





Community Pharmacy Communication Update

Date: Tuesday 1st December 2020

ACTION	PLEASE READ – CONTROLLED DRUG DESTRUCTION – Friday 27.11.2020
	<p><u>Controlled Drug destruction visits</u> The CD Governance team contacted all community pharmacies in May 2020 to enquire if they had expired Schedule 2 CD stock awaiting destruction and required an Authorised Witness to attend.</p> <p>The CD Team are contacting all pharmacies again via this communication to check if any pharmacies have expired Schedule 2 CD stock and require a visit. If you require the Authorised Witness to attend, please contact the CD Governance Team via email on CDGovernance@ggc.scot.nhs.uk and please include a contact telephone number.</p> <p>A member of the team will get in touch to arrange a suitable appointment for the visit. Processes have been streamlined and an appointment will be booked for a 1-hour slot. The CD destruction form has also been updated and will be sent out via e-mail when the appointment has been arranged. Further information is available HERE</p> <p>Please give us your feedback: We are keen to collate feedback from you on our new processes and would kindly request pharmacies to who have had a visit to use the link below to give us feedback if you have not already done so: Please click here to access the Webprol Survey to give your feedback</p>
ACTION	URGENT: F.A.O. Participants in Flu Vaccination Service – Friday 27.11.20.20
	<p>You will be aware from previous communication that the Board has been in discussion to extend the cohorts of patients eligible to receive their flu vaccinations from community pharmacy. I can now confirm that an additional cohort has been added to the SLA. An updated SLA will be put on the Community Pharmacy website to reflect this.</p> <p>The national letters inviting the additional cohort, aged 60-64 for a flu vaccination will be sent out on Wednesday 2nd December 2020.</p> <p>In response to this addition the Board has asked National Procurement to increase the allocation of Fluarix Tetra (GSK) for participants by 25. You should note that authorisation for the additional element will only be confirmed once you have placed an order for the initial stock allocated. As such, if you have not yet placed an order for your initial 25 x Fluarix Tetra please do so as a matter of urgency.</p> <p>The NEO system will be updated in the next week or so, to include the new cohort.</p> <p>Please direct any queries to: cpdt@ggc.scot.nhs.uk</p> <p>Thank you for your continued co-operation.</p>


INFORMATION	Email addresses for sending special authorisation forms – Monday 30.11.2020
	<p>Community pharmacy teams are reminded that they should not send any Specials Authorisation forms to the Prescribing team (or anywhere else!), from a personal, company or other email address. It must be sent from an account that ends nhs.scot as this is the only secured email route when sending patient identifiable data.</p> <p>Using any other type of email account is in breach of data protection policies and is therefore treated very seriously within the organisation.</p>

INFORMATION	PCDC Newsletter – FAO Glasgow Pharmacies Only – Tuesday 01.12.2020
 <p>PCDC Newsletter December 2020.docx Attached</p>	Please find attached the PCDC Newsletter - December 2020.

INFORMATION	Vaccine Stock Availability Summary for December 2020 – Tuesday 01.12.2020
 <p>Stock availability December 2020 Versi Attached</p>	Please find attached the Vaccine Stock Availability Summary for December 2020

REMINDER	Accessing Health Information – FairWarning – Friday 27.11.2020
	<p>The Board has a moral and legal responsibility to protect the confidentiality of the data it holds. Patients expect the information we hold about them will be kept secure and confidential.</p> <p>Your job role may give you access to patients' clinical information and you are reminded that you should only be accessing this information in order to carry out your legitimate duties.</p> <p>Whilst the rules regarding unauthorised access to patient information are not new, the Board now uses an audit system called FairWarning. This provides the Information Governance Team with daily audits from clinical systems and allows them to monitor and investigate any potential inappropriate access to records. FairWarning is an opportunity for us to provide a higher level of assurance that our patient information is kept safe.</p> <p>Staff are reminded that if they wish to access their own health information, they should submit a subject access request. The Board's Subject Access Policy provides the relevant information and forms needed and can be found Link (StaffNet)</p> <p>Further information on FairWarning can be found Link (StaffNet)</p> <p>If you have any questions on FairWarning or data protection in general, including training resources, please contact the Information Governance Team at: data.protection@ggc.scot.nhs.uk</p>

REMINDER	CUT OFF FOR NEO SUBMISSIONS – DECEMBER 2020 – Tuesday 24.11.20
	<p><u>Change to OST NEO claims cut off date for December</u></p> <p>Please note that for the month of December ONLY, the cut off date for all NEO OST claims will be 5pm on the 9th December instead of the 10th. From January the cut off date will revert to the 10th of the month.</p> <p>Any claims sent after the 9th December will be processed in January.</p> <p>Laura Wilson, Advanced pharmacist Adrs.PharmacyTeam@ggc.scot.nhs.uk</p>

REMINDER	Accessing Generic Mailbox (GMB) – Thursday 18.11.2020
 <p>O365 Access to GMB.doc</p> <p>Attached</p>	<p>Please find attached instructions for how to access generic mailboxes after migration to O365. Please note there is no separate password for accessing a generic mailbox.</p> <p>Should you experience any issues you can log a call with the Service Desk on 0345 612 5000, however during this exceptionally busy period you may prefer to send an email via itservicedesk.nhss-ggc@atos.net. Below is the basic information required for logging a call:</p> <p>Department e.g. Community Dental, Community Pharmacy, Community Optician Contractor, Location or Payment Code Contact Name Contact Telephone number O365 Email address Availability</p> <p>Tell us what is wrong - e.g. Issue accessing GMB after O365 migration, or what is my new email address, password reset</p> <p>We would like to thank you for your patience and reassure you that we will assist as soon as possible.</p>

REMINDER	Move Away From Fax Communication – Tuesday 29.09.20
	<p>Following on from our previous communication several months ago, you will have noticed that the CPD Team have started to remove the fax number from our claim forms/participation forms. This is in line with our move to decommission fax communications by the end of this financial year.</p> <p>As the number of e-mails into the Team's generic mailbox increases over the next couple of months, we would ask that the inclusion of a contractor code be a minimum requirement when sending messages to the Team. While the subject line of your message should clearly let us know what your message is about, it should at the very least contain a contractor code so that we can clearly identify messages and ensure they are actioned appropriately.</p> <p>Thank you for your co-operation. janine.glen@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>
	<ul style="list-style-type: none"> • F.A.O PARTICIPANTS IN FLU VACCINATION PROGRAMME – Thursday 26.11.20 • Paracetamol suspension 120mg/5ml doses for prophylaxis of post immunisation fever - Wednesday 25.11.20 • Advance Notification – Decommissioning of Generic Mailbox – Wednesday 25.11.20 • FOR ATTENTION OF PARTICIPANTS IN THIS YEAR'S FLU VACCINATION SERVICE – Wednesday 25.11.20 • Exacerbation of COPD Service – Sign-Up Exercise and Commencement of Service – Tuesday 24.11.20 • PCA (P)(2020) 25 - UPDATED INFORMATION ON PRESCRIPTION STATIONERY AND ALLIED HEALTH PROFESSIONALS WHO ARE NHS INDEPENDENT PRESCRIBERS – Monday 24.11.20 • Alloga Account Application form – RIBAVARIN – Monday 23.11.20 • Flu Vaccination Service – QIVe Supply, GP Notification and PGDs – Friday 20.11.20 • ONS Products: Reclassified IDDSI Levels – Friday 20.11.20 • COPD Webinair Session – Thursday 19.11.20 • Provision of Pharmacy Services During Festive Period – Wednesday 18.11.20 • Accessing Generic Mailbox (GMB) – Wednesday 18.11.20 • Migration to Office 365 – Wednesday 18.11.20 • Participants in Flu Vaccination Service – Tuesday 17.11.20 • Logging into you O365 Account – Tuesday 17.11.20

Any queries should be directed to the contact provided – where no specific contact is shown, queries should be directed to gqc.cpdevteam@nhs.scot

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@gqc.scot.nhs.uk





Community Pharmacy Communication Update

Date: Thursday 3rd December 2020

ACTION	O365 ACTION REQUIRED – Wednesday 02.12.20
	<p>The NHS Mail migration is a two step process.</p> <p>Step one is now complete ✓</p> <p>ACTION FOR ALL USERS FOR STEP 2:</p> <p>Step two will take place on 9th December. In order to fully complete the migration you will receive an email containing a NEW temporary password. Please look out for this and log into your account anytime from 10th December with this NEW password.</p> <p>Should you experience any issues you can log a call with the Service Desk on 0345 612 5000, however during this exceptionally busy period you may prefer to send an email via itservicedesk.nhss-ggc@atos.net. Below is the basic information required for logging a call:</p> <p>Department eg. Community Dental, Community Pharmacy, Community Optician Contractor, Location or Payment Code Contact Name Contact Telephone number O365 Email address Availability Tell us what is wrong - eg. Issue accessing GMB after O365 migration, or what is my new email address, password reset</p>
ACTION	PRPT Letter for Community Pharmacies – Wednesday 02.12.20
	<p>Due to the increasing workforce pressures, particularly the impact of the emerging GP Practice Pharmacotherapy Services, NHS GGC has plans to increase the number of pharmacy technicians working in GP practices. In order to do this we plan to recruit and train up to 10 pre-registration pharmacy technicians across Glasgow that will be employed on a two year fixed contract by their hosting HSCP.</p> <p>Community pharmacy has a key role to play in the delivery of pharmacotherapy services and we would like to strengthen the already established links between community pharmacies and their local GP practices by working together.</p> <p>Following recruitment the pre-registration pharmacy technicians will follow a 2 year training course (Buttercups or West of Scotland College), with the aim that they are suitable to register with the GPhC by 2023. We are keen that these pre-registration pharmacy technicians have experiential learning delivered in more than one sector of pharmacy, in-fact it is not possible to obtain the required competencies for GPhC registration wholly in primary care. Our preferred model would be that the pre-registration pharmacy technician works 2 days per week in a local community pharmacy and 2 days per week in a local GP practice. Day 5 is spent on undertaking learning/assessments.</p> <p>Although the pre-registration pharmacy technician would be employed by the HSCP and</p>

	<p>their formal workplace supervisor/assessor would be from the HSCP Pharmacy team. We would however require that the community pharmacy provides a registered technician or pharmacist to informally supervise and feed-back on the student's progress.</p> <p>We are currently finalising a Memorandum of Understanding that will set out the terms of the agreement, at this stage we are aiming to establish any interest from community pharmacies who would be able to provide up to 24 months of experiential learning for a pre-registration pharmacy technician commencing February 2021. We are aware that due to social distancing restrictions that are in place it may be difficult for some pharmacies to accommodate another member of staff safely which we fully understand.</p> <p>If you feel that you would be able to support a pre-registration pharmacy student in this way could you please email cpdt@ggc.scot.nhs.uk If you would like to discuss this further then please contact Linda Henderson (linda.henderson@ggc.scot.nhs.uk) or Lynne Meldrum (lynne.meldrum@ggc.scot.nhs.uk or 01389 828293) by Thursday 31st of December.</p> <p>alan.harrison@ggc.scot.nhs.uk</p>
--	---

ACTION	Specials Authorisation – Wednesday 02.12.20
 <p>Special Authorisation Process CP summary</p>  <p>Specials Authorisation GGC Fir</p> <p>Attached</p>	<p>We are now two months into restarting the Specials authorisation process and the team are still finding examples of community pharmacy team who are either unaware of the new process; are submitting for products that do not require it, or using inappropriate email addresses to send the forms to us.</p> <p>This new process was developed along with CPGGC in an effort to streamline work and reduce workload for community pharmacy teams as much as for us too. Currently, almost 50% of the emails coming into the team are for product listed on the guide price and therefore, does not need to be separately authorised unless the price quoted is above the price provided on the list. That means that 50% of the work done by CP teams is not required when seeking authorisation.</p> <p>Key things to remember for the new process are:</p> <ul style="list-style-type: none"> • Authorisation is carried out by submitting a form by email to the Prescribing Team inbox - PRESCRIBING@ggc.scot.nhs.uk • You must email from a nhs.scot email address. Personal email addresses are in breach of data protection and are insecure for transfer of patient identifiable information. • You must not take a photograph on a personal device and email that way. Again, this is in breach of data protection rules. • You do not need authorisation for any product: <ul style="list-style-type: none"> o listed on Part 7S or 7U of the Scottish Drug Tariff o Obtained from Pharmaceutical Services Scotland (PSS, previously Tayside Pharmaceuticals) o Listed on the guide price • Information and access to the form and guide price list is via the CP website - https://www.communitypharmacy.scot.nhs.uk/nhs-boards/nhs-greater-glasgow-clyde/specials/ • Note that the guide price list is within the restricted section but a link is available from the above. <p>A flow chart to help with this is attached along with a reminder of the form.</p> <p>You must also ensure that the item(s) are correctly and accurately endorsed electronically as this takes precedence over any endorsements added to paper. Over 2/3 of the items queried each month is a direct result of inaccurate or missing endorsements</p>


	<p>which results in mis-payments to the pharmacy. Information on how to claim electronically can be found in the endorsing guide found here- https://nhsnss.org/services/practitioner/pharmacy/endorsing-guide/full-table-of-contents/ elaine.paton@ggc.scot.nhs.uk</p>
--	---


ACTION	Faxing Claim Forms to Glasgow Addiction Service – Wednesday 02.12.20
	<p>The Pharmacy Team at Glasgow Addiction Service migrated over to a new phone system last week. The new system works from a digital platform and doesn't support their existing fax machine.</p> <p>As such they are not receiving any claim forms faxed to their old fax number.</p> <p>With immediate effect community pharmacists should e-mail any claim forms to: Adrs.PharmacyTeam@ggc.scot.nhs.uk or send hard copy claims via Royal Mail.</p>

ACTION	PCA(P) (2020) 26 - COMMUNITY PHARMACY – COVID-19 VACCINATION PROGRAMME – Wednesday 03.12.20
	<p>https://www.sehd.scot.nhs.uk/pca/PCA2020(P)26.pdf</p> <p>Community pharmacy have played and continue to play a huge part in the flu vaccination program within NHS GGC in these exceptional times.</p> <p>As a Nation we now are at the point of commencing the COVID-19 vaccination program. The circular (link above) has been released which indicates the potential for community pharmacist to further support in what will be the biggest vaccination program that we have seen, certainly in my time.</p> <p>To manage expectations Community Pharmacists at this stage will not be part of the administration of the vaccine from within their pharmacies (like Flu) due to the complex nature and handling requirements of the Pfizer vaccination. However their expertise in being able to administer could be utilised from vaccination centres where they can register to be a vaccinator.</p> <p>If this is something that you would consider supporting in line with the circular we would ask you to advise Jennifer Reid who works with NHS GGC Public Health at the following email address : Jennifer.Reid2@ggc.scot.nhs.uk</p> <p>We would be grateful if you could supply Jen with your name, pharmacy name and address from which you practice, confirmation that you currently carry out flu vaccinations and your availability (including weekends and evenings). Please ensure that this is discussed with your employer before replying.</p> <p>As future vaccinations become available, which may have more manageable handling and preparation properties, the Community Pharmacy network will be seen as a potential avenue for vaccines to be administered from.</p> <p>alan.harrison@ggc.scot.nhs.uk</p>

ACTION	PCA(P) (2020) 27 - COMMUNITY PHARMACY – COVID-19 FINANCIAL SUPPORT MEASURES – Thursday 03.12.20
	<p>https://www.sehd.scot.nhs.uk/pca/PCA2020(P)27.pdf</p>

INFORMATION	Supply of Controlled Drugs by Instalments Over Public Holidays – Wednesday 02.12.20
 <p>ADRS Community Pharmacy Christmas I</p>  <p>Supply of CDs by instalment.doc</p> <p>Attached</p>	<p>Please find attached guidance from the Controlled Drug Governance team on the supply of controlled drugs by instalments over public holidays. Also attached is guidance and information from the ADRS Pharmacy team to assist you with planning over this time and contact details in case you require assistance over the Christmas period.</p> <p>Merry Christmas and a Happy New Year from all the staff in the ADRS Pharmacy team and the CD Governance team.</p> <p>Adrs.PharmacyTeam@ggc.scot.nhs.uk</p>


INFORMATION	F.A.O. Participants in Flu Vaccination Service - Webinar COVID-19 Vaccination Programme, including the use of Pfizer BioNTech COVID-19 Vaccine – Thursday 03.12.20
 <p>NESPHS Webinar COVID-19 Vaccine.p</p> <p>Attached</p>	<p>I am pleased to confirm that NHS Education for Scotland have confirmed the arrangements for the webinar to support the COVID-19 Vaccination Programme, including the use of Pfizer BioNTech COVID-19 Vaccine. This webinar will be delivered 3 times and recorded to support a range of access for practitioners.</p> <p>The aim of this webinar is to support registered healthcare practitioners to safely administer the Covid-19 vaccine with confidence. We should be able to include information about the Pfizer-BioNTech COVID-19 vaccine. The extent of this depends on permissions being granted.</p> <p>Topics being covered are:</p> <ul style="list-style-type: none"> • Key information relating to the Covid-19 vaccine programme. • Evidence based information to promote uptake of the COVID-19 vaccine. • Please submit any questions to Immunisation-resource@nes.scot.nhs.uk in advance of the webinar where frequently asked questions will be answered by a panel of experts. <p>Please refer to the attached flyer for more information, available dates, times and registration links for booking.</p> <p>jennifer.reid2@ggc.scot.nhs.uk</p>

UPDATE	Updated Vaccine availability December 2020 - Version 2 – Thursday 03.12.20
 <p>Stock availability December 2020 Vers</p> <p>Attached</p>	<p>Please see updated Vaccine stock availability December 2020 with advice to prioritise vaccination for pneumococcal polysaccharide according to the recommendations in the link on page 4.</p> <p>karen.carberry@ggc.scot.nhs.uk</p>

REMINDER	DECOMMISSIONING OF GENERIC MAILBOX
	<p>THIS IS YOUR FIVE WEEK WARNING KLAXON!!!!</p> <p>As stated in the Communications Update of 26th November 2020, it is our intention to decommission the generic mailboxes from the end of December.</p> <p>This means that in 5 weeks time your generic mailbox will cease to exist and all communication will be sent to your clinical mailbox.</p> <p>In preparation you should begin to make arrangements to transfer any items you wish to</p>

	<p>keep to your clinical mailbox.</p> <p>This decision has been taken to reduce the workload that checking multiple mailboxes brings.</p> <p>We will continue to post reminders weekly until the final date of decommissioning. Any queries should be addressed to: cpdt@ggc.scot.nhs.uk</p>
--	--

REMINDER	CUT OFF FOR NEO SUBMISSIONS – DECEMBER 2020 – Tuesday 24.11.20
	<p><u>Change to OST NEO claims cut off date for December</u></p> <p>Please note that for the month of December ONLY, the cut off date for all NEO OST claims will be 5pm on the 9th December instead of the 10th. From January the cut off date will revert to the 10th of the month.</p> <p>Any claims sent after the 9th December will be processed in January.</p> <p>Laura Wilson, Advanced pharmacist Adrs.PharmacyTeam@ggc.scot.nhs.uk</p>

REMINDER	Accessing Generic Mailbox (GMB) – Thursday 18.11.2020
 <p>O365 Access to GMB.doc</p>	<p>Please find attached instructions for how to access generic mailboxes after migration to O365. Please note there is no separate password for accessing a generic mailbox.</p> <p>Should you experience any issues you can log a call with the Service Desk on 0345 612 5000, however during this exceptionally busy period you may prefer to send an email via itservicedesk.nhss-ggc@atos.net. Below is the basic information required for logging a call:</p> <p>Department e.g. Community Dental, Community Pharmacy, Community Optician Contractor, Location or Payment Code Contact Name Contact Telephone number O365 Email address Availability</p> <p>Tell us what is wrong - e.g. Issue accessing GMB after O365 migration, or what is my new email address, password reset</p> <p>We would like to thank you for your patience and reassure you that we will assist as soon as possible.</p>

REMINDER	Move Away From Fax Communication – Tuesday 29.09.20
	<p>Following on from our previous communication several months ago, you will have noticed that the CPD Team have started to remove the fax number from our claim forms/participation forms. This is in line with our move to decommission fax communications by the end of this financial year.</p> <p>As the number of e-mails into the Team's generic mailbox increases over the next couple of months, we would ask that the inclusion of a contractor code be a minimum requirement when sending messages to the Team. While the subject line of your message should clearly let us know what your message is about, it should at the very least contain a contractor code so that we can clearly identify messages and ensure they are actioned appropriately.</p>

Thank you for your co-operation. janine.glen@ggc.scot.nhs.uk

REMINDERS

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:

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

- PCDC Newsletter – FAO Glasgow Pharmacies Only – Tuesday 01.12.20
- Email addresses for sending special authorisation forms – Monday 30.11.20
- URGENT: F.A.O. Participants in Flu Vaccination Service – Friday 27.11.20
- CONTROLLED DRUG DESTRUCTION – Friday 27.11.20
- Accessing Health Information – FairWarning – Friday 27.11.20
- F.A.O PARTICIPANTS IN FLU VACCINATION PROGRAMME – Thursday 26.11.20
- Paracetamol suspension 120mg/5ml doses for prophylaxis of post immunisation fever - Wednesday 25.11.20
- Advance Notification – Decommissioning of Generic Mailbox – Wednesday 25.11.20
- FOR ATTENTION OF PARTICIPANTS IN THIS YEAR'S FLU VACCINATION SERVICE – Wednesday 25.11.20
- Exacerbation of COPD Service – Sign-Up Exercise and Commencement of Service – Tuesday 24.11.20
- PCA (P)(2020) 25 - UPDATED INFORMATION ON PRESCRIPTION STATIONERY AND ALLIED HEALTH PROFESSIONALS WHO ARE NHS INDEPENDENT PRESCRIBERS – Monday 24.11.20
- Alloga Account Application form – RIBAVARIN – Monday 23.11.20
- Flu Vaccination Service – QIVe Supply, GP Notification and PGDs – Friday 20.11.20
- ONS Products: Reclassified IDDSI Levels – Friday 20.11.20

Any queries should be directed to the contact provided – where no specific contact is shown, queries should be directed to ggc.cpdevteam@nhs.scot

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: Tuesday 8th December 2020

ACTION	Pharmacy First Prescriptions – Friday 04.12.20
	<p>NHS Pharmacy First is a predominantly paper less service with paper only being printed if necessary. All claims are electronic and therefore, forms do not always require to be submitted for payment.</p> <p>If a paper CP4 form is printed, there will be an instruction on the bottom left (near the 'prescriber' signature box) to indicate where the form should go, if anywhere e.g. Send to GP or Send to PSD.</p> <p>If this is blank, the form can be destroyed.</p> <p>PSD are still processing a significant amount for forms for Pharmacy First that is not required so please ensure that you action as printed on the form.</p> <p>elaine.paton@ggc.scot.nhs.uk</p>
ACTION	Repeat Prescribing Management – Friday 04.12.20
	<p>As we approach the busy Festive period it is important, as always, that patients have sufficient medication. This year there are concerns that with the ongoing COVID restrictions that patient anxiety might result in a large number of additional prescription requests with associated stockpiling.</p> <p>To ensure that there is adequate supplies for all patients without putting extra strain on both Community Pharmacy and GP Practices please ensure that only prescriptions that are due are processed and that requests for excess quantities are refused. We have suggested that GP practices could consider using serial prescriptions as this results in fewer requests to the practice and allowing community pharmacy to manage supply while the GP retains overall control. We know that the work to date will result in almost 350,000 fewer prescriptions being issued from practices with the time saving that provides for the pharmacy, the practice and the patient.</p> <p>audrey.thompson@ggc.scot.nhs.uk</p>
ACTION	DRUG ALERT CLASS 3 NO 57 2020 MEDICINES RECALL ACTION WITHIN 5 DAYS LUPIN HEALTHCARE (UK) LTD SIMVADOR 10, 20 AND 40 MG TABLETS – Friday 04.12.20
	<p>https://www.gov.uk/drug-device-alerts/class-3-medicines-recall-lupin-healthcare-uk-limited-simvador-10mg-20mg-and-40mg-tablets-el-20-a-57</p>

ACTION**CARE HOME PALLIATIVE CARE MEDICINES PROTOCOL UPDATE – Friday 04.12.20****Key Messages for community pharmacy:**

- You may receive a stock order for (non CD) palliative care medicines for a care home, each care home has a nominated GP practice to complete stock orders
- See attached protocols for list of stock and suggested quantities for level 1 and level 2 medicines
- Care homes may keep prescriptions for level 3 medicines [standard just in case (JIC) Rxs which include CDs] at the care home until needed and then will be sent to pharmacy for dispensing
- If you receive multiple Rxs for JIC Rxs, please confirm with the care home that these are all immediately required

Level 1 (over the counter homely remedies) and Level 2 (non CD prescription only) medicines

Palliative care protocols and accompanying stock of medicines were introduced in May 2020 to provide prompt symptomatic relief for care home patients suffering Covid 19. This involved the care home being supplied with a stock of medicines by a nominated GP using a stock order. Note that residential homes with no regular nursing input should not stock Level 2 medicines.

This policy will continue throughout the pandemic.

Level 3 medicines (individual patient prescription for JIC medicines)

Please note the GP might decide it is appropriate to issue these prescriptions to patients if there is an outbreak in a particular unit/floor of a care home. With the aim of preventing waste and future supply problems, the care homes have been advised to securely store these prescriptions and only send to community pharmacy when needed for each individual patient. If unused the care home have been advised to destroy by shredding at the care home and keep a record of this.

Protocols

Full GP and CH protocols which include stock lists, pre-authorisation forms, treatment protocols and summary flowcharts can all be found on the GGC palliative care website using the link below:

https://www.palliativecareggc.org.uk/?page_id=2370

Please see below list of care home pharmacy contacts for each HSCP

HSCP	Pharmacist/technician	Email
Glasgow City North West	Leanne Black	leanne.black@ggc.scot.nhs.uk
Glasgow City East	Caroline Tunnock	caroline.tunnock@ggc.scot.nhs.uk
Glasgow City South	Hilary Campbell	frances.butler@ggc.scot.nhs.uk
East Dunbartonshire	Michelle Roberts	michelle.roberts@ggc.scot.nhs.uk
West Dunbartonshire	Victoria Stevens	victoria.stevens@ggc.scot.nhs.uk
East Renfrewshire	Pauline Macleod	pauline.macleod@ggc.scot.nhs.uk
Renfrewshire	Julie Anne Lock	julianne.lock@ggc.scot.nhs.uk
Inverclyde	Marianne Fabiani	marianne.fabiani@nhs.scot

ACTION REMINDER	Additional COVID Prevention Measures – Monday 07.12.20
	<p>As you will have seen from current Media, Health Boards have taken receipt of the new COVID-19 vaccination in preparation for a roll out vaccination program. This is great news for everyone across the country however we have to be mindful that this is the largest vaccination program in our time and will take many months to complete.</p> <p>With this in mind and especially after a couple of recent incidents within Community Pharmacy I would like to remind everyone of their responsibilities to minimise the risk of transmission in the working environment.</p> <p>As always there are three key principles which we should all be striving to adhere to :-</p> <ol style="list-style-type: none"> 1. Maintain social distancing of 2m wherever possible within the pharmacies and where this is not possible thought should be given to clearly identified work stations for individuals to work within. 2. Wear appropriate PPE at all times which must include a face mask unless unable to because of Health reasons. The face mask should be worn in the appropriate manner and not used as a chin strap, over the mouth and not the nose or dropped to speak to others (unless 2m can be maintained). 3. Wash hands regularly and use antibacterial hand gels at every appropriate opportunity. <p>Some additional guidance that has come out of recent Test and Protect situations are as follows :-</p> <ol style="list-style-type: none"> 1. After using the pharmacy phone ensure that it is wiped down with antibacterial cleaners. 2. If you have used the computer then again ensure that it is wiped down with antibacterial cleaners before a new colleague commences working on it. 3. When checking compliance aids give consideration to wearing gloves after a colleague has completed the dispensing process. 4. When speaking to colleagues within the working environment ensure that masks are worn at all times and not dropped down even for the shortage period of time. 5. Where ever possible stagger breaks and clean down surfaces before leaving a communal area ready for the next colleague. 6. As soon as symptoms are noticed self-isolate and get a test – DO NOT COME INTO WORK AND RISK THE SPREAD OF THE VIRUS. <p>By giving due concern to these points and ensuring that they are all in place you will minimise the risk of staff being asked to self isolate if a positive case within your team is identified.</p> <p>Thanks again for your ongoing support in this matter.</p> <p>alan.harrison@ggc.scot.nhs.uk</p>

ACTION	Serial Prescriptions – Notification of Cancellations – Tuesday 08.12.20
	<p>As we extend our numbers of serial prescribing, I would like to take the opportunity firstly to say thank you for your help and support during the recent work but also draw your attention to a wee detail in the process but one which is actually very critical.</p> <p>An item on a serial prescription cannot be changed; it must be cancelled. If a replacement item is needed, it can be supplied either as an acute or 'normal' repeat until stable enough to move to a SRx, or go straight to a SRx if clinically appropriate.</p> <p>Prescribers are encouraged to inform the CP team of any cancelled item by phone, or</p>

	<p>other means, in addition to the CP checking for cancellation messages at point of labelling and assembly. If you do receive a call from a prescriber with regards to a cancellation, please ensure that a note of this is taken as reference and can be cross checked when the SRx is dispensed (if at a later date). Also remember to remove any cancelled items from prescriptions waiting to be uplifted.</p> <p>elaine.paton@ggc.scot.nhs.uk</p>
--	---


ACTION	PCA(P) (2020) 28 - PHARMACEUTICAL SERVICES AMENDMENTS TO DRUG TARIFF IN RESPECTS OF REMUNERATION ARRANGEMENTS FOR 2020/21 – Tuesday 08.12.20
---------------	---

 <p>PCA2020(P)28 PHARMACEUTICAL S Attached</p>	
---	--


INFORMATION	The Patient Rights (Feedback, Comments, Concerns and Complaints) (Scotland) Directions 2017 - REQUIREMENT TO PROVIDE QUARTERLY COMPLAINTS INFORMATION TO THE NHS BOARD – CORONAVIRUS - Friday 04.12.20
--------------------	---

	<p>We wrote to you in March, as the first Coronavirus lockdown started, postponing the 2019-20 Quarter 4 Complaints survey to enable you to deal with the unprecedented and unknown challenge that Coronavirus posed. We had sought guidance over the summer as to when we should restart the Complaint's Surveys, and if we should look for data from all of the subsequent quarters. We have now received a request from NHS GG&C's Complaints Manager that we provide the data for the four quarters of 2020-21, and complete this by the end of the current reporting period, the 23rd of April 2021. We apologise for the short notice on this, and are proposing the following to deliver it.</p> <ul style="list-style-type: none"> • We will run Quarters 1 to 3 together starting on Monday 28th December and ending on Friday 22nd January, using a single form to collect the three quarters data, then • Quarter 4, and the Annual Feedback survey will be run from Monday 29th March to Friday 23rd April. <p>As before the surveys for Independent Contractors will be carried out in Webropol and for Multiple Contractors the form will be sent directly to your named representative.</p> <p>I would like to thank you in advance for assisting us with this.</p> <p>If you have any questions about this please contact Michelle Cooper on 0141 201 6041 or email ggc.cpdevteam@nhs.scot</p>
--	--

INFORMATION	F.A.O. Pharmacies Who Service Care Homes – Friday 04.12.20
--------------------	---

 <p>Guidance 07-20 - Care Home.pdf Attached</p>	<p>We have now been operating the New Pharmacy First service for 4 months and really making a difference to patients being able to access pharmaceutical care on a local community basis.</p> <p>As we head into the winter period I would encourage everyone to fully utilise this great service to ensure we maximise care at the initial point of contact for patients and therefore minimise pressures in other areas of primary and acute care.</p> <p>One of those points of contact which is new to the service is the advice and potential supply of medicines given to patients residing in care homes.</p>
--	--

	<p>I have attached a guidance sheet from CPS and the care inspectorate that was supplied to care homes and include a link to the CPS pharmacy first hub below for your perusal to help understand what can be done to support the patients within care homes.</p> <p>https://www.cps.scot/winter-ready-hub/remobilisation/nhs-pharmacy-first-scotland-info-hub/</p> <p>Please work closely with our care home colleagues and patients alike to ensure that they can access the new service wherever possible</p> <p>alan.harrison@ggc.scot.nhs.uk</p>
--	---


INFORMATION	ADRS Bases & Contacts During Covid-19 – Friday 04.12.20
 <p>2020 12 04 GGC ADRS Bases and Con Attached</p>	<p>Please find attached ADRS Bases & Contacts During Covid-19.</p> <p>Please do not give the Professional to Professional contact details to patients. If any patient needs to contact the ADRS Pharmacy Team, please give them the main telephone number only.</p>

INFORMATION	Enhanced Pharmaceutical Services for Patients for Patients Receiving Medicines Supervised by Secondary Care – Monday 07.12.20
	<p>You will be aware that in November 2018, two service outlines came into being for patients receiving Enzalutamide and Abiraterone.</p> <p>These service outlines expired in March 2020. Due to the COVID pandemic, it has been agreed to extend the current outlines for a period of 2 years, after which the service will be reviewed.</p> <p>There is no need for you to re-sign your commitment to provide this service, as nothing has changed from the original service outline.</p> <p>The Service Outlines have been updated to reflect the extended expiry date. Copies can be found at the following link:</p> <p>https://www.communitypharmacy.scot.nhs.uk/nhs-boards/nhs-greater-glasgow-clyde/tiered-services/oncology/</p>

UPDATE	Update to Pharmacy First Formulary – Friday 03.12.20
	<p>We have had feedback that the dermatology part of NHS GGC Pharmacy First Formulary could be expanded to allow wider options for prescribing.</p> <p>We are going to look into this and speak to the prescribing team to understand what option would be available for us.</p> <p>In the meantime we are authorising the opportunity to be able to supply the 500g pack size of Zerobase as an emollient if it is deemed suitable for larger quantities to be supplied.</p> <p>This will not show up on the official formulary at this point in time however it will not be challenged if we see prescriptions starting to come through for this product and payment will be made on the 500g pack if it is endorsed appropriately.</p> <p>Can you share this with all your team to ensure they are aware of this prescribing opportunity?</p> <p>alan.harrison@ggc.scot.nhs.uk</p>

REMINDER	O365 ACTION REQUIRED – Wednesday 02.12.20
	<p>The NHS Mail migration is a two step process.</p> <p>Step one is now complete ✓</p> <p>ACTION FOR ALL USERS FOR STEP 2:</p> <p>Step two will take place on 9th December. In order to fully complete the migration you will receive an email containing a NEW temporary password. Please look out for this and log into your account anytime from 10th December with this NEW password.</p> <p>Should you experience any issues you can log a call with the Service Desk on 0345 612 5000, however during this exceptionally busy period you may prefer to send an email via itservicedesk.nhss-ggc@atos.net. Below is the basic information required for logging a call:</p> <p>Department eg. Community Dental, Community Pharmacy, Community Optician Contractor, Location or Payment Code Contact Name Contact Telephone number O365 Email address Availability Tell us what is wrong - eg. Issue accessing GMB after O365 migration, or what is my new email address, password reset</p>

REMINDER	DECOMMISSIONING OF GENERIC MAILBOX
	<p>THIS IS YOUR FIVE WEEK WARNING KLAXON!!!!</p> <p>As stated in the Communications Update of 26th November 2020, it is our intention to decommission the generic mailboxes from the end of December.</p> <p>This means that in 5 weeks time your generic mailbox will cease to exist and all communication will be sent to your clinical mailbox.</p> <p>In preparation you should begin to make arrangements to transfer any items you wish to keep to your clinical mailbox.</p> <p>This decision has been taken to reduce the workload that checking multiple mailboxes brings.</p> <p>We will continue to post reminders weekly until the final date of decommissioning. Any queries should be addressed to: cpdt@ggc.scot.nhs.uk</p>

REMINDER	Accessing Generic Mailbox (GMB) – Thursday 18.11.2020
 O365 Access to GMB.doc	<p>Please find attached instructions for how to access generic mailboxes after migration to O365. Please note there is no separate password for accessing a generic mailbox.</p> <p>Should you experience any issues you can log a call with the Service Desk on 0345 612 5000, however during this exceptionally busy period you may prefer to send an email</p>

	<p>via itservicedesk.nhss-ggc@atos.net. Below is the basic information required for logging a call:</p> <p>Department e.g. Community Dental, Community Pharmacy, Community Optician Contractor, Location or Payment Code Contact Name Contact Telephone number O365 Email address Availability</p> <p>Tell us what is wrong - e.g. Issue accessing GMB after O365 migration, or what is my new email address, password reset</p> <p>We would like to thank you for your patience and reassure you that we will assist as soon as possible.</p>
--	---

REMINDER	CUT OFF FOR NEO SUBMISSIONS – DECEMBER 2020 – Tuesday 24.11.20
	<p><u>Change to OST NEO claims cut off date for December</u></p> <p>Please note that for the month of December ONLY, the cut off date for all NEO OST claims will be 5pm on the 9th December instead of the 10th. From January the cut off date will revert to the 10th of the month.</p> <p>Any claims sent after the 9th December will be processed in January.</p> <p>Laura Wilson, Advanced pharmacist Adrs.PharmacyTeam@ggc.scot.nhs.uk</p>

REMINDER	Move Away From Fax Communication – Tuesday 29.09.20
	<p>Following on from our previous communication several months ago, you will have noticed that the CPD Team have started to remove the fax number from our claim forms/participation forms. This is in line with our move to decommission fax communications by the end of this financial year.</p> <p>As the number of e-mails into the Team's generic mailbox increases over the next couple of months, we would ask that the inclusion of a contractor code be a minimum requirement when sending messages to the Team. While the subject line of your message should clearly let us know what your message is about, it should at the very least contain a contractor code so that we can clearly identify messages and ensure they are actioned appropriately.</p> <p>Thank you for your co-operation. janine.glen@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>
	<ul style="list-style-type: none"> • PRPT Letter for Community Pharmacies – Wednesday 02.12.20 • Specials Authorisation – Wednesday 02.12.20 • Faxing Claim Forms to Glasgow Addiction Service – Wednesday 02.12.20

- Supply of Controlled Drugs by Instalments Over Public Holidays – Wednesday 02.12.20
- F.A.O. Participants in Flu Vaccination Service - Webinar COVID-19 Vaccination Programme, including the use of Pfizer BioNTech COVID-19 Vaccine – Thursday 03.12.20
- PCDC Newsletter – FAO Glasgow Pharmacies Only – Tuesday 01.12.20
- Email addresses for sending special authorisation forms – Monday 30.11.20
- URGENT: F.A.O. Participants in Flu Vaccination Service – Friday 27.11.20
- CONTROLLED DRUG DESTRUCTION – Friday 27.11.20
- Accessing Health Information – FairWarning – Friday 27.11.20
- F.A.O PARTICIPANTS IN FLU VACCINATION PROGRAMME – Thursday 26.11.20
- Paracetamol suspension 120mg/5ml doses for prophylaxis of post immunisation fever - Wednesday 25.11.20
- Advance Notification – Decommissioning of Generic Mailbox – Wednesday 25.11.20
- FOR ATTENTION OF PARTICIPANTS IN THIS YEAR'S FLU VACCINATION SERVICE – Wednesday 25.11.20

Any queries should be directed to the contact provided – where no specific contact is shown, queries should be directed to ggc.cpdevteam@nhs.scot

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 10th December 2020





ACTION	Serial Prescriptions – Notification of Cancellations – Wednesday 09.12.20
	<p>As we extend our numbers of serial prescribing, I would like to take the opportunity firstly to say thank you for your help and support during the recent work but also draw your attention to a wee detail in the process but one which is actually very critical.</p> <p>An item on a serial prescription cannot be changed; it must be cancelled. If a replacement item is needed, it can be supplied either as an acute or 'normal' repeat until stable enough to move to a SRx, or go straight to a SRx if clinically appropriate.</p> <p>Prescribers are encouraged to inform the CP team of any cancelled item by phone, or other means, in addition to the CP checking for cancellation messages at point of labelling and assembly. If you do receive a call from a prescriber with regards to a cancellation, please ensure that a note of this is taken as reference and can be cross checked when the SRx is dispensed (if at a later date). Also remember to remove any cancelled items from prescriptions waiting to be uplifted.</p> <p>elaine.paton@ggc.scot.nhs.uk</p>

ACTION	Tacrolimus - Must be Prescribed as the Branded Product 'Prograf' and Dispensed in the Original Pack – Thursday 10.12.20
	<p>Concerns have been expressed about the increasing frequency of prescriptions for tacrolimus being written generically when the agreed procedure, based on the advice from the MHRA, is to request the product by brand name only. The issue has also been the subject of two separate Datix reports in recent weeks despite the awareness that inadvertent switching between products from different manufacturers has been associated with reports of toxicity and graft rejection due to the variance in bioavailability. A separate communication has been sent to GPs as a reminder of their responsibility to adhere to the requirement to prescribe the drug as 'Prograf', the brand of choice to be used within GGC. The purpose of this message is to enlist your support in ensuring that patients continue to receive the correct product. Timely also to remind you that, because of stability issues in general, these products must be dispensed in the original pack and must not be de-blistered to be added to a Multi-compartment Compliance Appliance (MCA) as the active ingredient rapidly deteriorates to become ineffective thus posing as a further risk to the graft being rejected.</p> <p>david.thomson@ggc.scot.nhs.uk</p>

INFORMATION	Libre 2 Launch and Planned Switch Activity – Wednesday 09.12.20
	<p>The new FreeStyle Libre 2 Sensors recently launched by Abbott Diabetes Care Ltd have been added to the Chemical Reagents section of the November 2020 Scottish Drug Tariff. They are the same tariff price as the original sensor.</p>

	<p>To manage a transfer to the new sensor so as not to create undue workload pressures across primary and secondary care this will be undertaken as a switch activity by the prescribing teams.</p> <p>The intention is to start the switch in February encouraging patients to use up their existing sensors. It is hoped this will give community pharmacies the opportunity to use up existing stock of sensors and prepare for the transition to Libre 2. All new patients commencing Libre from January 2021 will be initiated on Libre 2.</p> <p>We will share more information on the activity once the detail has been finalised.</p> <p>Many thanks for your support.</p> <p>sheila.tennant@ggc.scot.nhs.uk</p>
--	--


UPDATE	Specials Guide Price List – December 2020 – Wednesday 09.12.20
 Guide Prices for Commonly Requested	<p>Please see attached the Specials guide price list for December 2020. This replaces all previous versions. As before, this is not a replacement for the Scottish Drug Tariff and is in no way shared or approved by PSD. Any product on this list still needs to be correctly and accurately endorsed; the guide price is only a means for facilitating the authorisation process.</p> <p>Any items not listed in SDT Part 7S or 7U, available from PSS (formerly Tayside pharmaceuticals); not on the guide price or sourced at a price higher than the stated guide price require authorisation using the Specials Authorisation form and emailing to the Prescribing Team inbox: PRESCRIBING@ggc.scot.nhs.uk</p> <p>All details are within the Specials section of the website: https://www.communitypharmacy.scot.nhs.uk/nhs-boards/nhs-greater-glasgow-clyde/specials/ and the price list is within the restricted section.</p>

UPDATE	Up-dated Prescriber Signature List – Wednesday 09.12.20
 SMO-MOs-IP Prescribers November	<p>Please find attached a list of electronic signatures for Medical and Non Medical Prescribers who work across NHS Greater Glasgow & Clyde Alcohol & Drug Recovery Services. Please ensure all members of your pharmacy team are aware of this list and know where it is kept within the dispensary for future reference.</p> <p>Should you have any queries relating to any of the signatures or require further clarification, please contact the relevant addiction team whose contact details will be printed on the appropriate prescription form.</p>

REMINDER	O365 ACTION REQUIRED – Wednesday 02.12.20
	<p>The NHS Mail migration is a two step process.</p> <p>Step one is now complete ✓</p> <p>ACTION FOR ALL USERS FOR STEP 2:</p> <p>Step two will take place on 9th December. In order to fully complete the migration you will receive an email containing a NEW temporary password. Please look out for this and log into your account anytime from 10th December with this NEW password.</p>

	<p>Should you experience any issues you can log a call with the Service Desk on 0345 612 5000, however during this exceptionally busy period you may prefer to send an email via itservicedesk.nhss-ggc@atos.net. Below is the basic information required for logging a call:</p> <p>Department eg. Community Dental, Community Pharmacy, Community Optician Contractor, Location or Payment Code Contact Name Contact Telephone number O365 Email address Availability Tell us what is wrong - e.g. Issue accessing GMB after O365 migration, or what is my new email address, password reset</p>
--	---

REMINDER	DECOMMISSIONING OF GENERIC MAILBOX
	<p>THIS IS YOUR FIVE WEEK WARNING KLAXON!!!!</p> <p>As stated in the Communications Update of 26th November 2020, it is our intention to decommission the generic mailboxes from the end of December.</p> <p>This means that in 5 weeks time your generic mailbox will cease to exist and all communication will be sent to your clinical mailbox.</p> <p>In preparation you should begin to make arrangements to transfer any items you wish to keep to your clinical mailbox.</p> <p>This decision has been taken to reduce the workload that checking multiple mailboxes brings.</p> <p>We will continue to post reminders weekly until the final date of decommissioning. Any queries should be addressed to: cpdt@ggc.scot.nhs.uk</p>

REMINDER	Accessing Generic Mailbox (GMB) – Thursday 18.11.2020
 <p>O365 Access to GMB.doc</p>	<p>Please find attached instructions for how to access generic mailboxes after migration to O365. Please note there is no separate password for accessing a generic mailbox.</p> <p>Should you experience any issues you can log a call with the Service Desk on 0345 612 5000, however during this exceptionally busy period you may prefer to send an email via itservicedesk.nhss-ggc@atos.net. Below is the basic information required for logging a call:</p> <p>Department e.g. Community Dental, Community Pharmacy, Community Optician Contractor, Location or Payment Code Contact Name Contact Telephone number O365 Email address Availability</p> <p>Tell us what is wrong - e.g. Issue accessing GMB after O365 migration, or what is my new email address, password reset</p> <p>We would like to thank you for your patience and reassure you that we will assist as soon as possible.</p>

REMINDER	Move Away From Fax Communication – Tuesday 29.09.20
	<p>Following on from our previous communication several months ago, you will have noticed that the CPD Team have started to remove the fax number from our claim forms/participation forms. This is in line with our move to decommission fax communications by the end of this financial year.</p> <p>As the number of e-mails into the Team's generic mailbox increases over the next couple of months, we would ask that the inclusion of a contractor code be a minimum requirement when sending messages to the Team. While the subject line of your message should clearly let us know what your message is about, it should at the very least contain a contractor code so that we can clearly identify messages and ensure they are actioned appropriately.</p> <p>Thank you for your co-operation. janine.glen@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>
	<ul style="list-style-type: none"> • PCA(P) (2020) 28 - PHARMACEUTICAL SERVICES AMENDMENTS TO DRUG TARIFF IN RESPECTS OF REMUNERATION ARRANGEMENTS FOR 2020/21 – Tuesday 08.12.20 • Serial Prescriptions – Notification of Cancellations – Tuesday 08.12.20 • Additional COVID Prevention Measures – Monday 07.12.20 • Enhanced Pharmaceutical Services for Patients for Patients Receiving Medicines Supervised by Secondary Care – Monday 07.12.20 • Pharmacy First Prescriptions – Friday 04.12.20 • Repeat Prescribing Management – Friday 04.12.20 • CARE HOME PALLIATIVE CARE MEDICINES PROTOCOL UPDATE – Friday 04.12.20 • The Patient Rights (Feedback, Comments, Concerns and Complaints) (Scotland) Directions 2017 - REQUIREMENT TO PROVIDE QUARTERLY COMPLAINTS INFORMATION TO THE NHS BOARD – CORONAVIRUS - Friday 04.12.20 • F.A.O. Pharmacies Who Service Care Homes – Friday 04.12.20 • ADRS Bases & Contacts During Covid-19 – Friday 04.12.20 • Update to Pharmacy First Formulary – Friday 04.12.20 • PRPT Letter for Community Pharmacies – Wednesday 02.12.20 • Specials Authorisation – Wednesday 02.12.20 • Faxing Claim Forms to Glasgow Addiction Service – Wednesday 02.12.20 • Supply of Controlled Drugs by Instalments Over Public Holidays – Wednesday 02.12.20

- F.A.O. Participants in Flu Vaccination Service - Webinar COVID-19 Vaccination Programme, including the use of Pfizer BioNTech COVID-19 Vaccine – Thursday 03.12.20
- PCDC Newsletter – FAO Glasgow Pharmacies Only – Tuesday 01.12.20
- Email addresses for sending special authorisation forms – Monday 30.11.20
- URGENT: F.A.O. Participants in Flu Vaccination Service – Friday 27.11.20
- CONTROLLED DRUG DESTRUCTION – Friday 27.11.20
- Accessing Health Information – FairWarning – Friday 27.11.20

Any queries should be directed to the contact provided – where no specific contact is shown, queries should be directed to ggc.cpdevteam@nhs.scot

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: Tuesday 15th December 2020

ACTION F.A.O. – Participants in Flu Vaccination Service – Monday 14.12.20


324188 A4 poster -
Amend 60-64.pdf
Attached

Poster:
An updated poster is attached which reflects the additional cohort of 60-64 years which was added to the Community Pharmacy programme from 5th December 2020.
Please print and display in your pharmacy. There will be no hard copy sent out.

ACTION DRUG ALERT CLASS 4 NO 58 2020 MEDICINES CAUTION IN USE GENERICS UK LIMITED T/A MYLAN PERINDOPRIL ERBUMINE 2, 4 AND 8MG TABLETS – Monday 14.12.20

<https://www.gov.uk/drug-device-alerts/class-4-medicines-defect-information-generics-uk-limited-t-slash-a-mylan-el-20-a-slash-58>

INFORMATION Intelligence Alert – sent to Pharmacy Notifications on Friday 11.12.20

BACKGROUND

On 30 November 2020, the First Minister announced that a one-off pro rata payment of £500 would be made available by the Scottish Government to all Scottish NHS and social care workers employed since 17 March 2020, in recognition of their extraordinary service during the pandemic.

Counter Fraud Services have been made aware of telephone calls received by several NHS and social care staff within the Glasgow area, requesting their bank details in order for the bonus payment to be made. This has been identified as a scam, and staff are urged not to disclose any bank details to unknown callers. All bonus payments made to directly employed NHS staff will be coordinated through the payroll department. All contractor payments will be coordinated through Practitioner Services where the process for GP Practices, Dental Practices, Optometrists and Pharmacies is yet to be confirmed.

Under no circumstance will any recipient be required to disclose any personal details or bank account details over the telephone in relation to this payment.

Please address any enquiries or requests for more information to myself in the first instance.

david.thomson@ggc.scot.nhs.uk


INFORMATION COVID-19 THERAPEUTIC ALERT – AZITHROMYCIN IN THE MANAGEMENT OF COVID-19 (SARS-CoV-2) POSITIVE PATIENTS – Tuesday 15.12.20

Information about the use of azithromycin in the management of COVID-19 (SARS-CoV-2) positive patients for your attention.

[https://www.sehd.scot.nhs.uk/cmo/CEM_CMO\(2020\)040.pdf](https://www.sehd.scot.nhs.uk/cmo/CEM_CMO(2020)040.pdf)

REMINDER	O365 ACTION REQUIRED – Wednesday 02.12.20
	<p>Should you experience any issues with your nhs e-mail you can log a call with the Service Desk on 0345 612 5000, however during this exceptionally busy period you may prefer to send an email via itservicedesk.nhss-ggc@atos.net. Below is the basic information required for logging a call:</p> <p>Department eg. Community Dental, Community Pharmacy, Community Optician Contractor, Location or Payment Code Contact Name Contact Telephone number O365 Email address Availability Tell us what is wrong - e.g. Issue accessing GMB after O365 migration, or what is my new email address, password reset</p>

REMINDER	DECOMMISSIONING OF GENERIC MAILBOX
	<p>THIS IS YOUR FOUR WEEK WARNING KLAXON!!!!</p> <p>As stated in the Communications Update of 26th November 2020, it is our intention to decommission the generic mailboxes from the end of December.</p> <p>This means that in 4 weeks time your generic mailbox will cease to exist and all communication will be sent to your clinical mailbox.</p> <p>In preparation you should begin to make arrangements to transfer any items you wish to keep to your clinical mailbox.</p> <p>This decision has been taken to reduce the workload that checking multiple mailboxes brings.</p> <p>We will continue to post reminders weekly until the final date of decommissioning. Any queries should be addressed to: cpdt@ggc.scot.nhs.uk</p>

REMINDER	Accessing Generic Mailbox (GMB) – Thursday 18.11.2020
 <p>O365 Access to GMB.doc</p>	<p>Please find attached instructions for how to access generic mailboxes after migration to O365. Please note there is no separate password for accessing a generic mailbox.</p> <p>Should you experience any issues you can log a call with the Service Desk on 0345 612 5000, however during this exceptionally busy period you may prefer to send an email via itservicedesk.nhss-ggc@atos.net. Below is the basic information required for logging a call:</p> <p>Department e.g. Community Dental, Community Pharmacy, Community Optician Contractor, Location or Payment Code Contact Name Contact Telephone number O365 Email address Availability</p> <p>Tell us what is wrong - e.g. Issue accessing GMB after O365 migration, or what is my</p>

	<p>new email address, password reset</p> <p>We would like to thank you for your patience and reassure you that we will assist as soon as possible.</p>
--	--

REMINDER	Move Away From Fax Communication – Tuesday 29.09.20
	<p>Following on from our previous communication several months ago, you will have noticed that the CPD Team have started to remove the fax number from our claim forms/participation forms. This is in line with our move to decommission fax communications by the end of this financial year.</p> <p>As the number of e-mails into the Team’s generic mailbox increases over the next couple of months, we would ask that the inclusion of a contractor code be a minimum requirement when sending messages to the Team. While the subject line of your message should clearly let us know what your message is about, it should at the very least contain a contractor code so that we can clearly identify messages and ensure they are actioned appropriately.</p> <p>Thank you for your co-operation. janine.glen@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>
	<ul style="list-style-type: none"> • Serial Prescriptions – Notification of Cancellations – Wednesday 09.12.20 • Tacrolimus - Must be Prescribed as the Branded Product 'Prograf' and Dispensed in the Original Pack – Thursday 10.12.20 • Libre 2 Launch and Planned Switch Activity – Wednesday 09.12.20 • Specials Guide Price List – December 2020 – Wednesday 09.12.20 • Up-dated Prescriber Signature List – Wednesday 09.12.20 • PCA(P) (2020) 28 - PHARMACEUTICAL SERVICES AMENDMENTS TO DRUG TARIFF IN RESPECTS OF REMUNERATION ARRANGEMENTS FOR 2020/21 – Tuesday 08.12.20 • Serial Prescriptions – Notification of Cancellations – Tuesday 08.12.20 • Additional COVID Prevention Measures – Monday 07.12.20 • Enhanced Pharmaceutical Services for Patients for Patients Receiving Medicines Supervised by Secondary Care – Monday 07.12.20 • Pharmacy First Prescriptions – Friday 04.12.20 • Repeat Prescribing Management – Friday 04.12.20 • CARE HOME PALLITIVE CARE MEDICINES PROTOCOL UPDATE – Friday 04.12.20 • The Patient Rights (Feedback, Comments, Concerns and Complaints) (Scotland) Directions 2017 - REQUIREMENT TO PROVIDE QUARTERLY COMPLAINTS INFORMATION TO THE NHS BOARD – CORONAVIRUS - Friday 04.12.20

- F.A.O. Pharmacies Who Service Care Homes – Friday 04.12.20
- ADRS Bases & Contacts During Covid-19 – Friday 04.12.20
- Update to Pharmacy First Formulary – Friday 04.12.20
- F.A.O. Participants in Flu Vaccination Service - Webinar COVID-19 Vaccination Programme, including the use of Pfizer BioNTech COVID-19 Vaccine – Thursday 03.12.20
- PRPT Letter for Community Pharmacies – Wednesday 02.12.20
- Specials Authorisation – Wednesday 02.12.20
- Faxing Claim Forms to Glasgow Addiction Service – Wednesday 02.12.20
- Supply of Controlled Drugs by Instalments Over Public Holidays – Wednesday 02.12.20

Any queries should be directed to the contact provided – where no specific contact is shown, queries should be directed to ggc.cpdevteam@nhs.scot

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



The Community Pharmacy Development Team wishes the entire Community Pharmacy network in GG&C a blessed Christmas and a prosperous New Year.

URGENT ACTION

COVID Vaccination Update – Thursday 17.12.20

We circulated separate information in relation to the first cohort of colleagues identified within the community pharmacy network who can gain access to COVID vaccines (a copy is replicated below for those who have not yet seen the information).

These colleagues are deemed as being at a higher risk and fall under the following categories :-

1. Over 65;
2. Black Asian and Minority Ethnic (BAME); and
3. Those that could have been shielding at times through the pandemic.

There have been reports that some other contractor groups have accessed vaccines and have been prioritised before community pharmacies. I would however like to clear this up as quickly as I can.

Certain GPs and Dentists who work in the OOH emergency services have had access to vaccines already because of the high risk environment they are working in however I have to stress that all other GPs, Dentists and Optoms are being treated the same as the community pharmacy teams and are awaiting their opportunity in line with the availability of vaccine.



Those colleagues that have been vaccinated so far are those that are working in “red” areas i.e. those areas that are designated COVID-19 areas e.g. Covid wards, A&E, Community Assessment Centres, OOH and Emergency Hubs etc. The next cohort will be those patients within care homes and the staff who look after our patients within the care homes.


Contractor services (which include community pharmacies) are included within Phase 1 and as further supplies of vaccine become available cohorts of staff within these services will be called forward to receive their vaccine.

I would request that patience is given in the process that we are following and an understanding is given to the fact that our plan is to ensure that those amongst us that are most vulnerable receive the vaccine first.

We will of course inform you immediately of developments around the availability and when colleagues can access the vaccine as they become available.

alan.harrison@ggc.scot.nhs.uk

ACTION	URGENT: PLEASE READ - COVID -19 Vaccination – Wednesday 16.12.20
 <p>Priority Staff for COVID Vaccination (C</p>  <p>Plans for COVID Vaccination.pdf</p> <p>Attached</p>	<p>Please find attached a letter from Linda De Caestecker, NHS GGC Director of Public Health.</p> <p>It outlines the process and the priority in which individuals will be asked to register for a COVID vaccination within NHS GGC.</p> <p>The letter itself is self-explanatory however we have to ask that you and your colleagues within the Community Pharmacy network adhere rigidly to the request made by the Health Board as to who can access the vaccine at this point in time.</p> <p>Do Not share this link with anyone who does not fall into the categories listed on the letter.</p> <p>As Linda has explained Vaccines are limited and therefore we are requesting the most vulnerable of our colleagues to register primarily. As more supplies of vaccine become available new cohorts of colleagues will be asked to come forward in due course.</p> <p>Please ensure that you discuss this with your staff, follow the procedure for registering for a vaccination and then complete the necessary documentation for each member of staff when they attend a vaccination centre.</p> <p>Attending without the appropriate documentation and identification may result in a vaccine being refused.</p>

ACTION	Registering to be a Covid Vaccinator – Thursday 17.12.20
 <p>Expressionsof interest.doc</p> <p>Attached</p>	<p>A number of you have already expressed an interest in supporting the NHS GGC COVID-19 vaccination programme as a vaccinator. At present this would mean vaccinating within clearly identified sites and not from within any community pharmacy that you might work in.</p> <p>I am pleased to attach the expression of interest document that colleagues should follow if it is their intention to formalise their offer. For those that have already contacted us or registered using the previous email address that we supplied I would kindly ask that you register again using this process.</p> <p>The e-mail address for registration of interest is: covid.recruitment@ggc.scot.nhs.uk</p> <p>Please ensure to leave your name, GPhC No and preferred email address.</p> <p>Please make sure you do not register your interest before reading the attached document fully, following the instructions given. It is also advisable that you should discuss this with your employer before completing.</p> <p>Information relating to this issue can also be accessed via the CPD Team's website at: https://www.communitypharmacy.scot.nhs.uk/nhs-boards/nhs-greater-glasgow-clyde/</p>

ACTION	DRUG ALERT CLASS 4 NO 59 2020 MEDICINES CAUTION IN USE FAIRMED HEALTHCARE GmbH CO-CARELDOPA 25MG/100MG TABLETS – Wednesday 15.12.20
	<p>https://www.gov.uk/drug-device-alerts/class-4-medicines-defect-information-co-careldopa-25mg-slash-100mg-tablets-pl-20242-slash-0028-el-20-a-slash-59</p>

ACTION	DRUG ALERT CLASS 2 NO 60 2020 MEDICINES RECALL ACTION WITHIN 48 HOURS – ZERBAXA 1G/0.5G POWDER FOR CONCENTRATE FOR SOLUTION FOR INFUSION – Thursday 17.12.20
	https://www.gov.uk/drug-device-alerts/class-2-medicines-recall-merck-sharp-and-dohme-limited-zerbaxa-1g-slash-0-dot-5g-powder-for-concentrate-for-solution-for-infusion-el-20-a-slash-60

ACTION	Christmas and New Year Arrangements for Compliance Aid Dispensing from GGC Hospitals – Thursday 17.12.20								
	<p>Pharmacy traditionally supply a minimum of 7 days of medicines on discharge where patients have no medicines at home or have been prescribed a new or changed medicine. During the festive period the quantity supplied is normally increased, last year from the acute setting we supplied a one week compliance aid where requested as this initiative was successful the same approach will be taken this year.</p> <p>Acute Pharmacy Services Dispensaries will supply a minimum of 7 days of new medicines as normal including the supply of one compliance aid only. Where possible we will contact the patient's community pharmacy to alert them that the patient is being discharged and that the Discharge letter will be on "Clinical Portal" an information leaflet will be given to the patient detailing when they require to contact their GP for a new prescription and collect their medicines. If for any reason the patient cannot contact the GP or Community Pharmacy we will supply two compliance aids to ensure continuity of medicine supply.</p> <p>For further information please contact:</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%;">GRI:-0141-201-3241</td> <td style="width: 50%;">QEUH: 0141-452-2982 Option 6</td> </tr> <tr> <td>Vale of Leven: - 01389-817-540</td> <td>RAH: - 0141-314-7070</td> </tr> <tr> <td>GGH: - 0141-211-3322</td> <td>IRH: - 01475-504620</td> </tr> <tr> <td>WoSCC: - 0141-301-7653</td> <td></td> </tr> </table>	GRI:-0141-201-3241	QEUH: 0141-452-2982 Option 6	Vale of Leven: - 01389-817-540	RAH: - 0141-314-7070	GGH: - 0141-211-3322	IRH: - 01475-504620	WoSCC: - 0141-301-7653	
GRI:-0141-201-3241	QEUH: 0141-452-2982 Option 6								
Vale of Leven: - 01389-817-540	RAH: - 0141-314-7070								
GGH: - 0141-211-3322	IRH: - 01475-504620								
WoSCC: - 0141-301-7653									

INFORMATION	Local Implementation Group Meeting – Friday 27th November 2020 – Thursday 17.12.20
	<p>The following is a summary from the notes of the Local Implementation Group meeting held on the above date:</p> <ul style="list-style-type: none"> ○ Specials Process – Pharmacy Champions will cover this issue in their next quarter's visits – CPs encouraged to follow current process (details at link below): https://www.communitypharmacy.scot.nhs.uk/nhs-boards/nhs-greater-glasgow-clyde/specials/ ○ Treatment Summary Report – Pharmacy Champions will cover this issue in their next quarter's visits – impact on CP network of new process; ○ Palliative Care – CPs encouraged to keep a stock of Just in Case medication in case it's needed; ○ List of Issues that will be covered by Pharmacy Champions between December 20 and February 2021. <ul style="list-style-type: none"> ○ Move to One Mailbox; ○ COPD Service; ○ Treatment Summary Report; ○ E-mailing Prescriptions to Community Pharmacy; ○ Specials Process.

REMINDER	Accessing Restricted Area on Community Pharmacy Development Website – Wednesday 16.12.20
	<p>Access instructions to restricted site:</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 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.</p> <p>Queries to: Janine Glen – janine.glen@ggc.scot.nhs.uk; or Bridie McCallum – bridie.mccallum@ggc.scot.nhs.uk</p>

REMINDER	O365 ACTION REQUIRED – Wednesday 02.12.20
	<p>Should you experience any issues with your nhs e-mail you can log a call with the Service Desk on 0345 612 5000, however during this exceptionally busy period you may prefer to send an email via itservicedesk.nhss-ggc@atos.net. Below is the basic information required for logging a call:</p> <p>Department eg. Community Dental, Community Pharmacy, Community Optician Contractor, Location or Payment Code Contact Name Contact Telephone number O365 Email address Availability Tell us what is wrong - e.g. Issue accessing GMB after O365 migration, or what is my new email address, password reset</p>

REMINDER	DECOMMISSIONING OF GENERIC MAILBOX
	<p>THIS IS YOUR FOUR WEEK WARNING KLAXON!!!!</p> <p>As stated in the Communications Update of 26th November 2020, it is our intention to decommission the generic mailboxes from the end of December.</p> <p>This means that in 4 weeks time your generic mailbox will cease to exist and all communication will be sent to your clinical mailbox.</p> <p>In preparation you should begin to make arrangements to transfer any items you wish to keep to your clinical mailbox.</p> <p>This decision has been taken to reduce the workload that checking multiple mailboxes brings.</p> <p>We will continue to post reminders weekly until the final date of decommissioning. Any queries should be addressed to: cpdt@ggc.scot.nhs.uk</p>

REMINDER	Move Away From Fax Communication – Tuesday 29.09.20
	<p>Following on from our previous communication several months ago, you will have noticed that the CPD Team have started to remove the fax number from our claim forms/participation forms. This is in line with our move to decommission fax communications by the end of this financial year.</p> <p>As the number of e-mails into the Team's generic mailbox increases over the next couple of months, we would ask that the inclusion of a contractor code be a minimum requirement when sending messages to the Team. While the subject line of your message should clearly let us know what your message is about, it should at the very least contain a contractor code so that we can clearly identify messages and ensure they are actioned appropriately.</p> <p>Thank you for your co-operation. janine.glen@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>
	<ul style="list-style-type: none"> • F.A.O. – Participants in Flu Vaccination Service – Monday 14.12.20 • Intelligence Alert – sent to Pharmacy Notifications on Friday 11.12.20 • COVID-19 THERAPEUTIC ALERT – AZITHROMYCIN IN THE MANAGEMENT OF COVID-19 (SARS-CoV-2) POSITIVE PATIENTS – Tuesday 15.12.20 • Serial Prescriptions – Notification of Cancellations – Wednesday 09.12.20 • Tacrolimus - Must be Prescribed as the Branded Product 'Prograf' and Dispensed in the Original Pack – Thursday 10.12.20 • Libre 2 Launch and Planned Switch Activity – Wednesday 09.12.20 • Specials Guide Price List – December 2020 – Wednesday 09.12.20 • Up-dated Prescriber Signature List – Wednesday 09.12.20 • PCA(P) (2020) 28 - PHARMACEUTICAL SERVICES AMENDMENTS TO DRUG TARIFF IN RESPECTS OF REMUNERATION ARRANGEMENTS FOR 2020/21 – Tuesday 08.12.20 • Serial Prescriptions – Notification of Cancellations – Tuesday 08.12.20 • Additional COVID Prevention Measures – Monday 07.12.20 • Enhanced Pharmaceutical Services for Patients for Patients Receiving Medicines Supervised by Secondary Care – Monday 07.12.20 • Pharmacy First Prescriptions – Friday 04.12.20 • Repeat Prescribing Management – Friday 04.12.20 • CARE HOME PALLIATIVE CARE MEDICINES PROTOCOL UPDATE – Friday 04.12.20 • The Patient Rights (Feedback, Comments, Concerns and Complaints) (Scotland) Directions 2017 - REQUIREMENT TO PROVIDE QUARTERLY COMPLAINTS INFORMATION TO THE NHS BOARD – CORONAVIRUS - Friday 04.12.20

- F.A.O. Pharmacies Who Service Care Homes – Friday 04.12.20
- ADRS Bases & Contacts During Covid-19 – Friday 04.12.20
- Update to Pharmacy First Formulary – Friday 04.12.20

Any queries should be directed to the contact provided – where no specific contact is shown, queries should be directed to ggc.cpdevteam@nhs.scot

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: Tuesday 22nd December 2020




The Community Pharmacy Development Team wishes the entire Community Pharmacy network in GG&C a blessed Christmas and a prosperous New Year.

ACTION	Clinical Mail access – Monday 21.12.20
	<p>The Migration of all email addresses is now complete and the outstanding issues associated with the transition are now minimal and being worked through by IT for those that have raised it.</p> <p>One concern however coming out of the migration is the number of times Community Pharmacy staff cannot access the clinical mailbox; especially in the Out of Hours (OOH) weekend period.</p> <p>On investigation it appears that a Locum Pharmacist is on duty at these times alongside other staff who do not have access to the clinical mailbox. The GP OOH service have highlighted a number of occasions during the weekend period where patients arrive at the pharmacy to collect a prescription sent by OOH to the clinical mailbox. With staff not having access to the mailbox, this is causing unnecessary delays for the patient as the pharmacy team then need to contact the prescriber at the OOH service to get the details.</p> <p>Can I please remind everyone of the requirement to check your mailbox at least twice a day. It is the pharmacies responsibility to ensure that the staff employed on each day are suitably trained and have the access rights to the clinical mail box.</p> <p>I would be grateful for your support in putting this in place urgently especially as we head into Winter and the further restrictions that will be imposed upon us.</p> <p>Alan Harrison</p>

ACTION	Non-CE marked Personal Protective Equipment (PPE) – Tuesday 22.12.2020
 <p>Letter to Primary Care Practices - Non-</p> <p>Attached</p>	<p>Please find attached information from the Scottish Government regarding Non-CE marked Personal Protective Equipment (PPE).</p> <p>National Procurement have advised that all Non-CE marked PPE has already been distributed and that all supplies going forward should conform with the required standards to include the CE marking.</p> <p>There may still be supplies of this stock in the system; however based on the guidance included in the attached document, these can still be utilised.</p> <p>The recommendation is that in placing future orders, please seek to acquire only CE marked PPE.</p>

INFORMATION	Gap between vaccinations – Friday 18.12.2020
	<p>There have been questions raised regarding whether a patient can receive a Flu Vaccination at the same time as a COVID-19 vaccination.</p> <p>Having spoken to our colleagues in Public Health, I can confirm that as long as there are 7 days between each administration of the vaccine then it is safe to give the Flu vaccine in parallel with a COVID-19 vaccine.</p> <p>e.g</p> <p>On day 1 – Patient is administered their first dose of COVID-19 vaccine On day 8 – Patient could be administered their flu vaccination On day 28 or thereafter – Patient would receive their second dose of COVID-19 vaccine.</p> <p>I hope that this supports the patient journey; and for those delivering the flu vaccination program I hope this allows you to reassure patients when questioned.</p> <p>Alan Harrison</p>

INFORMATION	End of the EU Transition Period: Supply Of Medicines, Medical Devices and Clinical Consumables – Tuesday 22.12.2020
 <p>CMO and CPO unnumbered letter -</p>	<p>Please find attached letter - End of the EU Transition Period: Supply Of Medicines, Medical Devices and Clinical Consumables.</p>

INFORMATION	The Patient Rights (Feedback, Comments, Concerns And Complaints) (Scotland) Directions 2017 - Requirement To Provide Quarterly Complaints Information To The Nhs Board – Coronavirus – Tuesday 22.12.2020
	<p>We wrote to you in March, as the first Coronavirus lockdown started, postponing the 2019-20 Quarter 4 Complaints survey to enable you to deal with the unprecedented and unknown challenge that Coronavirus posed. We had sought guidance over the summer as to when we should restart the Complaint's Surveys, and if we should look for data from all of the subsequent quarters. We have now received a request from NHS GG&C's Complaints Manager that we provide the data for the four quarters of 2020-21, and complete this by the end of the current reporting period, the 23rd of April 2021. We apologise for the short notice on this, and are proposing the following to deliver it.</p> <ul style="list-style-type: none"> • We will run Quarters 1 to 3 together starting on Monday 28th December and ending on Friday 22nd January, using a single form to collect the three quarters data, then • Quarter 4, and the Annual Feedback survey will be run from Monday 29th March to Friday 23rd April. <p>As before the surveys for Independent Contractors will be carried out in Webropol and for Multiple Contractors the form will be sent directly to your named representative.</p> <p>I would like to thank you in advance for assisting us with this.</p> <p>If you have any questions about this please contact Michelle Cooper on 0141 201 6041 or email ggc.cpdevteam@nhs.scot.</p>

REMINDER	Accessing Restricted Area on Community Pharmacy Development Website – Wednesday 16.12.20
	<p>Access instructions to restricted site:</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 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.</p> <p>Queries to: Janine Glen – janine.glen@ggc.scot.nhs.uk; or Bridie McCallum – bridie.mccallum@ggc.scot.nhs.uk</p>

REMINDER	O365 ACTION REQUIRED – Wednesday 02.12.20
	<p>Should you experience any issues with your nhs e-mail you can log a call with the Service Desk on 0345 612 5000, however during this exceptionally busy period you may prefer to send an email via itservicedesk.nhss-ggc@atos.net. Below is the basic information required for logging a call:</p> <p>Department eg. Community Dental, Community Pharmacy, Community Optician Contractor, Location or Payment Code Contact Name Contact Telephone number O365 Email address Availability Tell us what is wrong - e.g. Issue accessing GMB after O365 migration, or what is my new email address, password reset</p>

REMINDER	Move Away From Fax Communication – Tuesday 29.09.20
	<p>Following on from our previous communication several months ago, you will have noticed that the CPD Team have started to remove the fax number from our claim forms/participation forms. This is in line with our move to decommission fax communications by the end of this financial year.</p> <p>As the number of e-mails into the Team’s generic mailbox increases over the next couple of months, we would ask that the inclusion of a contractor code be a minimum requirement when sending messages to the Team. While the subject line of your message should clearly let us know what your message is about, it should at the very least contain a contractor code so that we can clearly identify messages and ensure they are actioned appropriately.</p> <p>Thank you for your co-operation. janine.glen@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>
	<ul style="list-style-type: none"> • COVID Vaccination Update – Thursday 17.12.20 • URGENT: PLEASE READ - COVID -19 Vaccination – Wednesday 16.12.20 • Registering to be a Covid Vaccinator – Thursday 17.12.20 • Christmas and New Year Arrangements for Compliance Aid Dispensing from GGC Hospitals – Thursday 17.12.20 • Local Implementation Group Meeting – Friday 27th November 2020 – Thursday 17.12.20 • F.A.O. – Participants in Flu Vaccination Service – Monday 14.12.20 • Intelligence Alert – sent to Pharmacy Notifications on Friday 11.12.20 • COVID-19 THERAPEUTIC ALERT – AZITHROMYCIN IN THE MANAGEMENT OF COVID-19 (SARS-CoV-2) POSITIVE PATIENTS – Tuesday 15.12.20 • Serial Prescriptions – Notification of Cancellations – Wednesday 09.12.20 • Tacrolimus - Must be Prescribed as the Branded Product 'Prograf' and Dispensed in the Original Pack – Thursday 10.12.20 • Libre 2 Launch and Planned Switch Activity – Wednesday 09.12.20 • Specials Guide Price List – December 2020 – Wednesday 09.12.20 • Up-dated Prescriber Signature List – Wednesday 09.12.20

Any queries should be directed to the contact provided – where no specific contact is shown, queries should be directed to ggc.cpdevteam@nhs.scot

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 24th December 2020



The Community Pharmacy Development Team wishes the entire Community Pharmacy network in GG&C a blessed Christmas and a prosperous New Year.

ACTION	For the attention of all pharmacies delivering the Flu vaccination program – Wednesday 23.12.2020
	<p>As the focus of NHS GGC vaccination centres moves from delivering the Flu program to the COVID-19 vaccination program, Community Pharmacies will play a huge part in the mop up service going forward.</p> <p>From the 5th of January all current cohorts of patients, who have not managed to gain access to a vaccine, will be asked to contact their local participating pharmacy and make an appointment. This will include:</p> <ol style="list-style-type: none"> 1. Health and social care workers 2. Unpaid Carers 3. Householders of shielding patients 4. Care home staff <p>The additional cohorts will be:</p> <ol style="list-style-type: none"> 5. Over 60's (this is the new age level as directed by Scottish Government and who would have previously have gone to a vaccination centre/hub) 6. Under 64's at risk (who would have previously gone to their GP's) <p>Based on the above cohorts of patients the QIVc vaccine should be used first and in the event of this supply being used the QIVe should be utilised thereafter. (For the small amount of pharmacies who received TIV vaccine for over 65's in Renfrewshire – this should be used first for over 65 patients before moving onto the QIVc)</p> <p>Pregnant women should still be referred on to their mid wife and obstetrics for vaccine delivery.</p> <p>The flu program will continue on until the end of March with regular reviews each month as the potential for further cohorts of patients being added is considered.</p> <p>Kind Regards Alan Harrison</p>

ACTION	Medicine waste bin collections (Tradebe) – Wednesday 23.12.2020
	<p>We have been alerted by contractors that Tradebe; the Company who manage the medicines waste contract within NHS GGC, have not been leaving empty bins when picking up full ones.</p> <p>On investigation this is due to a National and UK shortage of waste bins. Our facilities team are aware of this and are working with Tradebe to find solutions. These solutions will include, in the interim, receiving bins that are not of the usual size, colour and in some cases may contain information relating to NHS England.</p> <p>Please ensure that you accept bins that are presented to you until further information is communicated to you.</p> <p>If you do not receive empty bins and the contractor has not returned with empty bins when they said they would, please contact the CPD Team using the following generic email address - ggc.cpdevteam@nhs.scot</p> <p>There is no need to contact us if you receive the wrong or unusual bins.</p> <p>Kind Regards Alan Harrison</p>

ACTION	Locum email accounts – Wednesday 23.12.2020
	<p>Over the last couple of days we have been made aware that a number of locums do not have access to an NHS email account.</p> <p>We would be extremely grateful if you could speak to locums who will be working within your pharmacies to advise them to contact the IT support line on 0345 612 5000 to set up a new account, or to update an account that has not migrated over through the 365 migration program.</p> <p>Kind regards Alan Harrison</p>

ACTION	COVID-19 THERAPEUTIC ALERT – THERAPEUTIC ANTICOAGULATION (HEPARIN) IN THE MANAGEMENT OF SEVERE COVID-19 (SARS-CoV-2 POSITIVE PATIENTS – Thursday 24.12.2020
	<p>https://www.sehd.scot.nhs.uk/cmo/CEM_CMO(2020)042.pdf</p>

INFORMATION	Eagle Couriers – Thursday 24.12.2020
	<p>Within NHS GGC, there is a long-established courier service which can be used to transport prescriptions and/or palliative care medicines when the need arises. This service is available 24hrs a day/7 days week (including public holidays).</p> <p>The Palliative Care Network Pharmacies are able to access an account with Eagle Couriers which can be used to transport medicines and/or prescriptions if needed. Non-network pharmacies can access the Eagle account by contacting their nearest network pharmacy and making a request.</p> <p>If anyone would like a leaflet about the network (2019 version), please contact Elayne Harris on Elayne.harris@ggc.scot.nhs.uk</p>

MESSAGE**Christmas Message from Alan Harrison, Lead Pharmacist for Community Care – Wednesday 23.12.2020**

Dear Colleagues,

Well, what a year 2020 has been – one that none of us expected or hopefully ever experience again.

Personally, in 30 years of working in Pharmacy, there has never been anything as unprecedented as what everyone has had to deal with both from a business, health and personal level.

On reflecting on this year, you tend to be drawn to the down side of the COVID Pandemic however we should never lose track or forget the huge positives and effort that has been delivered from the Community Pharmacy network.

With this in mind I would like to reflect on just a few things that stand out in my mind.

1. 290 Community pharmacies within NHS GGC remained open every day throughout the pandemic and although there were a few close calls and hours lost here or there every contractor pulled out the stops to ensure that patient care was delivered to our patients in their communities when others around closed down.
2. New ways of working have been delivered using access to IT that we have been asking for, for many years. Clinical portal has allowed access to emergency care summaries and immediate discharge letters that have supported community pharmacy teams to deliver on the spot care rather than having to chase round various services looking for information. NHS Near Me has allowed virtual consultations when face to face contact is impractical or inadvisable.
3. Service delivery through the launch of National Pharmacy First across all community pharmacies making pharmacies the first point of call for patients to be triaged, with needs being met at the point of contact or redirected to the correct service required for the patient's needs.
4. Playing a huge part in the NHS GGC flu vaccination program with currently around 8000 patients already having been vaccinated with ongoing support planned and the potential to be a key player in the mass vaccination program for the COVID-19 vaccination.

The list could go on and it is testament to the hard work, resilience and dedication of every member of our pharmacy teams that we can celebrate the network being awarded the "Team of the Year" at the Scottish Health Care awards in November.

I would like to take this opportunity to thank every member of staff across the network in GGC for their effort in what has been trying times. I would also like to personally thank the Contractors Committee who have worked tirelessly on your behalf, meeting with me on a weekly basis throughout the pandemic to ensure that intelligence is brought to me and support given when the call has been made.

I know that we have a long way ahead of us until we get through the pandemic however I know that working together we can continue to ensure that the Pharmaceutical care needs of our patients are met in every community across NHS GGC.

I hope that you and your families have a merry Christmas and a peaceful and prosperous New Year

Kind Regards
Alan

INFORMATION	COPD Exacerbation treatment service – Wednesday 23.12.2020
	<p>Due to an extended delay in the printing of the COPD exacerbation service treatment cards as outlined in the service specification that was circulated at the end of November, we will not be able to start the new service in its outlined format at this present time.</p> <p>Until further notice, I would ask that you continue to deliver exacerbation treatment in the manner in which you have been doing through the pandemic where a patient can access treatment supplied by Community Pharmacies in line with the Unscheduled Care Provision. This should be done where patients have had a supply previously and helps support them gain quick access to a supply of medication to help prevent a further exacerbation of their COPD condition.</p> <p>If through the supplying of medication it is noted that the patient has accessed treatment frequently (using your professional judgement to decide) then please raise this with the patients GP for further advice.</p> <p>I would like to apologise for the delay with this service but will keep you updated as to when the treatment cards become available and the service can officially commence.</p> <p>Kind regards Alan</p>

REMINDER	Accessing Restricted Area on Community Pharmacy Development Website – Wednesday 16.12.20
	<p>Access instructions to restricted site:</p> <p><u>To access:</u></p> <p>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:</p> <p>User Name: pharmacist 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. Please note: This username and password must not be given to anyone outwith your pharmacy team.</p> <p>Queries to: Janine Glen – janine.glen@ggc.scot.nhs.uk; or Bridie McCallum – bridie.mccallum@ggc.scot.nhs.uk</p>

REMINDER	O365 ACTION REQUIRED – Wednesday 02.12.20
	<p>Should you experience any issues with your nhs e-mail you can log a call with the Service Desk on 0345 612 5000, however during this exceptionally busy period you may prefer to send an email via itservicedesk.nhss-ggc@atos.net. Below is the basic information required for logging a call:</p> <p>Department eg. Community Dental, Community Pharmacy, Community Optician Contractor, Location or Payment Code Contact Name Contact Telephone number O365 Email address</p>

	<p>Availability Tell is what is wrong - e.g. Issue accessing GMB after O365 migration, or what is my new email address, password reset</p>
--	--

REMINDER	Move Away From Fax Communication – Tuesday 29.09.20
	<p>Following on from our previous communication several months ago, you will have noticed that the CPD Team have started to remove the fax number from our claim forms/participation forms. This is in line with our move to decommission fax communications by the end of this financial year.</p> <p>As the number of e-mails into the Team’s generic mailbox increases over the next couple of months, we would ask that the inclusion of a contractor code be a minimum requirement when sending messages to the Team. While the subject line of your message should clearly let us know what your message is about, it should at the very least contain a contractor code so that we can clearly identify messages and ensure they are actioned appropriately.</p> <p>Thank you for your co-operation. janine.glen@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>
	<ul style="list-style-type: none"> • Clinical Mail access – Monday 21.12.20 • Non-CE marked Personal Protective Equipment (PPE) – Tuesday 22.12.2020 • Gap between vaccinations – Friday 18.12.2020 • End of the EU Transition Period: Supply Of Medicines, Medical Devices and Clinical Consumables – Tuesday 22.12.2020 • The Patient Rights (Feedback, Comments, Concerns And Complaints) (Scotland) Directions 2017 - Requirement To Provide Quarterly Complaints Information To The Nhs Board – Coronavirus – Tuesday 22.12.2020 • COVID Vaccination Update – Thursday 17.12.20 • URGENT: PLEASE READ - COVID -19 Vaccination – Wednesday 16.12.20 • Registering to be a Covid Vaccinator – Thursday 17.12.20 • Christmas and New Year Arrangements for Compliance Aid Dispensing from GGC Hospitals – Thursday 17.12.20 • Local Implementation Group Meeting – Friday 27th November 2020 – Thursday 17.12.20 • F.A.O. – Participants in Flu Vaccination Service – Monday 14.12.20 • Intelligence Alert – sent to Pharmacy Notifications on Friday 11.12.20 • COVID-19 THERAPEUTIC ALERT – AZITHROMYCIN IN THE MANAGEMENT OF COVID-19 (SARS-CoV-2) POSITIVE PATIENTS – Tuesday 15.12.20

- Serial Prescriptions – Notification of Cancellations – Wednesday 09.12.20
- Tacrolimus - Must be Prescribed as the Branded Product 'Prograf' and Dispensed in the Original Pack – Thursday 10.12.20
- Libre 2 Launch and Planned Switch Activity – Wednesday 09.12.20
- Specials Guide Price List – December 2020 – Wednesday 09.12.20
- Up-dated Prescriber Signature List – Wednesday 09.12.20

Any queries should be directed to the contact provided – where no specific contact is shown, queries should be directed to ggc.cpdevteam@nhs.scot

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: Tuesday 29th December 2020

ACTION	DRUG ALERT CLASS 2 NO 61 2020 MEDICINES RECALL ACTION WITHIN 48 HOURS – medac Gmbh (t/a medac Pharma LLP) Sodiofolin 50mg/ml Solution for Injection 100mg/2ml – Tuesday 29.12.20
	https://www.gov.uk/drug-device-alerts/class-2-medicines-recall-medac-gmbh-t-slash-a-medac-pharma-llp-sodiofolin-50mg-slash-ml-solution-for-injection-100mg-slash-2ml-pl-11587-slash-0005-el-20-a-slash-61

UPDATE	Tacrolimus Update to Communication 10th December 2020 – Tuesday 29.12.20
	<p>Please note, that although Prograf® is the most commonly prescribed immediate release (IR) tacrolimus product in NHSGGC and is used first line, it is not listed in the formulary as preferred brand, and not all prescribing of tacrolimus will be for Prograf®. As NHS Lothian use Adoport® first line, patients who have had their organ transplant in Edinburgh will have been prescribed Adoport® rather than Prograf®, and should remain on that brand.</p> <p>Additionally, there will be patients who cannot tolerate the IR preparations, for reasons of poor concordance or severe side effects, and they may be prescribed Advagraf® or Envarsus®, which are prolonged release preparations.</p> <p>Contractors should continue to ensure that tacrolimus be prescribed by brand.</p> <p>carol.smart@ggc.scot.nhs.uk</p>

REMINDER	Accessing Restricted Area on Community Pharmacy Development Website – Wednesday 16.12.20
	<p>Access instructions to restricted site:</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 enter:</p> <p>User Name: pharmacist 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. Please note: This username and password must not be given to anyone outwith your pharmacy team.</p> <p>Queries to: Janine Glen – janine.glen@ggc.scot.nhs.uk; or Bridie McCallum – bridie.mccallum@ggc.scot.nhs.uk</p>

REMINDER	O365 ACTION REQUIRED – Wednesday 02.12.20
	<p>Should you experience any issues with your nhs e-mail you can log a call with the Service Desk on 0345 612 5000, however during this exceptionally busy period you may prefer to send an email via itservicedesk.nhss-ggc@atos.net. Below is the basic information required for logging a call:</p> <p>Department eg. Community Dental, Community Pharmacy, Community Optician Contractor, Location or Payment Code Contact Name Contact Telephone number O365 Email address Availability Tell us what is wrong - e.g. Issue accessing GMB after O365 migration, or what is my new email address, password reset</p>

REMINDER	Move Away From Fax Communication – Tuesday 29.09.20
	<p>Following on from our previous communication several months ago, you will have noticed that the CPD Team have started to remove the fax number from our claim forms/participation forms. This is in line with our move to decommission fax communications by the end of this financial year.</p> <p>As the number of e-mails into the Team's generic mailbox increases over the next couple of months, we would ask that the inclusion of a contractor code be a minimum requirement when sending messages to the Team. While the subject line of your message should clearly let us know what your message is about, it should at the very least contain a contractor code so that we can clearly identify messages and ensure they are actioned appropriately.</p> <p>Thank you for your co-operation. janine.glen@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> <ul style="list-style-type: none"> • COVID-19 THERAPEUTIC ALERT – THERAPEUTIC ANTICOAGULATION (HEPARIN) IN THE MANAGEMENT OF SEVERE COVID-19 (SARS-CoV-2 POSITIVE PATIENTS – Thursday 24.12.20 • Eagle Couriers – Thursday 24.12.20 • Christmas Message from Alan Harrison, Lead Pharmacist for Community Care – Wednesday 23.12.20 • For the attention of all pharmacies delivering the Flu vaccination program – Wednesday 23.12.20 • Medicine waste bin collections (Tradebe) – Wednesday 23.12.20 • Locum Email Accounts – Wednesday 23.12.20 • COPD Exacerbation treatment service – Wednesday 23.12.20 • Non-CE marked Personal Protective Equipment (PPE) – Tuesday 22.12.20 • End of the EU Transition Period: Supply Of Medicines, Medical Devices and Clinical Consumables – Tuesday 22.12.20 • The Patient Rights (Feedback, Comments, Concerns And Complaints) (Scotland) Directions 2017 - Requirement To Provide Quarterly Complaints Information To The NHS Board – Coronavirus –
------------------	---

Tuesday 22.12.20

- G Clinical Mail access – Monday 21.12.20
- Gap between vaccinations – Friday 18.12.20
- COVID Vaccination Update – Thursday 17.12.20
- Registering to be a COVID Vaccinator – Thursday 17.12.20
- Christmas and New Year Arrangements for Compliance Aid Dispensing from GGC Hospitals – Thursday 17.12.20
- Local Implementation Group Meeting – Friday 27th November 2020 – Thursday 17.12.20
- URGENT: PLEASE READ - COVID -19 Vaccination – Wednesday 16.12.20

Any queries should be directed to the contact provided – where no specific contact is shown, queries should be directed to ggc.cpdevteam@nhs.scot

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 31st December 2020

<p>ACTION REMINDER</p>	<p>Faxing Claim Forms to Glasgow Addiction Service – Wednesday 02.12.20</p>
	<p><u>This message was originally in the Communications Update 3rd December 2020</u></p> <p>The Pharmacy Team at Glasgow Addiction Service migrated over to a new phone system last week. The new system works from a digital platform and doesn't support their existing fax machine.</p> <p>As such they are not receiving any claim forms faxed to their old fax number.</p> <p>With immediate effect community pharmacists should e-mail any claim forms to: Adrs.PharmacyTeam@ggc.scot.nhs.uk or send hard copy claims via Royal Mail.</p>
<p>ACTION</p>	<p>COMMUNITY PHARMACY PUBLIC HEALTH SERVICE POSTER CAMPAIGNS 2020-21 – Thursday 31.12.20</p>
	<p>https://www.sehd.scot.nhs.uk/pca/PCA2020(P)29.pdf</p>
<p>UPDATE</p>	<p>Community Pharmacy Gluten Free Formulary Update - January 2021 – Wednesday 30.12.20</p>
<p> Gluten Free Food List Formulary Final Versic Attached</p>	<p>The NHS GGC Gluten Free Formulary for 2021 has now been updated and will be ready for use from 1st January 2021: GGC Medicines: Non- medicines Formularies. Please note there are some items previously on the NHS GGC Gluten Free Formulary that have been discontinued/are no longer available, e.g. ENER-G and Lifestyle bread products. The Formulary has therefore been updated to reflect these changes and include a wider range of bread products from alternative companies. The NHS GGC Gluten Free Formulary update has also included the addition of new/cost effective gluten free products. It is worthwhile to point out that not all products that are available from each company are included on the NHS GGC Gluten Free Formulary and only those which are inclusive on the Formulary should continue to be prescribed to patients with Coeliac Disease or Dermatitis Herpetiformis. Order forms and more information are available from NHSGGC Community Pharmacy website click here.</p> <p>As in previous years, sweet biscuits are not included in the formulary and should not be prescribed.</p> <p>If you have any queries please contact the prescribing support dietitians on 0141 201 6012 or presupdiet@ggc.scot.nhs.uk.</p>
<p>REMINDER</p>	<p>DECOMMISSIONING OF GENERIC MAILBOX</p>
	<p>THIS IS YOUR TWO WEEK WARNING KLAXON!!!!</p> <p>As stated in the Communications Update of 26th November 2020, it is our intention to decommission the generic mailboxes from the end of December.</p> <p>This means that in 2 weeks time your generic mailbox will cease to exist and all communication will be sent to your clinical mailbox.</p> <p>In preparation you should begin to make arrangements to transfer any items you wish to keep to your clinical mailbox.</p>

	<p>This decision has been taken to reduce the workload that checking multiple mailboxes brings.</p> <p>We will continue to post reminders weekly until the final date of decommissioning. Any queries should be addressed to: cpdt@ggc.scot.nhs.uk</p>
--	--

REMINDER	Accessing Restricted Area on Community Pharmacy Development Website – Wednesday 16.12.20
	<p>Access instructions to restricted site:</p> <p><u>To access:</u></p> <p>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:</p> <p>User Name: pharmacist 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. Please note: This username and password must not be given to anyone outwith your pharmacy team.</p> <p>Queries to: Janine Glen – janine.glen@ggc.scot.nhs.uk; or Bridie McCallum – bridie.mccallum@ggc.scot.nhs.uk</p>

REMINDER	O365 ACTION REQUIRED – Wednesday 02.12.20
	<p>Should you experience any issues with your nhs e-mail you can log a call with the Service Desk on 0345 612 5000, however during this exceptionally busy period you may prefer to send an email via itservicedesk.nhss-ggc@atos.net. Below is the basic information required for logging a call:</p> <p>Department eg. Community Dental, Community Pharmacy, Community Optician Contractor, Location or Payment Code Contact Name Contact Telephone number O365 Email address Availability Tell us what is wrong - e.g. Issue accessing GMB after O365 migration, or what is my new email address, password reset</p>

REMINDER	Move Away From Fax Communication – Tuesday 29.09.20
	<p>Following on from our previous communication several months ago, you will have noticed that the CPD Team have started to remove the fax number from our claim forms/participation forms. This is in line with our move to decommission fax communications by the end of this financial year.</p> <p>As the number of e-mails into the Team’s generic mailbox increases over the next couple of months, we would ask that the inclusion of a contractor code be a minimum requirement when sending messages to the Team. While the subject line of your message should clearly let us know what your message is about, it should at the very</p>

least contain a contractor code so that we can clearly identify messages and ensure they are actioned appropriately.

Thank you for your co-operation. janine.glen@ggc.scot.nhs.uk

REMINDERS

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:

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

- Tacrolimus Update to Communication 10th December 2020 – Tuesday 29.12.20
- COVID-19 THERAPEUTIC ALERT – THERAPEUTIC ANTICOAGULATION (HEPARIN) IN THE MANAGEMENT OF SEVERE COVID-19 (SARS-CoV-2 POSITIVE PATIENTS – Thursday 24.12.20
- Eagle Couriers – Thursday 24.12.20
- Christmas Message from Alan Harrison, Lead Pharmacist for Community Care – Wednesday 23.12.20
- For the attention of all pharmacies delivering the Flu vaccination program – Wednesday 23.12.20
- Medicine waste bin collections (Tradebe) – Wednesday 23.12.20
- Locum Email Accounts – Wednesday 23.12.20
- COPD Exacerbation treatment service – Wednesday 23.12.20
- Non-CE marked Personal Protective Equipment (PPE) – Tuesday 22.12.20
- End of the EU Transition Period: Supply Of Medicines, Medical Devices and Clinical Consumables – Tuesday 22.12.20
- The Patient Rights (Feedback, Comments, Concerns And Complaints) (Scotland) Directions 2017 - Requirement To Provide Quarterly Complaints Information To The NHS Board – Coronavirus – Tuesday 22.12.20
- Clinical Mail access – Monday 21.12.20
- Gap between vaccinations – Friday 18.12.20

Any queries should be directed to the contact provided – where no specific contact is shown, queries should be directed to ggc.cpdevteam@nhs.scot

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