




Community Pharmacy Communication Update




Date: Tuesday 5th January 2021

ACTION	DECOMMISSIONING OF GENERIC MAILBOX
	<p>THIS IS YOUR ONE 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 from next Monday (11th January) your generic mailbox will cease to exist and all communication will be sent to your clinical mailbox.</p> <p>You should already have made arrangements to transfer any items you wish to keep to your clinical mailbox.</p> <p>PLEASE NOTE: THIS IS YOUR LAST OPPORTUNITY TO MOVE ITEMS</p> <p>This decision has been taken to reduce the workload that checking multiple mailboxes brings.</p> <p>Any queries should be addressed to: cpdt@ggc.scot.nhs.uk</p>

ACTION	F.A.O. FLU PARTICIPANTS
	<p>We are receiving a number of complaints from patients who have tried to access an NHS flu vaccination from a community pharmacy and been advised that this service or vaccines are not available.</p> <p>Can I urgently remind you that from the 4th January 2021 the network of participating flu vaccination pharmacies has become the port of call for all patients who are eligible to receive a vaccine and who have failed so far to access one in the normal manner.</p> <p>This means that the following cohorts of patients can access a vaccine from a community pharmacy :-</p> <ol style="list-style-type: none"> 1. Health and Social care workers 2. Care home staff 3. Unpaid carers 4. Householders of patients who have been shielding <p>Additional cohorts</p> <ol style="list-style-type: none"> 5. Over 60's (over 65's has now been dropped to 60) 6. Under 60 and in an at risk category) <p>For vaccination purposes the QIVc vaccine should be used for all cohorts first and if your allocation has been exhausted then the QIVe can be used as second choice.</p> <p>This has been agreed with Public Health and the CP GGC contractors committee and was communicated to all pharmacies pre Christmas.</p> <p>Please ensure that all staff are urgently communicated this message and aware of this important change.</p> <p>An updated SLA will be published to the Community Pharmacy website by the end of</p>

	<p>this week and an updated poster will be sent out to community pharmacies in due course.</p> <p>alan.harrison@ggc.scot.nhs.uk</p>
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INFORMATION	COVID 19 Leaflet Door Drop – Thursday 31.12.20
 <p>PRINT_Covid door drop_0226 (002).pdf Attached</p>	<p>We have attached the leaflet regarding COVID -19 Vaccinations that will be door dropped to households in the New Year.</p> <p>This is for information purposes for yourself and your teams in the event that you receive any queries regarding information that is within.</p> <p>alan.harrison@ggc.scot.nhs.uk</p>

URGENT REMINDER	Update on accessibility to COVID-19 vaccines
 <p>COVID Vaccinationjancontr</p>  <p>Staff ID.DOCX</p>  <p>infor for staff.doc</p>	<p>The following message was sent to the CP Network as a separate communication on Thursday 31st December 2020</p> <p>We have just been advised that due to the licensing of the Astra Zenica Covid-19 vaccine being approved and the guidance to ensure that all front line workers are able to gain access to their first dose we are pleased to open up the availability of vaccination appointments to all community pharmacy staff.</p> <p>Please ensure that sensibility is applied to when your staff attend for an appointment and that you spread your staff across the various times and venues as much as possible.</p> <p>The guidance attached should be followed for setting up an appointment and the appropriate documentation should be taken along properly stamped and signed to ensure that a vaccine is not refused.</p> <p>We would like to thank you for your patience while we ensured that our most vulnerable patients and COVID facing staff were vaccinated first.</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>
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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"> • REMINDER: Faxing Claim Forms to Glasgow Addiction Service – originally Wednesday 02.12.20 – Thursday 31.12.20 • COMMUNITY PHARMACY PUBLIC HEALTH SERVICE POSTER CAMPAIGNS 2020-21 – Wednesday 31.12.20 • Community Pharmacy Gluten Free Formulary update - January 2021 – Wednesday 30.12.20 • Tacrolimus Update to Communication 10th December 2020 – Tuesday 29.01.21 • 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

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 7th January 2021

ACTION **DECOMMISSIONING OF GENERIC MAILBOX – COMMUNICATIONS UPDATE – Thursday 07.01.21**


As previously stated from next Monday (11th January) your generic mailbox will cease to exist and all communications will be sent to your clinical mailbox.


Therefore, this is the last Communications Update that will be sent to the generic mailbox – all future ones will be sent to the Clinical Mailbox.

We have attached copies of the Communications Updates that went out just before Christmas in case you have not seen these yet.

Any queries should be addressed to: cpdt@ggc.scot.nhs.uk

ACTION **NHS Greater Glasgow and Clyde - Pharmaceutical List as of 1st January 2021 – Wednesday 06.01.21**


Pharmaceutical Index Jan 21.pdf


Pharmaceutical List Jan 21.pdf

Attached

Please find attached a complete up to date Pharmaceutical List as at 1st January 2021.

Attached are the following:

- i) Complete alphabetical index; and
- ii) Complete Pharmaceutical List

Please ensure you remove your current index and List and replace with new versions.


Note for community pharmacies: Please check that the details for your pharmacy are complete and correct. If any amendment is required, please notify me in writing as soon as possible. This will allow our records and the Pharmaceutical List to be updated.


I trust this is helpful.

Next Update is due – 1st April 2021.

karen.armstrong@ggc.scot.nhs.uk

URGENT REMINDER **Update on Accessibility to COVID-19 Vaccines**


COVID Vaccinationjancontr


Staff ID.DOCX

The following message was sent to the CP Network as a separate communication on Thursday 31st December 2020

We have just been advised that due to the licensing of the Astra Zenica Covid-19 vaccine being approved and the guidance to ensure that all front line workers are able to gain access to their first dose we are pleased to open up the availability of vaccination appointments to all community pharmacy staff.

Please ensure that sensibility is applied to when your staff attend for an appointment and that you spread your staff across the various times and venues as much as possible.

The guidance attached should be followed for setting up an appointment and the



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appropriate documentation should be taken along properly stamped and signed to ensure that a vaccine is not refused.

We would like to thank you for your patience while we ensured that our most vulnerable patients and COVID facing staff were vaccinated first.

REMINDER

Accessing Restricted Area on Community Pharmacy Development Website – Wednesday 16.12.20

Access instructions to restricted site:

To access:

Follow the link below to the Community Pharmacy page:

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

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

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

User Name: pharmacist

Password: pharmacist1

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

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

Queries to:

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

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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

REMINDER

Move Away From Fax Communication – Tuesday 29.09.20

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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.

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/>

- DECOMMISSIONING OF GENERIC MAILBOX - Tuesday 05.01.21
- F.A.O. FLU PARTICIPANTS - Tuesday 05.01.21
- COVID 19 Leaflet Door Drop – Tuesday 05.01.21
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We are keen for any feedback you have about this Update. Please submit your comments/suggestions to:




cpdt@ggc.scot.nhs.uk




Community Pharmacy Communication Update




Date: Tuesday 12th January 2021

ACTION	GP CLINICAL MAILBOX ADDRESSES - Tuesday 12.01.2021
 <p>all clinical mailboxes@Jan2021.</p> <p>Attached</p>	<p>In an effort to ensure that we have communication pathways between the community pharmacies and GP practices we have attached a spreadsheet with all the clinical email addresses for the GP practices across NHS GGC.</p> <p>We would ask that these are kept safe and not shared with any member of the public and only used for the transfer of patient details, information and clinical queries when required.</p> <p>The list will sit on the Community Pharmacy website (link below). Please note: This is a restricted space and you will need to insert the username and password (at the first link) to access.</p> <p>https://www.communitypharmacy.scot.nhs.uk https://www.communitypharmacy.scot.nhs.uk/nhs-boards/nhs-greater-glasgow-clyde/restricted-community-pharmacists/</p> <p>Alan Harrison</p>

INFORMATION	COVID-19 THERAPEUTIC ALERT – INTERLEUKIN-6 INHIBITORS (TOCILIZUMAB OR SARILUMAB) FOR PATIENTS ADMITTED TO ICU WITH COVID-19 PNEUMONIA IN ADULTS – Friday 08.01.2021
 <p>8 January letter interleukin-6 inhibitor</p>  <p>CEM_CMO_2021_00 1.pdf</p>  <p>IL6_Inhibitors_Positi on_Statement.pdf</p> <p>Attached</p>	<p>Information for issue to relevant healthcare professionals about use of tocilizumab and sarilumab for adult ICU patients with COVID-19 pneumonia.</p>

INFORMATION	Astra Zeneca COVID-19 vaccine – Friday 08.01.2021
 <p>2021-01-08 - COVID-19 - CPO lett</p> <p>Attached</p>	<p>Please see the attached letter providing information about an update to the MHRA Information to Healthcare Professionals for the Pfizer BioNTech COVID-19 vaccine</p>

INFORMATION	New appointments for COVID vaccinations – Monday 11.01.2021																																																																																																																																																																																														
	<p>Please find below the link for next week's Covid Vaccination appointments</p> <p>https://www.nhsggc.org.uk/cvvaaxnhsggcO1Jan2021</p> <p>This offers over 22000 appointments – and the pattern will be repeated in the week of 25th. That will have provided c90000 appointments for staff in total</p> <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th></th> <th>LJ</th> <th>RAH</th> <th>GRI</th> <th>IRH</th> <th>GGN</th> <th>VOL</th> <th>SBH</th> <th>QEUH</th> <th></th> </tr> </thead> <tbody> <tr><td>18th</td><td>2000</td><td>500</td><td>750</td><td></td><td></td><td></td><td></td><td></td><td>3250</td></tr> <tr><td>19th</td><td>2000</td><td>500</td><td>750</td><td></td><td></td><td></td><td></td><td></td><td>3250</td></tr> <tr><td>20th</td><td>2000</td><td></td><td></td><td>400</td><td>600</td><td></td><td></td><td></td><td>3000</td></tr> <tr><td>21st</td><td>2000</td><td></td><td></td><td>400</td><td></td><td>300</td><td></td><td></td><td>2700</td></tr> <tr><td>22nd</td><td>2000</td><td></td><td></td><td></td><td></td><td>300</td><td>350</td><td></td><td>2650</td></tr> <tr><td>23rd</td><td>5000</td><td></td><td></td><td>400</td><td></td><td></td><td>350</td><td>800</td><td>6550</td></tr> <tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td>800</td><td>800</td></tr> <tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td>22200</td></tr> <tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr> <tr> <th></th> <th>LJ</th> <th>RAH</th> <th>GRI</th> <th>IRH</th> <th>GGN</th> <th>VOL</th> <th>SBH</th> <th>QEUH</th> <th></th> </tr> <tr><td>25th</td><td>2000</td><td>500</td><td>750</td><td></td><td></td><td></td><td></td><td></td><td>3250</td></tr> <tr><td>26th</td><td>2000</td><td>500</td><td>750</td><td></td><td></td><td></td><td></td><td></td><td>3250</td></tr> <tr><td>27th</td><td>2000</td><td></td><td></td><td>400</td><td>600</td><td></td><td></td><td></td><td>3000</td></tr> <tr><td>28th</td><td>2000</td><td></td><td></td><td>400</td><td></td><td>300</td><td></td><td></td><td>2700</td></tr> <tr><td>29th</td><td>2000</td><td></td><td></td><td></td><td></td><td>300</td><td>350</td><td></td><td>2650</td></tr> <tr><td>30th</td><td>5000</td><td></td><td></td><td>400</td><td></td><td></td><td>350</td><td>800</td><td>6550</td></tr> <tr><td>31st</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td>800</td><td>800</td></tr> <tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td>22200</td></tr> </tbody> </table> <p>A new link will be shared for the week of 25th and we would ask people to act responsibly by not sharing the link and only book an appointment if they are employed by the Community Pharmacy.</p> <p>Alan Harrison</p>		LJ	RAH	GRI	IRH	GGN	VOL	SBH	QEUH		18th	2000	500	750						3250	19th	2000	500	750						3250	20th	2000			400	600				3000	21st	2000			400		300			2700	22nd	2000					300	350		2650	23rd	5000			400			350	800	6550									800	800										22200												LJ	RAH	GRI	IRH	GGN	VOL	SBH	QEUH		25th	2000	500	750						3250	26th	2000	500	750						3250	27th	2000			400	600				3000	28th	2000			400		300			2700	29th	2000					300	350		2650	30th	5000			400			350	800	6550	31st								800	800										22200
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Community Pharmacy Communication Update

Date: Thursday 14th January 2021

ACTION	F.A.O Participants in Flu Vaccination Programme 2020/2021 – Thursday 14.01.21
 <p>FAQ 20-21 - January 2021.docx</p>  <p>SLA 2020-21 v10.docx</p> <p>Attached</p>	<p>You will be aware that the cohorts of patients who are eligible to receive a flu vaccination from community pharmacy as part of this year's programme, was further extended from 5th January 2021.</p> <p>An amended SLA is attached, along with a FAQ document which has been updated to include information on the revised process for ordering vaccinations, COVID 19 vaccinations and other issues that have been raised recently.</p> <p>An amended poster is currently with our Medical Illustration department and will be issued in due course.</p> <p>The Patient Consent form has been changed to reflect the need to ask the patient if they have had/will be having a COVID 19 vaccination within 7 days of any potential flu vaccination. A copy of the updated form can be found as a separate document on the webpage.</p> <p>As always you should refer to the Flu Page on the Community Pharmacy website for all information relating to this year's programme:</p> <p>https://www.communitypharmacy.scot.nhs.uk/nhs-boards/nhs-greater-glasgow-clyde/flu-vaccination-service-20202021/</p> <p>If you have any queries regarding these updates, please contact cpdt@ggc.scot.nhs.uk or Sarah Jane Black on 0141-355-1651.</p> <p>Janine Glen</p>

IMPORTANT INFORMATION	Guidance for OST Supervised Prescriptions – Wednesday 13.01.21
	<p>A number of concerns have been raised over recent instances when prescribed supervision of OST has been suspended by pharmacy staff without consultation with the prescriber. Any decisions on supervision have been taken after the prescriber has conducted a full risk assessment of the patient's capability to manage more take home medication and considers all known health and social care aspects. Within NHSGGC, this exercise has been completed for all OST patents on two occasions in the past 9 months representing a significant effort to safeguard the wellbeing of this vulnerable patient group.</p> <p>With the current new COVID restrictions please be reassured that prescribers are ensuring that any supervision requests are reduced to essential requests to minimise patient public exposure and to minimise any potential impact on the community pharmacy network.</p> <p>Consequently any decision to amend the prescriber's instructions, without an individual patient risk assessment, could potentially put patients and other household members, including children at risk. Pharmacy teams are unlikely to have all the necessary background information available to make fully informed individual patient risk assessments without consultation with the prescribing services.</p> <p>Where you believe there is an identified need to alter prescribed supervision instructions, the prescriber must be contacted for each patient to discuss whether supervision can safely be reduced or not. A record of the discussion detailing outcome, time, date, name, etc. should be retained in the pharmacy as good practice.</p>

	<p>Please note that the Misuse of Drugs Regulations do not allow any amendments to be made to the frequency of prescribed instalments.</p> <p>David Thomson</p>
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INFORMATION	Common Clinical Conditions Webinar Hosted by NES – Wednesday 13.01.21
	<p>NES Pharmacy Webinar - Management of Common Skin Conditions Tuesday 26th January at 7pm</p> <p>We are delighted to welcome back Dr Scott Jamieson, to our second webinar in which we aim to support Pharmacy Teams with the management of common clinical conditions. The aim of this webinar is to help participants to identify, examine and differentiate between common skin conditions that may present in community or primary care settings and to understand their management. Join us for this interactive webinar to gain a detailed overview of identifying and managing common skin conditions.</p> <p>Book your place here.</p>

UPDATE	Move to Paperless Claiming System – Thursday 14.01.21
	<p>We have previously written to the network in July and October giving notification of the intention to move to a paperless claiming system for locally negotiated services from 1st April 2021.</p> <p>This update is to let the network know that the draft workbook is now with approximately 20 community pharmacies who volunteered to test the draft system.</p> <p>The volunteers will use the system for services provided in January, February and March. We will then utilise feedback to develop a final workbook which will be implemented across the network in April and will become operational for April claims (submitted to the Board in May).</p> <p>We hope to share a copy of the draft workbook to the network in the next few weeks and will continue to provide updates from now until the new system goes “live”.</p> <p>If you have any queries regarding any aspect of this important change, please contact cpdt@ggc.scot.nhs.uk</p> <p>Janine Glen</p>

UPDATE	Continued Vigilance After Vaccination – Wednesday 13.01.21
	<p>As you should all be aware community pharmacy colleagues are able to access COVID vaccination appointments from various venues across Greater Glasgow and Clyde Health Board. We are hearing of many colleagues already vaccinated and also of just as many if not more with appointments booked in over the next few weeks.</p> <p>This is great news for the community pharmacy network however we have to make sure that having had a vaccine we do not let our guard down against what is turning out to be an extremely virulent strain of virus.</p> <p>With this in mind I thought it was pertinent to remind everyone that <u>even after you have had a vaccine</u> the following should be followed :-</p> <p>F – CONTINUE TO WEAR A FACE COVERING WHEN WORKING WITHIN THE PHARMACY A – AVOID CROWDS IN AND OUT OF WORK C – CLEAN HANDS AND SURFACES REGULARY T – STAY 2M APART WHEREVER YOU POSSIBLY CAN</p>

S – SELF ISOLATE AND BOOK AT TEST IF YOU START TO SHOW SYMPTOMS EVEN IF YOU HAVE HAD THE VACCINE.

The vaccine does not stop you from carrying the virus so please continue to be vigilant at all times

Alan Harrison

URGENT REMINDER

New Appointments for COVID Vaccinations – Monday

Please find below the link for next week's Covid Vaccination appointments

<https://www.nhsggc.org.uk/cvvaxxnhsnggcO1Jan2021>

This offers over 22000 appointments – and the pattern will be repeated in the week of 25th. That will have provided c90000 appointments for staff in total

	LJ	RAH	GRI	IRH	GGN	VOL	SBH	QEUH	
18th	2000	500	750						3250
19th	2000	500	750						3250
20th	2000			400	600				3000
21st	2000			400		300			2700
22nd	2000					300	350		2650
23rd	5000			400			350	800	6550
								800	800
									22200
	LJ	RAH	GRI	IRH	GGN	VOL	SBH	QEUH	
25th	2000	500	750						3250
26th	2000	500	750						3250
27th	2000			400	600				3000
28th	2000			400		300			2700
29th	2000					300	350		2650
30th	5000			400			350	800	6550
31st								800	800
									22200

A new link will be shared for the week of 25th and we would ask people to act responsibly by not sharing the link and only book an appointment if they are employed by the Community Pharmacy.

Alan Harrison

URGENT REMINDER

Update on Accessibility to COVID-19 Vaccines

The following message was sent to the CP Network as a separate communication on Thursday 31st December 2020

We have just been advised that due to the licensing of the Astra Zenica Covid-19 vaccine being approved and the guidance to ensure that all front line workers are able to gain access to their first dose we are pleased to open up the availability of vaccination appointments to all community pharmacy staff.

Please ensure that sensibility is applied to when your staff attend for an appointment and that you spread your staff across the various times and venues as much as possible.

The guidance attached should be followed for setting up an appointment and the appropriate documentation should be taken along properly stamped and signed to ensure that a vaccine is not refused.

We would like to thank you for your patience while we ensured that our most vulnerable patients and COVID facing staff were vaccinated first.



COVID Vaccinationjancontr



Staff ID.DOCX



infor for staff.doc

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	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"> • GP CLINICAL MAILBOX ADDRESSES - Tuesday 12.01.21 • Astra Zeneca COVID-19 vaccine – Friday 08.01.21 • New Appointments for COVID Vaccinations w/c 18 Jan 21 – Monday 11.01.21 • DECOMMISSIONING OF GENERIC MAILBOX – COMMUNICATIONS UPDATE – Thursday 07.01.21 • NHS Greater Glasgow and Clyde - Pharmaceutical List as of 1st January 2021 – Wednesday 06.01.21

- DECOMMISSIONING OF GENERIC MAILBOX - Tuesday 05.01.21
- F.A.O. FLU PARTICIPANTS - Tuesday 05.01.21
- COVID 19 Leaflet Door Drop – Tuesday 05.01.21

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 19th January 2021







ACTION	Temporary reduction to model hours – Tuesday 19.01.2021
	<p>We have been receiving information from various avenues regarding the recent uplift in prescription numbers and also the pressures associated with the reduction in workforce, numbers due to positive COVID-19 cases, or colleagues having to self-isolate as a result of being a contact through test and protect. We are also conscious of the new virulent strain of the virus and how quickly and easier it is to spread.</p> <p>With this in mind we will formally reinstate the amendment to the Model Hours of Service that was previously introduced during March, April and May last year when the first wave of the pandemic took hold. Accordingly, the minimum opening hours required from Monday 25th January 2021 will be:</p> <p style="padding-left: 40px;">Monday - Saturday: 10.00am - 5.00pm; 2 x days in the week: 10.00am - 1.00pm; and Lunch: 1 hour in the middle of the day</p> <p>We will review this in four weeks' time and advise accordingly if this reduction in model hours is to continue.</p> <p>If you decide to move to these new model hours there is no need to inform the Community Pharmacy Development Team. <u>However, we would ask any extended hours pharmacy with hours beyond 7pm (on any day in the week) that in the unlikely event you find it necessary to amend your hours at all, you must inform us to allow this information to be passed onto the Out Of Hours services. You should use the form at the undernoted link to submit your amended information.</u></p> <p>https://www.communitypharmacy.scot.nhs.uk/nhs-boards/nhs-greater-glasgow-clyde/general-forms/</p> <p>These actions are being put in place again to help and support the network in these difficult times to allow cleaning time and time to catch up with work load. We would ask that should you decide to move to these hours you advise your local surgeries accordingly and display a poster in your windows alerting patients to this temporary change in opening hours. A poster is available on the CPDT website for this purpose (link below).</p> <p>https://www.communitypharmacy.scot.nhs.uk/nhs-boards/nhs-greater-glasgow-clyde/</p> <p>Alan Harrison</p>

ACTION	Public Health Alert 2021/03 COVID-19 (SARS-CoV-2 coronavirus) – Variant of Concern (VOC202101/01) – Brazil and other linked countries – Monday 18.01.2021
 <p>202103 - HPS Briefing Note - VOC E</p>	<p>A new COVID-19 variant of concern (VOC202101/01) has been identified in Brazil with evidence of rapid spread there. A precautionary approach has been taken in the UK by the 4 Nations in terms of travel regulations, with implementation of public health actions as outlined below for travellers returning from Argentina, Bolivia, Brazil, Chile, Colombia, Ecuador, French Guiana, Guyana, Paraguay, Peru, Suriname, Uruguay and Venezuela</p>

Attached	<p>and other countries and territories with strong travel links to South America; namely Portugal, including Azores and Madeira, Panama, Cabo Verde (Cape Verde) and the British Overseas Territory of the Falkland Islands.</p> <p>Please note the recommendations in the attached, including that:</p> <ul style="list-style-type: none"> - Any individual with a travel history from the above-noted countries and territories in the preceding 10 days to arrival in the UK OR individuals who have had contact with an individual with such a travel history in the previous 10 days, who requires emergency assessment or admission to hospital should be managed in strict isolation in a single room with en-suite facilities. - As well as informing the local Infection Prevention and Control Team, hospital colleagues should contact their local Health Protection Team with the details of admitted individuals who test positive and who have returned from the above-noted countries or territories OR been in contact with someone who has returned, for further public health advice. Further risk assessment and discussion with the local/regional specialist infectious diseases centre is advised to inform further clinical management. <p>Dr. Beatrix v. Wissmann</p>
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ACTION	IMPORTANT PLEASE READ : UPDATED EARLY WARNING SYSTEMS – Monday 18.01.2021
<div style="text-align: center;">  EWS - All HSCPs - January 2021.pdf Attached </div>	<p>Please find attached an updated document which contains the Early Warning Systems for each of the Board's HSCP's.</p> <p>Please identify your pharmacy within the attached document and print off the relevant cascade.</p> <p>I would like to reiterate the importance of all pharmacy staff, including locums, knowing and understanding the cascade process and what they will need to do in response to a message. It might therefore be helpful to site this document close to your main telephone.</p> <p>As a reminder, this cascade system can be started by either a Board officer or any community pharmacist. Any one initiating the system should telephone the master station clearly relaying the message that is required for circulation. The master station will start the chain of calls by telephoning the next pharmacy on the list, who will in turn, telephone the next pharmacy and so forth until the last pharmacy calls the Master Station. When the Master Station receives a call from the last pharmacy in the cascade, it should contact the person who initiated the cascade thus completing the cycle. <u>It is essential that pharmacies follow this cascade in the specified order</u> to ensure that all pharmacies receive the message and that the communication is successfully exchanged throughout each HSCP System. Closed pharmacies should be by-passed however; it would be helpful to telephone them with the message once they reopen. In these instances, please advise that you have already passed on the message to the pharmacy they were expected to contact, which will stop unnecessary calls.</p> <p>A copy of this cascade can be found on the Community Pharmacy Website: - https://www.communitypharmacy.scot.nhs.uk/nhs-boards/nhs-greater-glasgow-clyde/</p> <p>If there is anything in this cascade process which is unclear or you would like to discuss further, please telephone Trish Cawley (0141-201-6047).</p> <p>Trish Cawley – Trish.cawley@ggc.scot.nhs.uk</p>

ACTION	Community Pharmacy Delivery Service – Tuesday 19.01.2021
 <p>Circular PCA(P) (2021) 01 NHS Comr</p> <p>Attached</p>	<p>Please find attached the Scottish Government circular regarding the community pharmacy delivery service announced by the First Minister yesterday. You will see that to register for this service you have to complete a proforma and send to National Services Scotland (NSS). This arrangement will be between the contractor and Scottish Government so there is no need to send any paperwork or advise the Board of your intent to provide this service.</p> <p>I would also draw your attention to how the service will be funded based on endorsements made by yourself on the prescription from where the delivery will come from.</p> <p>Please ensure that your teams have been suitably briefed on this to ensure that correct payments are made to you in line with the guidance given</p> <p>https://www.sehd.scot.nhs.uk/pca/PCA2021(P)01.pdf</p> <p>Alan Harrison</p>

URGENT REMINDER	Update on Accessibility to COVID-19 Vaccines
 <p>COVID Vaccinationjancontr</p>  <p>Staff ID.DOCX</p>  <p>infor for staff.doc</p>	<p>The following message was sent to the CP Network as a separate communication on Thursday 31st December 2020</p> <p>We have just been advised that due to the licensing of the Astra Zenica Covid-19 vaccine being approved and the guidance to ensure that all front line workers are able to gain access to their first dose we are pleased to open up the availability of vaccination appointments to all community pharmacy staff.</p> <p>Please ensure that sensibility is applied to when your staff attend for an appointment and that you spread your staff across the various times and venues as much as possible.</p> <p>The guidance attached should be followed for setting up an appointment and the appropriate documentation should be taken along properly stamped and signed to ensure that a vaccine is not refused.</p> <p>We would like to thank you for your patience while we ensured that our most vulnerable patients and COVID facing staff were vaccinated first.</p>

REMINDER	Accessing Restricted Area on Community Pharmacy Development Website – Wednesday 16.12.20
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	<p>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>
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cpdt@ggc.scot.nhs.uk





INFORMATION	Second Dose of Covid Vaccine – Wednesday 20.01.21						
	<p>Please see the information in relation to colleagues second dose of the Covid Vaccine Second dose for COVID vaccination</p> <p>Arrangements are being put in place to allow people to book an appointment for their second dose of vaccine.</p> <p>This will be made via the email address or mobile number given when your first appointment was booked.</p> <p>People will be contacted in the order in which they received their first vaccine with the following timescales:</p> <table border="0"> <tr> <td>Week of 18 January</td> <td>those vaccinated between 8 – 20 December</td> </tr> <tr> <td>Week of 25 January</td> <td>those vaccinated between 21 December – 3 January</td> </tr> <tr> <td>Week of 1 February</td> <td>those vaccinated between 4 – 17 January</td> </tr> </table> <p>You will be offered a two week window to choose an appointment within the 12 weeks maximum time from your first vaccination.</p> <p><u>If staff do not receive contact within that timescale they should contact the current email address we are using Staff.Covid19@ggc.scot.nhs.uk</u></p> <p>Please only contact the above email address when it has gone past your contact week Further timescales for those vaccinated after the 17th will be provided at a later date.</p> <p>Alan Harrison</p>	Week of 18 January	those vaccinated between 8 – 20 December	Week of 25 January	those vaccinated between 21 December – 3 January	Week of 1 February	those vaccinated between 4 – 17 January
Week of 18 January	those vaccinated between 8 – 20 December						
Week of 25 January	those vaccinated between 21 December – 3 January						
Week of 1 February	those vaccinated between 4 – 17 January						
INFORMATION	Links for COVID Vaccination Appointments – Wednesday 20.01.21						
	<p>At the end of the month we will come to the end of the COVID vaccination phase for front line workers with the attention then turning to the next cohort of patients which will be the over 75's, over 70's and also shielding patients.</p> <p>With this in mind I am supplying you with the links to register for an appointment for this week and also for next week as well.</p> <p>If you have not managed to receive your vaccination so far then it is imperative that you book in for an appointment now</p> <p>w/b 18th : https://link.webpolsurveys.com/S/7B6FCF6098668E5D</p> <p>w/b 25th: https://link.webpolsurveys.com/S/4B0AEA3CC77D5D5F</p> <p>Alan Harrison</p>						

INFORMATION	Further COVID Vaccination Clinic Sunday at the Louisa Jordan – Thursday 20.01.21
	<p>There has been a further COVID vaccination clinic at the Louisa Jordan added into the list of available dates for Sunday 24th Of January.</p> <p>To apply for an appointment on this day then please use the link below</p> <p>https://www.nhs.uk/24janCOVIDclinic</p> <p>Can I please make a plea to everyone who has set up an appointment:</p> <p>We are starting to see a growing number of colleagues fail to turn up at sites when appointments have been previously booked. This could lead to vaccines being wasted and colleagues and patients alike having to wait longer for vaccine availability.</p> <p>Where we appreciate that there may be late changes to personal circumstances we would ask you to prioritise your vaccine appointment and attend wherever possible.</p> <p>Alan Harrison</p>

UPDATE	PCA2021(P)01 - Community Pharmacy Delivery Service – Wednesday 20.01.21
	<p>We are reissuing this circular as last page in Annex B has been amended.</p> <p>https://www.sehd.scot.nhs.uk/pca/PCA2021(P)01.pdf</p>

UPDATE	Licensed Melatonin Products – Wednesday 20.01.21
	<p>In addition to the melatonin 3mg tablets which were licensed at the end of 2020, there are now newly licensed melatonin capsules in 2mg, 3mg and 5mg strengths. Unlicensed melatonin capsules will no longer be available in these strengths and patients will require to be changed to a licensed product.</p> <p>NHSGGC has made the decision that melatonin 3mg tablets will be the preferred melatonin product in children, rather than capsules from now on. The manufacturer of the tablets has advised that they can be crushed and mixed with water for patients unable to swallow a solid dose formulation. This is an off-label use.</p> <p>Prescribing support teams are being asked to support the above switch and messages have been deployed to Script Switch for prescribers to use the tablets where appropriate.</p> <p>Elaine Paton</p>

URGENT REMINDER	Update on Accessibility to COVID-19 Vaccines – Thursday 31.12.20
 <p>COVID Vaccinationjancontr</p>  <p>Staff ID.DOCX</p>	<p>We have just been advised that due to the licensing of the Astra Zenica Covid-19 vaccine being approved and the guidance to ensure that all front line workers are able to gain access to their first dose we are pleased to open up the availability of vaccination appointments to all community pharmacy staff.</p> <p>Please ensure that sensibility is applied to when your staff attend for an appointment and that you spread your staff across the various times and venues as much as possible.</p> <p>The guidance attached should be followed for setting up an appointment and the appropriate documentation should be taken along properly stamped and signed to</p>



infor for staff.doc

ensure that a vaccine is not refused.

We would like to thank you for your patience while we ensured that our most vulnerable patients and COVID facing staff were vaccinated first.

REMINDER

Accessing Restricted Area on Community Pharmacy Development Website – Wednesday 16.12.20

Access instructions to restricted site:

To access:

Follow the link below to the Community Pharmacy page:

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

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

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

User Name: pharmacist

Password: pharmacist1

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

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

Queries to:

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

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

REMINDER

Move Away From Fax Communication – Thursday 21.01.21

This your **TEN WEEK** klaxon to remind you that the fax machine in the Community Pharmacy Development Team will be decommissioned from use at close of play on **Wednesday 31st March 2021.**

Please note this important date and begin to review your processes to allow transfer of any information for the CPD Team to take place via e-mail from this date.

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.

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/>

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- PCA2021(P)01 - Community Pharmacy Delivery Service – Tuesday 19.01.21
- Public Health Alert 2021/03 COVID-19 (SARS-CoV-2 Coronavirus) – Variant of Concern (VOC202101/01) – Brazil and other linked countries – Monday 18.01.21

- IMPORTANT PLEASE READ : UPDATED EARLY WARNING SYSTEMS – Monday 18.01.21
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We are keen for any feedback you have about this Update. Please submit your comments/suggestions to:



cpdt@ggc.scot.nhs.uk




Community Pharmacy Communication Update

Date: Tuesday 26th January 2021

ACTION	Wearing of PPE After Receiving COVID Vaccination – Tuesday 26.01.21
	<p>This will be the last week available for frontline workers to receive their Covid Vaccination from one of our vaccination centres.</p> <p>Many of the community Pharmacy teams have taken this opportunity through the month of January to ensure that they receive their first dose of vaccine as we ensure that we protect ourselves from this virulent strain of virus.</p> <p>However I am concerned that I am hearing of situations where community pharmacy teams are choosing not to wear PPE after they have received their vaccine believing that they are totally protected and cannot therefore spread the virus after that initial dose.</p> <p>I must reiterate the message I gave earlier in the month where it was advised that the Scottish Government guidance on the prevention of virus transmission must still be maintained even after the vaccine has been administered. So that means that we should continue to wear face masks, maintain social distancing wherever possible and ensure that hand hygiene is paramount.</p> <p>Please ensure that all staff are briefed on this important public health message and we continue to protect patients and ourselves going forward.</p> <p>Alan Harrison</p>

INFORMATION	Violent and Aggressive Behaviour – Tuesday 26.01.21
 <p>Violence Zero Tolerance Poster Pha</p>  <p>Recording violent or aggressive incidents.1</p> <p>Attached</p>	<p><u>Managing Violent and Aggressive Behaviour in the Workplace</u></p> <p>It is concerning to learn of an increasing number of reports of staff in community pharmacies being exposed to violent and aggressive behaviour from those venting their anger and frustration at the current restrictions on personal liberty. Whilst these remain in place the ready accessibility of community pharmacies makes staff particularly vulnerable to these unwarranted and unwelcome outbursts. Such behaviour is unacceptable and particularly disheartening when directed at staff striving to maintain access to a vital service despite operating under significant additional pressures and personal risk. The behaviour is defined as 'Any incident in which a person working in the healthcare sector is verbally abused, threatened or assaulted by a patient or member of the public in circumstances relating to his or her employment' and could encroach into other aspects covered by legislation e.g. disability, gender, race, age, sexual orientation, religion etc.. It can be a traumatic experience with long lasting implications particularly when these behaviours go unchallenged. The perpetrator may then assume the false premise that there is no deterrent and in time this characteristic may be adopted as established practice and escalate in frequency and intensity.</p> <p>Tackling the issue at the outset is fundamental to managing the problem but is easier said than done. The NHS policy of zero tolerance on aggressive and violent behaviour remains extant and is embodied in the attached poster which you are recommended to display in a prominent area in your pharmacy. Before doing so you may wish to complete the short training module available from Health Scotland at http://www.healthscotland.scot/learning-resources/violence-and-aggression-in-the-workplace on the subject covering the following key aspects -</p>

	<ul style="list-style-type: none"> • understanding of the causes and impact of violence and aggression at work • knowledge of the legal requirements to manage violence and aggression at work • understanding the use of risk assessment in controlling violence and aggression hazards • understanding of the types of violence and aggression hazards in the workplace • knowledge of techniques to manage these risks at work • knowledge of the support available to help and advise on this issue. <p>The content gives an awareness of how the behaviour may develop and equip you with some basic skills in managing the situation. Access is free and you will need to enrol on their e-Learning platform beforehand and then register and login to start the module. Guidance on the procedure to follow in recording incidents is also attached and further reinforces the importance of handling such episodes appropriately when they occur. Further details are available on the Health Scotland web site and from his office when required.</p> <p>David Thomson</p>
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UPDATE	URGENT PAYMENT INFORMATION – Friday 22.01.21
 NC ND working for NHS Boards.docx Attached	<p>Following on from the PV meeting can you please send the attached wording to your Contractors. CPS are also aware that we'll be making reclaims and the adjustment code being used.</p> <p>John Symington</p>

2ND UPDATE	PCA(P)(2021)1 – COVID 19 – Community Pharmacy: NHS Medicines Delivery Service – Friday 22.01.21
	<p>We are reissuing this circular with an updated email address for declaration forms at Annex B. Please only use this address to return these forms.</p> <p>https://www.sehd.scot.nhs.uk/pca/PCA2021(P)01.pdf</p>

UPDATE	NES Pharmacy Professional Development – Monday 25.01.21
	<p>Webinar update</p> <p>We are pleased to advise of two webinars which are running next week. One has been organised by our NES Pharmacy tutors and is the second in the series of our common clinical conditions webinars, delivered by Dr Scott Jamieson. The second has been organised by our colleagues in NES Nursing Midwifery and Allied Health Profession (NMAHP) directorate, and focuses on mental health improvement and the prevention of self-harm and suicide.</p> <p>Both webinars will be recorded and available after the event.</p> <p>Webinar - Pharmacy management of common skin conditions Tuesday 26th January 2021 - 7 pm - 8.30 pm</p>



The next in a series of webinars to support pharmacy teams with management of common clinical conditions, the aim of this webinar is to help participants to identify, examine and differentiate between common skin conditions and understand their management. Join us again with Scott Jamieson - an experienced General Practitioner – for this webinar to gain a detailed overview of identifying and managing these conditions.

Learning Outcomes

At the end of the event you will be able to:

- Understand how to examine a patient presenting with a skin complaint
- Identify common skin conditions
- Describe the management of these conditions and understand how they can be treated in the pharmacy - utilising both the NHS Scotland Pharmacy First Approved list and Pharmacy First Plus Service where available

Book your place [here](#)

Webinar - Mental health improvement and the prevention of self-harm and suicide
Wednesday 27th January 2021 - 10.30 am - 12.00 pm



The focus of this webinar will be to:

- Explore the wider health and social factors influencing mental health, including the impact of Covid-19
- Showcase NES and PHS learning resources
- Explore implications and opportunities for practice in all sectors

Book your place [here](#)

Check out our new [‘Skilled level’ learning bytes](#)

Royal Pharmaceutical Society (RPS) workshop
Introduction to Wellbeing with Pharmacist Support
Wednesday 27 January 2021
7pm - 8.15pm

Additionally on the theme of wellbeing the RPS have organised an online workshop for their members, in collaboration with Pharmacy Support. You can find our more information [here](#)

New Resources: Depression and Anxiety elearning modules



NES Pharmacy has recently launched two Mental Health modules – Anxiety and Depression. These modules are part of a series of 4 modules within the clinical area of Mental Health. These modules were developed with support from specialist pharmacists and our colleagues from Psychology and NMAHP, to help pharmacists and pharmacy technicians in delivering effective pharmaceutical care for patients with anxiety and depression. To access the module click on the links below:

[Depression Module](#)

[Anxiety Module](#)

The NES Pharmacy Team

REMINDER

Second Dose of Covid Vaccine – Wednesday 20.01.21

Please see the information in relation to colleagues second dose of the Covid Vaccine
Second dose for COVID vaccination

Arrangements are being put in place to allow people to book an appointment for their second dose of vaccine.

This will be made via the email address or mobile number given when your first appointment was booked.

People will be contacted in the order in which they received their first vaccine with the following timescales:

Week of 18 January	those vaccinated between 8 – 20 December
Week of 25 January	those vaccinated between 21 December – 3 January
Week of 1 February	those vaccinated between 4 – 17 January




You will be offered a two week window to choose an appointment within the 12 weeks maximum time from your first vaccination.

If staff do not receive contact within that timescale they should contact the current email address we are using Staff.Covid19@ggc.scot.nhs.uk

Please only contact the above email address when it has gone past your contact week
Further timescales for those vaccinated after the 17th will be provided at a later date.

Alan Harrison

REMINDER	Links for COVID Vaccination Appointments – Wednesday 20.01.21
	<p>At the end of the month we will come to the end of the COVID vaccination phase for front line workers with the attention then turning to the next cohort of patients which will be the over 75's, over 70's and also shielding patients.</p> <p>With this in mind I am supplying you with the links to register for an appointment for this week.</p> <p>If you have not managed to receive your vaccination so far then it is imperative that you book in for an appointment now</p> <p>w/b 25th: https://link.webropolsurveys.com/S/4B0AEA3CC77D5D5F</p> <p>Alan Harrison</p>

URGENT REMINDER	Update on Accessibility to COVID-19 Vaccines – Thursday 31.12.20
 COVID Vaccinationjancontr  Staff ID.DOCX  infor for staff.doc	<p>We have just been advised that due to the licensing of the Astra Zenica Covid-19 vaccine being approved and the guidance to ensure that all front line workers are able to gain access to their first dose we are pleased to open up the availability of vaccination appointments to all community pharmacy staff.</p> <p>Please ensure that sensibility is applied to when your staff attend for an appointment and that you spread your staff across the various times and venues as much as possible.</p> <p>The guidance attached should be followed for setting up an appointment and the appropriate documentation should be taken along properly stamped and signed to ensure that a vaccine is not refused.</p> <p>We would like to thank you for your patience while we ensured that our most vulnerable patients and COVID facing staff were vaccinated first.</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	Move Away From Fax Communication – Thursday 21.01.21
	<p>This your TEN WEEK klaxon to remind you that the fax machine in the Community Pharmacy Development Team will be decommissioned from use at close of play on Wednesday 31st March 2021.</p> <p>Please note this important date and begin to review your processes to allow transfer of any information for the CPD Team to take place via e-mail from this date.</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"> • Licensed Melatonin Products – Wednesday 20.01.21 • Temporary Reduction to Model Hours – Tuesday 19.01.21 • Public Health Alert 2021/03 COVID-19 (SARS-CoV-2 Coronavirus) – Variant of Concern (VOC202101/01) – Brazil and other linked countries – Monday 18.01.21 • IMPORTANT PLEASE READ : UPDATED EARLY WARNING SYSTEMS – Monday 18.01.21 • F.A.O Participants in Flu Vaccination Programme 2020/2021 – Thursday 14.01.21 • Move to Paperless Claiming System – Thursday 14.01.21 • Guidance for OST Supervised Prescriptions – Wednesday 13.01.21 • Common Clinical Conditions Webinar Hosted by NES – Wednesday 13.01.21 • Continued Vigilance After Vaccination – Wednesday 13.01.21

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 28th January 2021

ACTION	Temporary Reduction in Model Hours – initially communicated 19.01.21
	<p>We communicated to the CP network on 19th January 2021 that there had been a temporary reduction in the Board's Model Hours of Service Scheme. These being the minimum level of service community pharmacies are required to provide.</p> <p>If you are a pharmacy who has decided to reduce to the new minimum level, then there is no need for you to let us know. You should display the poster provided for the purpose in your pharmacy.</p> <p><u>However, we would ask any extended hours pharmacy with hours beyond 7pm (on any day in the week) that in the unlikely event you find it necessary to amend your hours at all, you MUST inform us to allow this information to be passed onto the Out Of Hours services. You should use the form at the undernoted link to submit your amended information.</u></p> <p>https://www.communitypharmacy.scot.nhs.uk/nhs-boards/nhs-greater-glasgow-clyde/general-forms/</p> <p>All information relating to this temporary arrangement can be found here: https://www.communitypharmacy.scot.nhs.uk/nhs-boards/nhs-greater-glasgow-clyde/</p>
INFORMATION	Communication Between GP Practice and Community Pharmacy – Thursday 28.01.21
 <p>Pharmacy to GP-GP to Pharmacy SOP.doc</p> <p>Attached</p>	<p>Over the last couple of months Graeme Marshall, Clinical Director for Glasgow North East, has been working with Derek Jamieson, Community Pharmacy Champion for North East and Anne Thompson, previously Clinical Pharmacist Lead for North East, to agree a protocol for GP practices and Community Pharmacies to work and communicate collaboratively together. This has arisen as a result of issues identified with the transfer of prescriptions and messages from one to another and the expectations of each service in relation to what a patient can expect from their pharmacy after being prescribed at the GP practice.</p> <p>The SOP that has been developed is attached and as such I would ask all GP practices and Community Pharmacists to brief their teams on this new way of working between the two services.</p> <p>This can only work if each practice and pharmacy ensures that they check their clinical email box a minimum of twice a day to pick up messages and prescription requests quickly and in a timely manner.</p> <p>We have previously distributed a list of clinical mailbox addresses for GP practices, and the list can be found on the CPD Team website (link below - the list is in the restricted space on the website and so you will need to log in at the Home page first):</p> <p>https://www.communitypharmacy.scot.nhs.uk https://www.communitypharmacy.scot.nhs.uk/nhs-boards/nhs-greater-glasgow-clyde/restricted-community-pharmacists/</p> <p>Alan Harrison</p>

UPDATE	URGENT PAYMENT INFORMATION – Friday 22.01.21
	<p>Through routine analysis Payment Verification (Pharmacy) noted Pharmacies within the NHS Board that evidenced an issue relating to the endorsing of Not Collected/Not Dispensed ('NC/ND') items. For accurate payments it is essential that for items Not Collected/Not Dispensed:</p> <ul style="list-style-type: none"> • Both electronic & paper endorsing of 'NC/ND' items must match and both are required to be completed prior to submission of the paper prescription to PSD, to avoid being paid in error. • Payment Verification (Pharmacy) will reclaim the appropriate monies for paid items that have an 'NC/ND' (or scored out) endorsement evident. <p>The NHS Board wish to remind you of the endorsing instructions for such items, and request that all Pharmacies adhere to these with immediate effect. The full guide can be found at www.nhs.uk/services/practitioner/pharmacy/, please refer to sections (2.2.4 & 2.2.5).</p> <p>The NHS Board has instructed Payment Verification (Pharmacy) to reclaim any monies paid in error relating to this matter. The adjustment code used for any reclaim will be “PVNCND”.</p> <p>The request for repayment is made without prejudice to our right to take further action against you, including potential disciplinary proceedings and reference to the Procurator Fiscal.</p> <p>Should you have any queries relating to this matter please contact John Symington john.symington@nhs.scot</p>

UPDATE	Paperless Claiming System – Thursday 28.01.21
	<p>We have previously communicated our intention to move to a paperless claiming system for locally negotiated pharmacy services from the new financial year (2021/2022).</p> <p>The final draft workbook is now with a group of around 20 volunteers who will test the process during January, February and March. The intention is to take feedback from the volunteers at the beginning of April, make any suggested changes and to introduce the new system in May for the April claims.</p> <p>We will keep you posted on progress.</p> <p>If you have any queries regarding any aspect of the process please submit these to cpdt@ggc.scot.nhs.uk</p> <p>Janine Glen – Contracts Manager</p>

UPDATE	Covid Vaccination Program Update for Patients – Thursday 28.01.21
	<p>As the COVID Vaccination program starts to gather pace we thought it would be useful to share where we are in NHS GGC in the event that you receive a query from patients.</p> <p><u>Care Home patients</u> Over 95% of care home patients have been vaccinated and will continue to be completed as cross overs between hospitals/community and care homes happen.</p> <p><u>Over 80's</u> Patients will be picked up by their GP practice. They will be invited either by letter or telephone call and this cohort of patients should be complete by the first week in February. They will be asked to attend their practice or a site nearby as identified by the GP Practice.</p>

Over 75's

Patients will be picked up by their GP practice. They will be invited either by letter or telephone call and this part of the programme will commence from **Monday 1st of February**. They will be asked to attend their practice or a site nearby as identified by the GP Practice.

Over 70's

Patients will be picked up by the HSCP and invited to attend at a Mass Vaccination site identified by the HSCP and will commence from Monday 1st of February. Patients will receive a letter advising them of where and when to attend.

Shielding patients

Patients will be picked up by their GP practice. They will be invited either by letter or telephone call and this part of the programme will commence from **Monday 1st of February**. They will be asked to attend their practice or a site nearby as identified by the GP Practice.

Housebound patients

Those patients who are identified at GP practices as registered housebound will be picked up by the district nursing team and there is an ongoing programme to ensure all patients in this category are vaccinated.

Please ask patients who fall into these cohorts to be patient as these programmes are running in parallel and they will be called for their vaccination as the programmes progress.

Alan Harrison

UPDATE

Pharmacy Strategic Framework - Thursday 28.01.21

Pharmacy Strategic Framework

Work began on the Pharmacy Strategic Framework following staff engagement sessions at the end of 2019. Progress was paused during the first wave of the pandemic and restarted at the end of the summer. During the last 2 months a draft of the Strategic Framework has been shared with pharmacy groups e.g. APC, Partnership and with pharmacy service leads/managers. Feedback has been positive and comments taken on board to refine the draft framework.

The next step is to undertake a consultation exercise open to all pharmacy staff. We are thoughtful about the current pressure on our services and how this impacts our staff, so we have pencilled in the following dates for online staff engagement sessions, but will confirm nearer the time with details of how to participate.

- Friday 19th March 2021 – 10.00am-11.00am
- Tuesday 23rd March 2021 – 2.00pm-3.00pm
- Monday 29th March 2021 – 7.00pm-8.00pm




The sessions will be interactive and are an opportunity to hear about the Strategic Framework and from colleagues on some of the changes they are already making in the way we work. We want to hear what you think and how you would like to become involved in putting the framework into practice.

kelly.baillie@ggc.scot.nhs.uk

URGENT REMINDER

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We have just been advised that due to the licensing of the Astra Zeneca Covid-19

 COVID Vaccinationjancontr	<p>vaccine being approved and the guidance to ensure that all front line workers are able to gain access to their first dose we are pleased to open up the availability of vaccination appointments to all community pharmacy staff.</p>
 Staff ID.DOCX	<p>Please ensure that sensibility is applied to when your staff attend for an appointment and that you spread your staff across the various times and venues as much as possible.</p>
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<p>We would like to thank you for your patience while we ensured that our most vulnerable patients and COVID facing staff were vaccinated first.</p>	

REMINDER	Second Dose of Covid Vaccine – Wednesday 20.01.21						
	<p>Please see the information in relation to colleagues second dose of the Covid Vaccine Second dose for COVID vaccination</p> <p>Arrangements are being put in place to allow people to book an appointment for their second dose of vaccine.</p> <p>This will be made via the email address or mobile number given when your first appointment was booked.</p> <p>People will be contacted in the order in which they received their first vaccine with the following timescales:</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%;">Week of 18 January</td> <td style="width: 50%;">those vaccinated between 8 – 20 December</td> </tr> <tr> <td>Week of 25 January</td> <td>those vaccinated between 21 December – 3 January</td> </tr> <tr> <td>Week of 1 February</td> <td>those vaccinated between 4 – 17 January</td> </tr> </table> <p>You will be offered a two week window to choose an appointment within the 12 weeks maximum time from your first vaccination.</p> <p><u>If staff do not receive contact within that timescale they should contact the current email address we are using Staff.Covid19@ggc.scot.nhs.uk</u></p> <p>Please only contact the above email address when it has gone past your contact week Further timescales for those vaccinated after the 17th will be provided at a later date.</p> <p>Alan Harrison</p>	Week of 18 January	those vaccinated between 8 – 20 December	Week of 25 January	those vaccinated between 21 December – 3 January	Week of 1 February	those vaccinated between 4 – 17 January
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	<p>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>
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