. This is still in place at least until end of June but will depend on when we are able to fully access Clarkston Court again (our database is not working remotely for	²

<p>those who are working from home.... bad for us, good for you!).</p> <p>We will let you know once we have capacity to take on the authorisations again and you can contact us with any required during the interim period. I will send an adapted authorisation list to you all once we are ready to go again so that you know what we have on file and can identify the patient gaps more easily.</p> <p>Until then, April, May and June's specials will be cost monitored only (those lovely letters from me!!)</p> <p>Elaine Paton - elaine.paton@ggc.scot.nhs.uk</p>	
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REMINDER	<u>NHS Near Me – Monday 08.06.20</u>	
<p>Please find attached the Scottish Government circular relating to the launch of NHS Near Me within community pharmacies. As you will be aware we advised you last week of the NES webinar which is on Tuesday 8th of June which will give you a better understanding of this exciting development.</p> <p>The circular outlines what the development has the potential to deliver in relation to its use as a virtual platform for consultations. COVID-19 has created many challenges however it has also created opportunities and the ability to be creative in the manner in which we deliver pharmaceutical care to our patients.</p> <p>As the circular states there will be more information forthcoming from pilots that will be commencing however we feel it is right that you are aware of the development now.</p> <p>Please ensure that your teams are aware of this.</p> <p>Alan Harrison - alan.harrison@ggc.scot.nhs.uk</p>	2	 PCA2020(P)11 Implementation of NI Attached

REMINDER	<u>PAYMENTS FOR PHARMACIES OPEN MAY DAY HOLIDAYS – Monday 08.06.20</u>	
<p>Payments for those pharmacies who opened over on the two May holidays (Monday 4th May and Monday 25th May) will be made this month (Dispensed April – paid June). Details of the individual payments will appear on the local remittance provided by the CPD Team.</p> <p>Payments will be based on details which were sent out via e-mail on Friday (5th June). Please check this spreadsheet which reflects information provided to the Board by contractors.</p> <p>Payment of either £700 or £1,200 will be made depending on the number of hours the pharmacy was open (as per Scottish Government circular). If the information recorded for your pharmacy does not reflect the hours you actually provided, please get in touch as a matter of urgency and certainly before Thursday 11th June 2020.</p> <p>Janine Glen – janine.glen@ggc.scot.nhs.uk</p>	2	

REMINDER	<u>New Pharmacy First service - Monday 08.06.20</u>	
<p>There seems to be some confusion regarding how contractors will be paid for delivering the New Pharmacy First service that should have been in place from the 20th of April.</p> <p>Previously PSD relied on claims being made by contractors through their individual Boards</p>	2	

based on the number of consultations being carried out for Pharmacy First conditions of Urinary Tract Infections and Impetigo. For us in NHS GGC it also meant contractors in Inverclyde supplying us with claims for Bridging Contraception and Shingles and for those in Renfrewshire claims for the COPD exacerbation treatment service.

As we moved into April and the directive was given that the launch of Pharmacy First would be delayed we advised you that no further claims were required to be sent in under the old process (with the exception of Inverclyde and Renfrewshire pharmacies for the reasons above) as a National payment structure would supersede what had gone before.

This has caused confusion and we have had a number of calls into the CPD Team asking for clarity of the payment structure. **As such** I thought it pertinent to remind everyone of what is happening.

All contractors will be paid a monthly fee in line with guidance that relates to the delivery of New Pharmacy First from April 2020. This means that no claims are required to be sent into the CPD Team on a monthly basis with the exceptions outlined below.

Inverclyde Pharmacies should continue to send in their claims for any consultations completed for Bridging contraception and Shingles.

Renfrewshire should continue to send in their claims for any consultations completed for COPD exacerbation treatment.

The Community Pharmacy Development Team only have responsibility of processing additional claims for Inverclyde and Renfrewshire with all other payments being completed at PSD.

If you have concerns with your payments received under this line on your remittance advice documents then it should be highlighted to Community Pharmacy Scotland clearly outlining what your concerns are.

I hope this helps clear up any confusion.

The Chief Pharmaceutical Officer has distributed a further update on the national Pharmacy First service and this is attached.

Alan Harrison - alan.harrison@ggc.scot.nhs.uk



NHS Pharmacy First
Scotland - update lett

Attached

REMINDER	<u>COVID-19 – Relaxation of Restrictions and Need to Remain Vigilant - Sent to the Pharmacy Notification Locum Lists - Friday 29.05.20</u>
<p>As you will all be aware we are now entering the next phase in the fight against COVID-19 where some relaxation of restrictions is happening and people will be allowed to come together in small groups as long as social distancing measures are continued.</p> <p>You should also be aware that Test and Protect will commence today with the possibility of further isolation of groups relating to positive tests a real threat. This will pose its own problems within the Community Pharmacy network and collectively we will need to minimise this threat as much as we can to ensure that we protect ourselves, the service we provide as well as the communities we serve.</p> <p>With this in mind I would like to echo the words of Harry McQuillan (CEO for CPS) by asking you all to:-</p> <ol style="list-style-type: none"> 1. Enforce 2m social distancing which will include patient management, staggered break/lunch times, shift working etc; 2. Wear PPE masks when in the pharmacy at ALL times; and 	4

<p>3. Ensure a thorough hand washing routine is adhered to at all times.</p> <p>It is imperative at this time that your business continuity plans are reviewed and actions are in place to deal with all eventualities. This should include ensuring that you have a list of your vulnerable patients with their pharmaceutical care needs clearly identified (e.g. OST, HIV, Hep C, weekly dispensed, dosette patients etc.) that can then be referred to in the event of the need to transfer the care of those patients to another pharmacy should it be required.</p> <p>The network has been immense in standing up to the challenge of the Virus so far and I am sure that collectively and collaboratively we can meet the new challenges that could potentially be coming our way.</p> <p>Alan Harrison - alan.harrison@ggc.scot.nhs.uk</p>	
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REMINDER	<u>Serial Prescriptions – Training Videos – Thursday 04.06.20</u>	
<p>NES have published 3 videos to support serial prescribing. These are accessible on the Medicines: Care and Review page of Turas or via the direct links below:</p> <p>https://learn.nes.nhs.scot/12539/pharmacy/cpd-resources/medicines-care-and-review</p> <p>However, for quick access the direct links are:</p> <p>Serial Prescribing https://vimeo.com/343231653 Serial Prescribing Management https://vimeo.com/343232598 Serial Prescribing Message Awareness and Housekeeping https://vimeo.com/343233143</p> <p>Please share with all colleagues within your teams as a support to the potential increase in serial prescriptions that will be coming your way.</p> <p>Alan Harrison – alan.harrison@ggc.scot.nhs.uk</p>	3	

REMINDER	<u>Serial prescribing – Tuesday 09.06.20</u>	
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Serial prescribing – a big thank you and debunking some myths!

The Prescribing Support teams across the Board have now started a concentrated piece of work to rapidly implement serial prescribing with over 2000 new patients being converted onto a SRx in the first week. The legal exclusions still remain in place (care homes, temporary residents, cytotoxic and controlled drugs schedule 1-4) but in order to plan and prepare more effectively for the next phase of the pandemic, we have 'softened' some of the clinical conditions that we had used previously.

We are including when required/ PRN medications onto serial prescriptions and we are working closely with practices to ensure that PRNs are prescribed in correct quantities and dispensing frequencies to allow for your PMR systems to correctly process them. We are developing some guidance around this for the teams and I can share that with you once it is finished for your own information and use.

Some of the other drugs are now being added, e.g. contraceptive and HRT may also be prescribed on a SRx. There may be some local differences around prescribing analgesics and antidepressants and will be in line with local/ individual practice protocols for reviewing these patients.

Patients on MDS are not excluded from a serial Rx but the PMR systems do not allow labels to be printed before 5 working days ahead of when the next iteration is due. This makes it difficult for the CP teams to make up weekly trays within these limitations.

HSCP prescribing teams are being encouraged to link with their community pharmacy teams with this work. You can help contribute and support this by looking at your repeat prescription service (if you offer one). Are any of these patients suitable for a serial prescription? If so, please nominate the patient for consideration. There may be other factors that prevent them from being on a serial Rx so not all will be moved over.

I have asked Scottish Government for some advice in managing the associated PCR work for all newly registered patients on MCR/CMS. Once we get an answer, I will share this with you. The PCR work is still important as part of the "care" aspect of MCR and so will not be taken away entirely, but I am hoping that there will be some accommodation to extend the time to complete the profile and Stage 1 assessment.

I am also waiting on advice on the signing of the back of the CP4 at point of registration. There are different implications for MCR than MAS as it involves data sharing and we do need consent from the patient/ representative to allow us to do this. Again, when I receive a response, I will share this with you.

I have attached the national quick guide for you as reference as well for you to use in combination with the local training and information already circulated. This may seem like information overload but we are trying to ensure that the information is available in multiple sources to meet different learning styles but also as ongoing reference.

As always, please feel free to contact me if you have queries. All technical questions (how to do it on PMR) should go to the IT facilitator team or your local Pharmacy champion may be able to help

Elaine Paton - elaine.paton@ggc.scot.nhs.uk

2



CP MCR SRx quick guide v 1.4.pdf

Attached

REMINDER

GP OOH Service – New Arrangements - Sent to the Pharmacy Notification and Locum Lists - Monday 01.06.20

Urgent action required

4

Over the last year NHS GGC have completed a review of their GP OOH service and as a result of that review there are a number of changes to the service that will come in to force from Monday the 1st of June.

Currently we have a number of Out Of Hours centres spread across the Board geographically which open after 6pm and at weekends for people who require the assistance of a GP when they are unable to wait for normal day time services. The Community Pharmacy network play a huge part in the Out Of Hours period where in numerous cases they triaged people, tend to peoples pharmaceutical care needs and when required refer into the GP OOH service using a referral form. People could also attend themselves at a walk in centre to be seen without having gone through any other triage process.

From **Monday the 1st of June** people will **NOT** be able to walk into an Out of Hours centre without an appointment having been made for them. This means that the referral forms, that the Community Pharmacy network have been using up until now, will cease to be used and a phone call into a professional to professional line should be utilised to make an appointment for the person.

This professional to professional line can also be used if the Pharmacist wishes to speak to a GP or other professional for advice or access to the ECS should they be unable to access themselves.

If the GP is unavailable at the point of calling then it is expected of the service that the GP will phone back within the hour.

The new phone number relating to this service is **0141 616 6222** - This phone number **must NOT** be given to the public.

ACTION :-


1. Brief all staff that are likely to work in the OOH period on these new guidelines – This includes those that work on a Saturday/Sunday and all relief and locums.
2. On Monday 1st of June remove all information relating to referral forms into the OOH service
3. Replace referral form with the above professional to professional phone number which should be used from 6pm on Monday evening of the 1st of June.

I look forward to your support in ensuring that this transition to new pathways of care is as smooth and efficient as possible.

Alan Harrison - alan.harrison@ggc.scot.nhs.uk

REMINDER	COVID-19 Antenatal Supply of Iron Supplementation Using MAS – Thursday 04.06.20
<p>Under the current Minor ailments Formulary and service delivery, pregnant women can access iron preparations on the advice and recommendation of a midwife or health visitor. The obstetrics team across NHS GGC have indicated a requirement to minimise the contact that pregnant women have with hospital and clinic environments so in order to prevent this potential contact they may be using the current MAS service to utilise the supply of iron to women in pregnancy.</p> <p>Please brief all members of the team on this and ensure that all Pharmacists are aware of the MAS formulary specifications with regards to iron preparations</p> <p>Alan Harrison – alan.harrison@ggc.scot.nhs.uk</p>	3


REMINDER	<u>Community Pharmacy Website – Thursday 04.06.20</u>	
<p>We have now developed a restricted access space on the NHS GGC Community Pharmacy website. The idea is that staff working in community pharmacies need only access one site, where they find all information relating to community pharmacy in NHS GGC, but that some of the information will not be available to the public due to its clinical or sensitive nature.</p> <p><u>Items which will appear there will include:-</u></p> <ul style="list-style-type: none"> - Patient Group Directions; - Clinical Mailbox Addresses; - 2nd Phone numbers for community pharmacies; - Palliative Care Network leaflet. <p>This list is not exhaustive and we will add other relevant items through time.</p> <p><u>To access:</u></p> <p>Follow the link below to the Community Pharmacy page:</p> <p>https://www.communitypharmacy.scot.nhs.uk</p> <p>In the top right hand corner you will see an option for “Member Login” –</p> <p>On choosing this option, you will be asked for a Username and Password – you should enter:</p> <p>User Name: pharmacist</p> <p>Password: pharmacist1</p> <p>Once logged in you must then access the NHS GGC page from the options provided at the top of the page as normal.</p> <p>Please note: This username and password must not be given to anyone outwith your pharmacy team.</p> <p>Queries to:</p> <p>Janine Glen – janine.glen@ggc.scot.nhs.uk; or</p> <p>Bridie McCallum – bridie.mccallum@ggc.scot.nhs.uk</p>		3


REMINDER	<u>Pay As You Go Mobile Phones - Sent to the Pharmacy Notification List - Tuesday 07.04.20</u>	
<p>We wrote out to contractors on 7th April asking them to purchase a Pay As You Go Mobile phone so that each pharmacy could have a dedicated number that could be used for professional to professional queries, and service related issues such as Courier Services. £20.00 reimbursement is on offer.</p> <p>Claims are coming in slowly and we offer this as a reminder that the scheme will continue with no end date. Our hope is that all pharmacies will take up this offer, allowing us to set up a vital communications network.</p> <p>The claim form is attached.</p> <p>Janine Glen – janine.glen@ggc.scot.nhs.uk</p>		 Claim Form.docx Attached







Community Pharmacy Communication Update

Date: Tuesday 16th June 2020

ACTION	SLA - Opiate Substitution Therapy - Tuesday 16.06.20	
	<p>IF YOU ARE A BRANCH OF BOOTS, LLOYDS, ROWLANDS, WELL, WILLIS, MORRISONS, GILBRIDE'S & INVERCOAST YOU ARE NOT REQUIRED TO SIGN THE SLA AS THESE COMPANIES OPERATE A SINGLE SIGN UP PROCESS WHICH IS MANAGED VIA A CENTRAL POINT</p> <p>We wrote out to the community pharmacy network just before the current COVID19 crisis hit in mid March 2020 providing an update on the SLA process for some of the services that you support the Board in delivering to the patients in NHS GGC. We had hoped to release the finalised SLAs over the Spring months however the pandemic prevented this from happening.</p> <p>Now that pressures have eased slightly, we would like to reintroduce this piece of work and are starting with the SLA associated with the provision of the Opiate Substitution Therapy (OST) Service. A copy of the SLA is attached. As previously contractors will be required to indicate their participation in the service, and their agreement to the SLA by completing and submitting a participation form. Pharmacies that are part of a small chain should check with their employer as some participate in our "single sign up" process which is managed via a central point, negating the need for individual pharmacies to complete this exercise.</p> <p>You will find in this document, a signup sheet. You should complete this and return, using the contact details provided before the 30th June 2020.</p> <p>We would ask that you familiarise yourself with the details of the SLA and the service levels and responsibilities that are required to operate the service before submitting your agreement to participate.</p> <p>All information and resources required to operate the service are housed on the Community Pharmacy website. Please see the link below:</p> <p>https://www.communitypharmacy.scot.nhs.uk/nhs-boards/nhs-greater-glasgow-clyde/pharmacy-services/ost/</p> <p>We look forward to you continuing to deliver great Pharmaceutical Care to the patients in NHS GGC.</p> <p>Janine: janine.glen@ggc.scot.nhs.uk</p>	
	<div style="text-align: center;">  SLA - Opiate Substitution Therapy. </div> <p>Attached</p>	

ACTION	VOLUNTEERS REQUIRED: Foundation Framework for Pharmacy Support Workers SLWG - Tuesday 16.06.20	
	<p>NHS Education for Scotland are looking for nominees to be part of a SLWG to develop and finalize a Foundation Framework for Pharmacy Support Staff. Please find the Terms of Reference for the Group attached.</p> <p>NES are looking for the involvement of experienced pharmacy support staff who are familiar with the tasks and expectations of this member of the pharmacy team. If you do not have a PSW member you can nominate we ask that you nominate who you consider</p>	
	<div style="text-align: center;">  SLWG PSS Foundation Frameworko </div>	

<p>to be most appropriate (this may be a pharmacy technician). It is thought the bulk of the work can be undertaken electronically with a maximum of 2 meetings if required. Meetings will be via Teams and so your nominee should have access to this software.</p> <p>Representation from each Board and sector desirable.</p> <p>Nominees to Arlene Turnbull (arlene.turnbull@nhs.net) please by Thursday 18th June 2020.</p> <p>Claire Steele - clairessteel1@nhs.net</p>	Attached
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ACTION	Unscheduled Care Pharmacy Guide (CPUS) V27 – Tuesday 16.06.20
<p>The National PGD for Urgent Provision of Current Prescribed Medicines, Appliances and ACBS products has been updated to version 27. This is now ONLY available electronically via the NHS Scotland Community Pharmacy internet site:</p> <p>https://www.communitypharmacy.scot.nhs.uk/unscheduled-care/</p> <p>Please can you ensure that all pharmacy staff read the updates on the website. For an overview and explanation of the changes please review the “What’s new” section.</p> <p>Please ensure that all pharmacists read the new version of the PGD and complete the individual authorisation. Once signed, the individual authorisation form should be returned for the attention of Karen Armstrong by post to Pharmacy Services, Clarkston Court, 56 Busby Road, Glasgow, G76 7AT or by fax 0141 201 6044, or by email GG-UHB.cpdevteam@nhs.net. Please note that all pharmacists, managers, relief managers and locum pharmacists must sign and return this form for any supply they make on a UCF/CP4 form under the PGD to be legal.</p> <p>NHS 24 would like to take this opportunity to thank contractors for their continued support in providing unscheduled care and to highlight the following points on the PGD and its use:</p> <ul style="list-style-type: none"> • Please complete the authorisation form and tick each board you work in. If you work in more than 3 board areas then an additional form needs to be used. • It is also important to name the main pharmacy you work in for each board area and return to each health board you wish to use the PGD in. Contractors must ensure that at least <u>one pharmacist names their premises or payment cannot be issued if a supply is made via the PGD.</u> • Pharmacists have until Friday 10th July 2020 to sign version 27, after which payment for supply may be stopped if there are no pharmacists signed-up to use the PGD in that pharmacy. • Individual pharmacists are reminded that they must sign the most recent version of the PGD, which is now only issued once every year. • <u>If you do not complete and sign an individual authorisation form for each new version of the PGD, and continue to use the CPUS/CP4 forms, you will be acting illegally.</u> <p>Please ensure that all locums have signed and faxed the authorisation form as soon as possible and that they are aware of the direct referral process in your board area, particularly if working at the weekends, rota days and over the Bank holiday period. Please also ensure all pharmacy staff are aware of the direct referral process and the PGD, as they are often the first point of contact for many patients.</p> <p>Janine Glen – janine.glen@ggc.scot.nhs.uk</p>	<div style="text-align: center;">  What's New v27 sect 1.doc </div> <div style="text-align: center;">  Individual signing sheet 27.doc </div> <div style="text-align: center;">  Board Authorisation Sheet.pdf </div> <div style="text-align: center;">  Direct Referral contact numbers OOH </div> <p style="text-align: center;">Attached</p>

ACTION	COVID-19 – Please complete the Webropol Survey – Tuesday 16.06.20
<p>In light of the recent COVID-19 pandemic, NHSGGC Community Pharmacy Development Team are looking for some feedback from pharmacists working within the health board. This is regarding the changes implemented by the CPDT in response to the immense challenges faced by pharmacy teams over the recent months.</p> <p>Could you please have this back to us by Monday 22/6/2020 at 18:00?</p> <p>This is a short survey which shouldn't take long and your help would be greatly appreciated!</p> <p>https://link.webpolsurveys.com/S/BBEA4227196297DD</p>	


INFORMATION	Logging a support call – Tuesday 16.06.20
<p><u>NSS ePharmacy Customer Service Helpdesk</u></p> <p>Email NSS.PSDHelp@nhs.net</p> <p>Telephone 0131 275 6600</p> <p><u>Community Pharmacy Support</u></p> <p>Catherine Scoular</p> <p>Sharon Hastie</p> <p>Natalie Johnstone Help desk: 0345 612 5000</p> <p>Ask to log a call with Contractor Services They will ask for your name, contractor code, pharmacy details and phone number. Then tell them what you need help with. You will be given a call reference number. Your call is passed to our team who will contact you,</p> <p><u>GP Prescribing Teams Support</u></p> <p>To log a call regarding Serial Scripts Help desk: 0345 612 5000</p> <p>Ask to log a call with Contractor Services They will ask for your name, details and phone number. Then tell them what you need help with. You will be given a call reference number. Your call is passed to our team who will contact you.</p> <p>To log a call because of an EMIS Problem Helpdesk Nhs2@daisygroup.com</p> <p>Email the GP service desk, you need to provide your contact details, contact at the practice, GP Practice Code and the practice details. Explain the problem. If you can provide patients examples that is helpful and use the patient's EMIS number and CHI number in the call.</p> <p>Catherine Scoular - Catherine.Scoular@ggc.scot.nhs.uk</p>	

INFORMATION	THANK YOU - 1000 smoking quit attempts despite lockdown – Tuesday 16.06.20
<p>1000 smoking quit attempts despite lockdown</p> <p>A huge thank you to our community pharmacy colleagues for supporting over 1000 clients to make a smoking quit attempt during lockdown.</p> <p>This is a fantastic achievement particularly when the workload in pharmacies has been so</p>	

<p>overwhelming.</p> <ul style="list-style-type: none"> • 214 of our 291 pharmacies have recorded new quit attempts since 23rd March 2020. • In the last few weeks we have had 120 or more new quit attempts each week. Although well down on the pre-COVID-19 numbers of around 250 per week, each week we are seeing the numbers increase. • COVID-19 has made supporting people to stop smoking more of a public health priority than ever https://www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/coronavirus-covid-19/healthy-living/coronavirus-covid-19-stopping-smoking • All pharmacies should now be providing the Quit Your Way service <p>The pharmacy health improvement team are here and able to provide support and resources. Please contact us if we can help on:-</p> <p>Telephone 0141 201 4945 or email pharmacyhit@ggc.scot.nhs.uk</p>	
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INFORMATION	Vaccine Availability summary for June 2020 – Tuesday 16.06.20	
<p>Please find attached the Vaccine Availability summary for June 2020 for your information and circulation as appropriate.</p> <p>Karen Carberry - karen.carberry@ggc.scot.nhs.uk</p>	 <p>Stock availability June 2020 Version 1.</p>	<p>Attached</p>

UPDATE	Flu Vaccination Pilot 2019/2020 – Uplift of Clinical Waste Bins – Tuesday 16.06.20	
F.A.O. Participants in Flu Vaccination Pilot	<p>Tradebe has advised that they will begin the uplift of sharps bins associated with the above pilot from Thursday 23rd July 2020. A more detailed schedule will be sent to pharmacies in the next few weeks.</p>	


REMINDER	Level 2 Primary Care Supply problem - Levomepromazine 6mg tablets – Friday 12.06.20	
<p>Dear all</p> <p>Unlicensed levomepromazine (Levinan®) 6mg tablets have been discontinued. Levinan® was the preferred brand in NHS GGC as it fully met the desired requirements (disperses well in water and is scored).</p> <p>For advice on alternatives endorsed by palliative care please refer to the memo on the Staffnet Current Medicine Supply Problems and Shortages page</p> <p>Kind regards</p> <p>Mairi-Anne McLean - mairi-anne.mclean@ggc.scot.nhs.uk</p>	<p>1</p>  <p>Levomepromazine (Levinan) 6mg tablets</p>	<p>Attached</p>


REMINDER	Legal Requirement to Issue Instalment Supplies of Schedule 2 and 3 Controlled Drugs in Accordance with the Prescribers Instruction – Thursday 11.06.20
<p>A number of recently received Datix reports have highlighted instances where a community pharmacist has not issued the instalment supply of a Schedule 2 or 3 Controlled Drug in accordance with the prescriber's instructions. Within NHS GGC all patients on Opioid Substitution Therapy (OST) had previously been assessed by clinical teams with any revision to the pattern of supply influenced by their behaviour and other factors. Failure to adhere to this revised programme has put patient's wellbeing at risk, significantly comprised their clinical care and required clinical teams to revisit work now undone as a consequence at a time when under extreme pressure to maintain a basic service.</p> <p>This misunderstanding may have resulted from an assumption that the legal framework governing instalment supply may have been relaxed as proposed in the temporary emergency measures contained in The Misuse of Drugs (Coronavirus) (Amendments Relating to the Supply of Controlled Drugs During A Pandemic etc.) Regulations 2020.</p> <p>However, this legislation has not been enacted and will not come into use at this present time. Even if implemented, pharmacists could only have varied the frequency of supply after consulting with the prescriber. On each of the reported incidents no contact had been made with the prescriber to alert them of the pharmacist's intention to amend the pattern of supply.</p> <p>As it stands, each is technically a breach of the Human Medicines Regulations and the Misuse of Drugs Regulations. Therefore to comply with the governing legislation please be aware that a pharmacist has no authority or power to amend the frequency of supply of a Schedule 2 and 3 Controlled Drug and must issue the instalment in accordance with the prescriber's instruction.</p> <p>Please contact David Thomson, Lead Pharmacist, Community Pharmacy Development & Governance at david.thomson@ggc.scot.nhs.uk should you wish to clarify any aspect regarding this legislation. Further information is also available on the GPhC and RPS websites, with the latter making this feature accessible to non-members.</p>	1

REMINDER	PCA (P) (2020) 7 – Medicines Collection Service for Shielding Individuals - Thursday 11.06.20
<p>As you will have heard shielding patients have been asked by the Scottish Government to extend their shielding period until the end of July. With this in mind we thought it pertinent to remind you of the circular PCA2020(P)07 which outlines guidance for these vulnerable patients.</p> <p>https://www.sehd.scot.nhs.uk/pca/PCA2020(P)07.pdf</p> <p>Alan Harrison – alan.harrison@ggc.scot.nhs.uk</p>	1

REMINDER	COVID-19 Therapeutic Alert- Update to Letters issued 26 May & 3 June - Early Access to Medicines Scheme for Remdesivir in the Treatment of COVID-19. Implementation of the Scheme and Management of Supply – Wednesday 10.06.20	
<p>https://www.sehd.scot.nhs.uk/publications/DC20200609COVID-19.pdf</p>		1


Karen Carberry – karen.carberry@ggc.scot.nhs.uk	 CEM_CMO_2020_02 5_U2 - 10_06_20.pdf Attached
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REMINDER	NHS Near Me – Wednesday 10.06.20	
<p>Hopefully most of you will have taken the opportunity to watch the Webinar from NES regarding NHS Near Me and the exciting development of virtual consultations.</p> <p>This platform modelled on the Australian system “Attend Anywhere” allows patients to be seen virtually without the need to attend a clinical environment for a professional consultation. Many practices within the healthcare environment in Scotland have utilised the system since its introduction in March due to COVID-19 and last week saw 15500 uses across the country in a range of different clinical situations supporting patient care when a face to face was not practical.</p> <p>We now have the opportunity for community pharmacies to utilise this service and really make a difference to patient care not only in the current situation we find ourselves in but also in the future.</p> <p>A guidance on the service and details relating to the service requirements, training and how to opt in to the service are contained within the attached document however the link below will take you directly to the Opt in application which will get you started on your journey.</p> <p>https://www.vc.scot.nhs.uk/near-me/scottish-contractor-groups/</p> <p>We hope that you will engage with this exciting opportunity as it will open doors for new service delivery (e.g New Pharmacy First) and support the reintroduction of some of the face to face services (e.g EHC, NRT) that have struggled through the lack of face to face consultations.</p> <p>For those that were unable to attend the webinar, it has been recorded and will be sited on the NES website for future viewing.</p> <p>Alan Harrison – alan.harrison@ggc.scot.nhs.uk</p>	<p>2</p>  near-me-guidance r-community-pharm Attached	

REMINDER	Serial prescribing – Tuesday 09.06.20	
<p>Serial prescribing – a big thank you and debunking some myths!</p> <p>The Prescribing Support teams across the Board have now started a concentrated piece of work to rapidly implement serial prescribing with over 2000 new patients being converted onto a SRx in the first week. The legal exclusions still remain in place (care homes, temporary residents, cytotoxic and controlled drugs schedule 1-4) but in order to plan and prepare more effectively for the next phase of the pandemic, we have ‘softened’ some of the clinical conditions that we had used previously.</p> <p>We are including when required/ PRN medications onto serial prescriptions and we are working closely with practices to ensure that PRNs are prescribed in correct quantities and dispensing frequencies to allow for your PMR systems to correctly process them. We are developing some guidance around this for the teams and I can share that with you once it is finished for your own information and use.</p> <p>Some of the other drugs are now being added, e.g. contraceptive and HRT may also be prescribed on a SRx. There may be some local differences around prescribing analgesics and antidepressants and will be in line with local/ individual practice protocols for reviewing these patients.</p>	<p>3</p>  CP MCR SRx quick guide v 1.4.pdf	

<p>Patients on MDS are not excluded from a serial Rx but the PMR systems do not allow labels to be printed before 5 working days ahead of when the next iteration is due. This makes it difficult for the CP teams to make up weekly trays within these limitations.</p> <p>HSCP prescribing teams are being encouraged to link with their community pharmacy teams with this work. You can help contribute and support this by looking at your repeat prescription service (if you offer one). Are any of these patients suitable for a serial prescription? If so, please nominate the patient for consideration. There may be other factors that prevent them from being on a serial Rx so not all will be moved over.</p> <p>I have asked Scottish Government for some advice in managing the associated PCR work for all newly registered patients on MCR/CMS. Once we get an answer, I will share this with you. The PCR work is still important as part of the “care” aspect of MCR and so will not be taken away entirely, but I am hoping that there will be some accommodation to extend the time to complete the profile and Stage 1 assessment.</p> <p>I am also waiting on advice on the signing of the back of the CP4 at point of registration. There are different implications for MCR than MAS as it invoices data sharing and we do need consent from the patient/ representative to allow us to do this. Again, when I receive a response, I will share this with you.</p> <p>I have attached the national quick guide for you as reference as well for you to use in combination with the local training and information already circulated. This may seem like information overload but we are trying to ensure that the information is available in multiple sources to meet different learning styles but also as ongoing reference.</p> <p>As always, please feel free to contact me if you have queries. All technical questions (how to do it on PMR) should go to the IT facilitator team or your local Pharmacy champion may be able to help</p> <p>Elaine Paton - elaine.paton@ggc.scot.nhs.uk</p>	
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REMINDER	Authorisations for Specials and imported medicines – Tuesday 09.06.20
<p>As you are aware, we paused the requirement to see authorisations during the peak of the Covid 19 response. This is still in place at least until end of June but will depend on when we are able to fully access Clarkston Court again (our database is not working remotely for those who are working from home.... bad for us, good for you!).</p> <p>We will let you know once we have capacity to take on the authorisations again and you can contact us with any required during the interim period. I will send an adapted authorisation list to you all once we are ready to go again so that you know what we have on file and can identify the patient gaps more easily.</p> <p>Until then, April, May and June’s specials will be cost monitored only (those lovely letters from me!!)</p> <p>Elaine Paton - elaine.paton@ggc.scot.nhs.uk</p>	3

REMINDER	NHS Near Me – Monday 08.06.20
<p>Please find attached the Scottish Government circular relating to the launch of NHS Near Me within community pharmacies. As you will be aware we advised you last week of the NES webinar which is on Tuesday 8th of June which will give you a better understanding of this exciting development.</p> <p>The circular outlines what the development has the potential to deliver in relation to its use as a virtual platform for consultations. COVID-19 has created many challenges however it has also created opportunities and the ability to be creative in the manner in which we deliver pharmaceutical care to our patients.</p> <p>As the circular states there will be more information forthcoming from pilots that will be commencing however we feel it is right that you are aware of the development now.</p>	<p>3</p>  <p>PCA2020(P)11 Implementation of NI Attached</p>

Please ensure that your teams are aware of this.

Alan Harrison - alan.harrison@ggc.scot.nhs.uk

REMINDER

New Pharmacy First service - Monday 08.06.20

There seems to be some confusion regarding how contractors will be paid for delivering the New Pharmacy First service that should have been in place from the 20th of April.

Previously PSD relied on claims being made by contractors through their individual Boards based on the number of consultations being carried out for Pharmacy First conditions of Urinary Tract Infections and Impetigo. For us in NHS GGC it also meant contractors in Inverclyde supplying us with claims for Bridging Contraception and Shingles and for those in Renfrewshire claims for the COPD exacerbation treatment service.

As we moved into April and the directive was given that the launch of Pharmacy First would be delayed we advised you that no further claims were required to be sent in under the old process (with the exception of Inverclyde and Renfrewshire pharmacies for the reasons above) as a National payment structure would supersede what had gone before.

This has caused confusion and we have had a number of calls into the CPD Team asking for clarity of the payment structure. *As such* I thought it pertinent to remind everyone of what is happening.

All contractors will be paid a monthly fee in line with guidance that relates to the delivery of New Pharmacy First from April 2020. This means that no claims are required to be sent into the CPD Team on a monthly basis with the exceptions outlined below.

Inverclyde Pharmacies should continue to send in their claims for any consultations completed for Bridging contraception and Shingles.

Renfrewshire should continue to send in their claims for any consultations completed for COPD exacerbation treatment.

The Community Pharmacy Development Team only have responsibility of processing additional claims for Inverclyde and Renfrewshire with all other payments being completed at PSD.

If you have concerns with your payments received under this line on your remittance advice documents then it should be highlighted to Community Pharmacy Scotland clearly outlining what your concerns are.

I hope this helps clear up any confusion.

The Chief Pharmaceutical Officer has distributed a further update on the national Pharmacy First service and this is attached.

Alan Harrison - alan.harrison@ggc.scot.nhs.uk

3



NHS Pharmacy First
Scotland - update lett

Attached

REMINDER

Serial Prescriptions – Training Videos – Thursday 04.06.20

NES have published 3 videos to support serial prescribing. These are accessible on the Medicines: Care and Review page of Turas or via the direct links below:


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REMINDER	Serial Prescriptions – Training Videos – Thursday 04.06.20	
https://learn.nes.nhs.scot/12539/pharmacy/cpd-resources/medicines-care-and-review		
<p>However, for quick access the direct links are:</p> <p>Serial Prescribing https://vimeo.com/343231653 Serial Prescribing Management https://vimeo.com/343232598 Serial Prescribing Message Awareness and Housekeeping https://vimeo.com/343233143</p> <p>Please share with all colleagues within your teams as a support to the potential increase in serial prescriptions that will be coming your way.</p> <p>Alan Harrison – alan.harrison@ggc.scot.nhs.uk</p>		

REMINDER	COVID-19 Antenatal Supply of Iron Supplementation Using MAS – Thursday 04.06.20	
<p>Under the current Minor ailments Formulary and service delivery, pregnant women can access iron preparations on the advice and recommendation of a midwife or health visitor. The obstetrics team across NHS GGC have indicated a requirement to minimise the contact that pregnant women have with hospital and clinic environments so in order to prevent this potential contact they may be using the current MAS service to utilise the supply of iron to women in pregnancy.</p> <p>Please brief all members of the team on this and ensure that all Pharmacists are aware of the MAS formulary specifications with regards to iron preparations</p> <p>Alan Harrison – alan.harrison@ggc.scot.nhs.uk</p>		4

REMINDER	Community Pharmacy Website – Thursday 04.06.20	
<p>We have now developed a restricted access space on the NHS GGC Community Pharmacy website. The idea is that staff working in community pharmacies need only access one site, where they find all information relating to community pharmacy in NHS GGC, but that some of the information will not be available to the public due to its clinical or sensitive nature.</p> <p><u>Items which will appear there will include:-</u></p> <ul style="list-style-type: none"> - Patient Group Directions; - Clinical Mailbox Addresses; - 2nd Phone numbers for community pharmacies; - Palliative Care Network leaflet. <p>This list is not exhaustive and we will add other relevant items through time.</p> <p><u>To access:</u></p> <p>Follow the link below to the Community Pharmacy page: https://www.communitypharmacy.scot.nhs.uk</p> <p>In the top right hand corner you will see an option for “Member Login” – On choosing this option, you will be asked for a Username and Password – you should</p>		4

<p>enter:</p> <p>User Name: pharmacist</p> <p>Password: pharmacist1</p> <p>Once logged in you must then access the NHS GGC page from the options provided at the top of the page as normal.</p> <p>Please note: This username and password must not be given to anyone outwith your pharmacy team.</p> <p>Queries to:</p> <p>Janine Glen – janine.glen@ggc.scot.nhs.uk; or</p> <p>Bridie McCallum – bridie.mccallum@ggc.scot.nhs.uk</p>	
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REMINDER	Pay As You Go Mobile Phones - Sent to the Pharmacy Notification List - Tuesday 07.04.20	
<p>We wrote out to contractors on 7th April asking them to purchase a Pay As You Go Mobile phone so that each pharmacy could have a dedicated number that could be used for professional to professional queries, and service related issues such as Courier Services. £20.00 reimbursement is on offer.</p> <p>Claims are coming in slowly and we offer this as a reminder that the scheme will continue with no end date. Our hope is that all pharmacies will take up this offer, allowing us to set up a vital communications network.</p> <p>The claim form is attached.</p> <p>Janine Glen – janine.glen@ggc.scot.nhs.uk</p>	 Claim Form.docx	Attached

Any queries should be directed to the contact provided – where no specific contact is shown, queries should be directed to gg-uhb.cpdevteam@nhs.net

Index and copies of the Communications Update documents can be found at:

<https://www.communitypharmacy.scot.nhs.uk/nhs-boards/nhs-greater-glasgow-clyde/>

We are keen for any feedback you have about this Update. Please submit your comments/suggestions to:

cpdt@ggc.scot.nhs.uk



Community Pharmacy Communication Update

Date: Thursday 18th June 2020

ACTION	Changing the Intervals of Instalments for Controlled Drugs During a Pandemic – Wednesday 17.06.20	
	<p>The Home Secretary agreed on April 22nd 2020 to the advice from The Advisory Council for The Misuse of Drugs (ACMD) on introducing new legislation on changing the intervals of instalments for controlled drugs during a pandemic.</p> <p>The ACMD guidance recommended that pharmacists may only vary the frequency of dispensing an instalment prescription where they have consulted with the prescriber or with the prescriber’s appointed representative.</p> <p>New enabling legislation has been implemented. These changes are not in place and will only be actioned after the Secretary of State or senior ministers, “switch on this measure”.</p> <p>Where a community pharmacist is in receipt of an instalment prescription for a controlled drug, that prescription must be supplied in accordance with the instalment instructions. They must not supply extra instalments where this is contrary to the prescribers written directions</p> <p>In those situations where a variation is required e.g. in a public holiday period, the appropriate Home Office wording will still allow an earlier supply where appropriate.</p> <p>Where a community pharmacist has concerns about supplying a particular patient with a particular medication then they must contact the prescriber to discuss options as would be expected.</p> <p>As with all decisions, the pharmacist must be able to justify and take responsibility for their actions.</p> <p>Alan Clee - alan.clee@ggc.scot.nhs.uk Alan Harrison – alan.harrison@ggc.scot.nhs.uk</p>	

ACTION	Unscheduled Care Pharmacy Guide (CPUS) V27 – Tuesday 16.06.20	
	<p>The National PGD for Urgent Provision of Current Prescribed Medicines, Appliances and ACBS products has been updated to version 27. This is now ONLY available electronically via the NHS Scotland Community Pharmacy internet site:</p> <p>https://www.communitypharmacy.scot.nhs.uk/unscheduled-care/</p> <p>Please can you ensure that all pharmacy staff read the updates on the website. For an overview and explanation of the changes please review the “What’s new” section.</p> <p>Please ensure that all pharmacists read the new version of the PGD and complete the individual authorisation. Once signed, the individual authorisation form should be returned for the attention of Karen Armstrong by post to Pharmacy Services, Clarkston Court, 56 Busby Road, Glasgow, G76 7AT or by fax 0141 201 6044, or by email GG-UHB.cpdevteam@nhs.net. Please note that all pharmacists, managers, relief managers and locum pharmacists must sign and return this form for any supply they make on a UCF/CP4 form under the PGD to be legal.</p>	

-  What's New v27 sect 1.doc
-  Individual signing sheet 27.doc
-  Board Authorisation Sheet.pdf
-  Direct Referral contact numbers OOH

<p>NHS 24 would like to take this opportunity to thank contractors for their continued support in providing unscheduled care and to highlight the following points on the PGD and its use:</p> <ul style="list-style-type: none"> • Please complete the authorisation form and tick each board you work in. If you work in more than 3 board areas then an additional form needs to be used. • It is also important to name the main pharmacy you work in for each board area and return to each health board you wish to use the PGD in. Contractors must ensure that at least <u>one pharmacist names their premises or payment cannot be issued if a supply is made via the PGD.</u> • Pharmacists have until Friday 10th July 2020 to sign version 27, after which payment for supply may be stopped if there are no pharmacists signed-up to use the PGD in that pharmacy. • Individual pharmacists are reminded that they must sign the most recent version of the PGD, which is now only issued once every year. • <u>If you do not complete and sign an individual authorisation form for each new version of the PGD, and continue to use the CPUS/CP4 forms, you will be acting illegally.</u> <p>Please ensure that all locums have signed and faxed the authorisation form as soon as possible and that they are aware of the direct referral process in your board area, particularly if working at the weekends, rota days and over the Bank holiday period. Please also ensure all pharmacy staff are aware of the direct referral process and the PGD, as they are often the first point of contact for many patients.</p> <p>Janine Glen – janine.glen@ggc.scot.nhs.uk</p>	<p>Attached</p>
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<p>REMINDERS</p>	<p>Please find below details of issues which have appeared in recent Updates. Detailed information can be found on the Update Index by following the link below:</p> <p>https://www.communitypharmacy.scot.nhs.uk/nhs-boards/nhs-greater-glasgow-clyde/</p>
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<ul style="list-style-type: none"> • SLA - Opiate Substitution Therapy - Tuesday 16.06.20 • COVID-19 – Please complete the Webropol Survey – Tuesday 16.06.20 • Level 2 Primary Care Supply problem - Levomepromazine 6mg tablets – Friday 12.06.20 • Legal Requirement to Issue Instalment Supplies of Schedule 2 and 3 Controlled Drugs in Accordance with the Prescribers Instruction – Thursday 11.06.20 • PCA (P) (2020) 7 – Medicines Collection Service for Shielding Individuals - Thursday 11.06.20 • COVID-19 Therapeutic Alert- Update to Letters issued 26 May & 3 June - Early Access to Medicines Scheme for Remdesivir in the Treatment of COVID-19. Implementation of the Scheme and Management of Supply – Wednesday 10.06.20 • NHS Near Me – Monday 08.06.20 & Wednesday 10.06.20 • Serial prescribing – Tuesday 09.06.20 • Authorisations for Specials and imported medicines – Tuesday 09.06.20 • New Pharmacy First service - Monday 08.06.20 • Pay As You Go Mobile Phones
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Any queries should be directed to the contact provided – where no specific contact is shown, queries should be directed to gq-uhb.cpdevteam@nhs.net

We are keen for any feedback you have about this Update. Please submit your comments/suggestions to:

cpdt@ggc.scot.nhs.uk



Community Pharmacy Communication Update

Date: Tuesday 23rd June 2020

ACTION	Clinical Portal - Log Pharmacy Details – Tuesday 23.06.20
<p>All pharmacists/technicians who have access to Clinical Portal should enter their base pharmacy details (if you have one) when they next access Clinical Portal. This is vital so that the User Provisioning Team/CPDT can make contact with you, should there be any issues.</p> <p>If you are a locum, with no base, please insert word “LOCUM” in details section.</p> <p>The User Guide has been updated to provide instructions on how to log these details. This can be found by following the link below:</p> <p>https://www.communitypharmacy.scot.nhs.uk/nhs-boards/nhs-greater-glasgow-clyde/clinical-portal-emergency-care-summary-ecs/</p> <p>PLEASE NOTE: IT IS IMPORTANT THAT YOU UPDATE THESE DETAILS ANY TIME YOU MOVE BASE PHARMACIES</p> <p>Janine Glen - janine.glen@ggc.scot.nhs.uk</p>	

ACTION	<u>Re-sending</u> – COVID-19-<u>Please complete the Webropol Survey</u> – Tuesday 23.06.20
<p>Thank you to all those who have already responded to our recent survey gauging CPDT's response to the COVID-19 pandemic.</p> <p>The more feedback we receive around this matter, the more this will allow us to provide support to community pharmacies in the most effective manner possible.</p> <p>Could all those who have yet to complete the below survey do so at your earliest convenience please?</p> <p>https://link.webpolsurveys.com/S/BBEA4227196297DD</p> <p>Sean Haughey – Sean.Haughey@ggc.scot.nhs.uk</p>	

ACTION	The APTUK/PCPA National Competency Framework for Primary Care Pharmacy Technicians consultation is now live! – Tuesday 23.06.20
<p>The Association of Pharmacy Technicians UK (APTUK) & The Primary Care Pharmacy Association (PCPA) & The Royal College of General Practitioners (RCGP) with the support of Health Education England (HEE) have been working together to develop a National Competency Framework (NCF) for Primary Care Pharmacy Technicians. The National Competency Framework aims to outline the core competencies necessary to support safe, effective and person-centred care for pharmacy technicians in primary care roles. The framework also aims to inform the education and training requirements and further the professional development of pharmacy technicians working in primary care roles.</p> <p>This framework is essential to support the integration and development of pharmacy technicians working in primary care and we are pleased to announce that this much</p>	

<p>needed framework is now ready for wider stakeholder consultation.</p> <p>We warmly invite you to take part in the consultation on the APTUK/PCPA National Competency Framework for Primary Care Pharmacy Technicians. The consultation is live now until midnight on the 5th July 2020.</p> <p>We want to hear what you think about the document and competencies.</p> <p>To help us complete this essential consultation, we are asking you to take part by reviewing the draft framework on our website here</p> <p>https://www.aptuk.org/the-aptukpcpa-national-competency-framework-for-primary-care-pharmacy-technicians-consultation</p> <p>and responding to the accompanying questions by midnight on the 5th July 2020.</p> <p>What: Views on the National Competency Framework for Primary Care Pharmacy Technicians.</p> <p>Where: The document and consultation questions are accessible online.</p> <p>When: The survey will run from 7am Monday 22nd June 2020 until midnight on Sunday 5th July 2020</p> <p>Why: To publish a set of national competency standards that support and promote safe, effective and person-centred care for pharmacy technicians in primary care roles</p> <p>How: Take part in the survey now – you will need to have read the draft framework from our website and have your comments ready for the consultation survey.</p> <p>You can access the consultation survey here (please copy and paste this link into a browser if it does not open directly from here):</p> <p>https://forms.office.com/Pages/ResponsePage.aspx?id=6YPAgdbUtEKSGVsofmDEoWkeMRftrHFDnU9uWUGKj9RUNUNaVEc4UU82RjIDR1hDNzIFMjUyRUNMSC4u</p> <p>If you have any questions about the framework or consultation, please contact us.</p> <p>Sent of behalf of the Board - secretary@aptuk.org</p>	
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INFORMATION	NHS Pharmacy First Scotland service webinar – Tuesday 23.06.20
<p>To support pharmacy teams with the launch of the NHS Pharmacy First Scotland service we are running a webinar with Catherine Aglen on Thursday 25th June at 7pm. Participants can expect to hear the most up to date information about the key components of the service. There will be an opportunity to ask questions to support your preparation for “go-live” and ensure that you are able to deliver the service effectively. You can register for the webinar here:</p> <p>https://attendeegotowebinar.com/register/8628178212868035341</p> <p>Dr Leon Zlotos</p>	

INFORMATION	Palliative care information for Network and non-Network pharmacies – Tuesday 23.06.20
<p>Using the Courier Service: Refer to the flowcharts in the Palliative Care Purple folder. Keep one near your CD cabinet to inform staff and locums of the recommended procedures (see also pages 6, 15 and 16 in the Purple Folder). Every pharmacy should have a hard copy of the folder and should update pages when necessary or use this link</p>	

(add as short cut to your desktop):

https://www.communitypharmacy.scot.nhs.uk/documents/nhs_boards/glasgow/NHS_GGC_PCR_PDF_101015.final.pdf

Network Pharmacies:

Please regularly check that your palliative medication stock is up-to-date and in date.

Please remember that most of your local non-network pharmacies will have a small stock of Just in Case meds. If you run out this means that you can get a supply from them which avoids depleting another Network pharmacy's stock.

Do not give out the Courier authorisation code and phone number to non-network pharmacies - this information has been updated recently - please replace any outdated information in your Network only section in the Purple folder and make sure staff are aware.

Non-Network Pharmacies:

Please regularly check that your Just-in-Case medication stock is up-to-date and in date.

Please regularly check that your Just-in-Case medication stock is up-to-date and in date.

Please remember to never send a palliative care Rx to another pharmacy unless it is in the patient's interest or it is their choice.

Please use the Network pharmacy as an information resource and a resource for any medication that is needed for the palliative care Rx. Forms required are in the Purple folder.

Please contact a Network Pharmacy in your area if you need to use the Courier service. This service can be used to pick up medication from a Network pharmacy and deliver to the patient. It can also be used to pick up the palliative care Rx.

Please inform your Pharmacy Champion of any incidents or problems relating to Palliative Care Rxs or the courier service.

INFORMATION	NHS Circular PCA (P) (2020) 12 Medicines collection service for shielding individuals – Tuesday 23.06.20
https://www.sehd.scot.nhs.uk/pca/PCA2020(P)12.pdf	

UPDATE	Special Authorisations – suspension continues – Tuesday 23.06.20
<p>As lockdown continues to affect the ways of working and staff numbers within Clarkston Court, and our technical challenges to access the database from home, we are proposing to extend the suspension of Specials authorisations until 1st August. We were exploring technical alternatives to allow us to do this from home; this was not available to us at the time of the peak of the pandemic but has now emerged as a solution so we are pursuing this at present but it is not yet suitable to reinstate the authorisations in July as planned.</p> <p>In advance of restarting the authorisation process, we will send each contractor a list of the current and most recently expired authorisations that the Board has on file for you. This will go to your clinical mailbox. Please expect this towards the end of July.</p> <p>We are not looking to retrospectively authorise any new Specials dispensed during April-July as the workload for will be unmanageable for both CPs teams and the Central</p>	

Prescribing Team to support you. I would ask that when we restart the process, only call in for authorisations for patients not on your list when their next prescription is presented and we will work forward from there.

I will continue to link with CPGGC on the way forward and for any learning over the past few months.

Serial Prescribing

You should be aware of the increased activity with serial prescribing in general practice as part of our ongoing pandemic response. I would like to draw your attention to a few things that will help the process from a CP team perspective:

You may receive the first serial prescription in advance of when the patient actually requires it to be dispensed. You will need to schedule the dispensing no more than 5 days before it is due, so you will require having some sort of filing or recall system set up in the dispensary to support this. You may be able to work out when it is due from the last dispensing (of a normal repeat) or some of the practices may add the date on the RHS to help you.

Please do not submit the serial prescription to PSD until all iterations have been dispensed, the SRx is completed or the items have been cancelled. You will need to retain the form for the lifetime of the SRx; do not submit after the first dispensing. A serial prescription has some difference from a normal repeat and you should ensure that these are treated accordingly i.e. retain in pharmacy.

Elaine Paton – Elaine.paton@ggc.scot.nhs.uk

REMINDERS	<p>Please find below details of issues which have appeared in recent Updates. Detailed information can be found on the Update Index by following the link below:</p> <p>https://www.communitypharmacy.scot.nhs.uk/nhs-boards/nhs-greater-glasgow-clyde/</p>
<ul style="list-style-type: none">• Changing the Intervals of Instalments for Controlled Drugs During a Pandemic – Wednesday 17.06.20• Unscheduled Care Pharmacy Guide (CPUS) V27 – Deadline 10th July 2020• SLA - Opiate Substitution Therapy – Deadline 30th June 2020• COVID-19 – Please complete the Webropol Survey – Tuesday 16.06.20• Legal Requirement to Issue Instalment Supplies of Schedule 2 and 3 Controlled Drugs in Accordance with the Prescribers Instruction – Thursday 11.06.20• PCA (P) (2020) 7 – Medicines Collection Service for Shielding Individuals - Thursday 11.06.20• NHS Near Me – Monday 08.06.20 & Wednesday 10.06.20• Pay As You Go Mobile Phones	

Any queries should be directed to the contact provided – where no specific contact is shown, queries should be directed to gg-uhb.cpdevteam@nhs.net


We are keen for any feedback you have about this Update. Please submit your comments/suggestions to:

cpdt@ggc.scot.nhs.uk



Community Pharmacy Communication Update

Date: Thursday 25th June 2020

ACTION	Community Pharmacy Opioid Overdose Campaign – a “Public Health Emergency”. 2020-2021 – Thursday 25.06.20	
<p>All community pharmacies within NHS GGC are being encouraged to hold a supply of naloxone for emergency use. This is supported by The Drug Deaths Task Force, Chief Pharmaceutical Officer, Community Pharmacy Scotland and Primary Care Pharmacy Leads.</p> <p>Naloxone is a medicine which can temporarily reverse the effects of opioids in a suspected opioid overdose, buying time for an ambulance to arrive. It can legally be administered to anyone by anyone in order to save a life. This is the same exemption under the Human Medicines Regulations 2012, as adrenaline has for anaphylaxis. Not all community pharmacies have naloxone available for use in an emergency situation.</p> <p>In 2018 a total of 1187 individuals lost their life to a drug-related death, with the majority involving an opioid. Community pharmacies are increasingly being approached to assist in a suspected life threatening opioid overdose in the vicinity of the pharmacy. Within NHS Greater Glasgow & Clyde there have been 18 confirmed administrations of naloxone by community pharmacy staff. Community pharmacies are viewed by the public as an accessible contact point for initial first aid, often before an ambulance is called. The evidence demonstrates that pharmacists and their staff are able to identify opioid overdose, respond appropriately and ultimately save lives.</p> <p>Contractors are being asked to identify staff within the pharmacy who will be able to respond to an emergency opioid overdose. Staff who are not existing naloxone trainers can access a free short online e-learning module, “Overdose Prevention, Intervention and Naloxone” by the Scottish Drugs Forum https://www.sdftraining.org.uk/online-learning/156-overdose-prevention-intervention-and-naloxone-3</p> <p>Prenoxad Injection®, is currently the first line option for lay administration within NHS GGC. Guidance on how to assemble and administer can be viewed at http://www.prenoxadinjection.com/</p> <p>Each community pharmacy will be reimbursed £18 for the cost of a Prenoxad® kit.</p> <p>It is hoped that all pharmacies will be willing to participate in this important life saving scheme and demonstrate the role that pharmacists in GGC can play in helping to address Scotland’s drug death emergency. Please return signed copies of the participation and reimbursement forms.</p> <p>Amanda Laird - amanda.Laird@ggc.scot.nhs.uk</p>		 <p>V2 NHS GGC CP Opioid Overdose Cam Attached</p>

ACTION	URGENT – REFERRALS TO OOH – Thursday 25.06.20	
<p>You will have seen the communication from us recently regarding the change in service delivery for the GP OOH service which indicated that referral forms and a walk in service would be ceasing from Monday 1st of June. The new service would allow Community Pharmacists the opportunity to utilise a professional to professional line to set up an appointment for the patient who they had consulted with and deemed that a further</p>		

<p>professional interaction was required.</p> <p>Over the first couple of weekends the new service has been inundated with requests through the professional to professional line which due to the level of demand has swamped the service. Therefore we are having to change the process that should be followed for the immediate future to allow the service to regroup, review and revise its service provision.</p> <p><u>With immediate effect, and until further notice, if after consultation with the patient you feel there is a need to refer the patient onto the Out of Hours service then you should ask the patient to contact NHS 24 using the phone number 111. All other previous guidance provided and also the guidance on the National Website should be ignored due inaccurate information based on the current situation.</u></p> <p>As you can imagine with any new way of working there will be teething problems however i can assure you that the Out of Hours team are working hard to find a resolution to these issues and we will keep you updated as developments happen.</p> <p>Thank you for your support in this matter</p> <p>Alan Harrison – alan.harrison@ggc.scot.nhs.uk</p>	
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INFORMATION	Rentokil offer to uplift waste from Care Homes – Wednesday 24.06.20
<p>Initial/Rentokil (the company who currently uplifts patient’s returned waste from community pharmacies) has made an offer for pharmacies that provide services to Care Homes.</p> <p>Any pharmacy aware of any care homes that have a lot of medication needing destroyed should make contact with Bridie McCallum. Rentokil will be happy to drop bins off directly at the home and allow them to fill the bins which Rentokil will uplift directly from the Care Home. Rentokil would advise the Home when they would return for the bins so that Care Homes could place the bins outside so that drivers would not need to enter the homes.</p> <p>Any pharmacy wishing to access this temporary service, should contact Bridie McCallum in the first instance – bridie.mccallum@ggc.scot.nhs.uk</p>	

UPDATE	Flu Vaccination Pilot 2019/2020 – Uplift of Clinical Waste Bins – Thursday 25.06.20
<p>F.A.O. Participants in Flu Vaccination Pilot</p> <p>On 16th June, we advised that Tradebe would commence the uplift of clinical waste bins from Flu Pilot participants at the end of July.</p> <p>Tradebe has now advised that due to bringing staff back from furlough early, they can start this process from next week.</p> <p>PLEASE NOTE: TRADEBE WILL VISIT FLU PARTICIPANTS BETWEEN MONDAY 29TH JUNE AND FRIDAY 3RD JULY</p> <p>Please ensure you have your clinical waste bin ready for uplift – as per our previous notifications, please make sure you verify the id of the driver before handing over clinical waste.</p> <p>Janine Glen – janine.glen@ggc.scot.nhs.uk; bridie.mccallum@ggc.scot.nhs.uk</p>	

REMINDERS	<p>Please find below details of issues which have appeared in recent Updates. Detailed information can be found on the Update Index by following the link below:</p> <p>https://www.communitypharmacy.scot.nhs.uk/nhs-boards/nhs-greater-glasgow-clyde/</p>
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Community Pharmacy Communication Update

Date: Tuesday 30th June 2020

ACTION	Community Pharmacy Opioid Overdose Campaign – a “Public Health Emergency”. 2020-2021 – Thursday 25.06.20	
<p>All community pharmacies within NHS GGC are being encouraged to hold a supply of naloxone for emergency use. This is supported by The Drug Deaths Task Force, Chief Pharmaceutical Officer, Community Pharmacy Scotland and Primary Care Pharmacy Leads.</p> <p>Naloxone is a medicine which can temporarily reverse the effects of opioids in a suspected opioid overdose, buying time for an ambulance to arrive. It can legally be administered to anyone by anyone in order to save a life. This is the same exemption under the Human Medicines Regulations 2012, as adrenaline has for anaphylaxis. Not all community pharmacies have naloxone available for use in an emergency situation.</p> <p>In 2018 a total of 1187 individuals lost their life to a drug-related death, with the majority involving an opioid. Community pharmacies are increasingly being approached to assist in a suspected life threatening opioid overdose in the vicinity of the pharmacy. Within NHS Greater Glasgow & Clyde there have been 18 confirmed administrations of naloxone by community pharmacy staff. Community pharmacies are viewed by the public as an accessible contact point for initial first aid, often before an ambulance is called. The evidence demonstrates that pharmacists and their staff are able to identify opioid overdose, respond appropriately and ultimately save lives.</p> <p>Contractors are being asked to identify staff within the pharmacy who will be able to respond to an emergency opioid overdose. Staff who are not existing naloxone trainers can access a free short online e-learning module, “Overdose Prevention, Intervention and Naloxone” by the Scottish Drugs Forum https://www.sdftraining.org.uk/online-learning/156-overdose-prevention-intervention-and-naloxone-3</p> <p>Prenoxad Injection®, is currently the first line option for lay administration within NHS GGC. Guidance on how to assemble and administer can be viewed at http://www.prenoxadInjection.com/</p> <p>Each community pharmacy will be reimbursed £18 for the cost of a Prenoxad® kit.</p> <p>It is hoped that all pharmacies will be willing to participate in this important life saving scheme and demonstrate the role that pharmacists in GGC can play in helping to address Scotland’s drug death emergency. Please return signed copies of the participation and reimbursement forms.</p> <p>Amanda Laird - amanda.Laird@ggc.scot.nhs.uk</p>	 <p>V2 NHS GGC CP Opioid Overdose Cam Attached</p>	

INFORMATION	Gluten Free Food Service – formulary compliance – Monday 29th June 2020	
Data regarding products supplied by community pharmacy contractors as part of the Gluten Free Food Service (GFFS) has shown that we have spent around £16,000 on products that are either not available for the CP to supply or were discontinued a number		

INFORMATION	Gluten Free Food Service – formulary compliance – Monday 29 th June 2020
	<p>of years ago:</p> <ul style="list-style-type: none"> • Juvela Starter Pack • Glutano GF par-baked baguettes • Glutano GF par-baked white bread sliced <p>Please ensure that these items are not prescribed. They cannot be supplied but are being submitted on CP4s for payment incorrectly. We will follow up with PSD as well</p> <p>In addition, we are also noticing an increasing use of sweet biscuits. Please remember that sweet biscuits are no longer supplied within GFFS as this does not meet current advice for healthy and balanced diet.</p> <p>Our formulary is currently being updated and will be shared in due course but you can access the current one via the GGC Prescribing page at:</p> <p>http://www.ggcprescribing.org.uk/media/uploads/other_formularies/ggc_gffs_list_of_prescribable_products_final_copy_updated_november_19.pdf</p> <p>Elaine Paton – Elaine.paton@ggc.scot.nhs.uk</p> <p>Una Cuthbert - Una.Cuthbert@ggc.scot.nhs.uk</p>

REMINDER	URGENT – REFERRALS TO OOH – Thursday 25.06.20
	<p><u>With immediate effect, and until further notice, if after consultation with the patient you feel there is a need to refer the patient onto the Out of Hours service then you should ask the patient to contact NHS 24 using the phone number 111. All other previous guidance provided and also the guidance on the National Website should be ignored due inaccurate information based on the current situation.</u></p> <p>As you can imagine with any new way of working there will be teething problems however I can assure you that the Out of Hours team are working hard to find a resolution to these issues and we will keep you updated as developments happen.</p> <p>Thank you for your support in this matter</p> <p>Alan Harrison – alan.harrison@ggc.scot.nhs.uk</p>

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- **Unscheduled Care Pharmacy Guide (CPUS) V27 – **Deadline 10th July 2020****
- **Pay As You Go Mobile Phones**

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