


Community Pharmacy Communication Update

Date: Tuesday 2nd March 2021



<p>ACTION</p>	<p>Further Covid Appointments for 1st Dose of Vaccine – Monday 01.03.21</p>
	<p>We are aware of ongoing requests for community pharmacy staff to receive their 1st dose of the Covid Vaccine and recently, I have communicated to a number of contractors that the focus has now moved to providing 2nd dose vaccinations.</p> <p>We have now learned that the Board is in a position to offer further 1st dose appointments specifically for patient facing staff.</p> <p>Please see the Webropol link below where you can book in for a date and time.</p> <p>Please ensure that these appointments are booked for frontline patient facing roles only.</p> <p>https://link.webropol.com/ep/14thmarch1stcv</p> <p>Alan Harrison</p>
<p>ACTION</p>	<p>CLAIMS FOR LOCAL PHARMACY SERVICES – END OF FINANCIAL YEAR – Wednesday 24.02.21</p>
	<p>This current financial year is fast approaching and we would urge contractors to review their claims and submit any outstanding claims for the provision of local services by close of play Wednesday 10th March 2021 to ensure payment at the end of March.</p> <p>We would ask you to note that as per our agreement with CP GGC we are unable to accept any claim that dates back more than six months i.e. before October 2020.</p> <p>Thank you for your co-operation in this matter.</p> <p>Janine Glen Contracts Manager</p>
<p>URGENT ACTION</p>	<p>PUBLIC HOLIDAY PROCESS – PLEASE NOTE CHANGE IN USUAL PROCESS – Friday 26.02.21</p>
<p> Public Holidays Template.pdf Attached</p>	<p>As you will be aware, the Board is required to develop a scheme to ensure that pharmaceutical services are available within its area at all reasonable times. Part of this process involves the collation, and publication of pharmaceutical services available during public holidays.</p> <p>Over the last two years we have consolidated this exercise and sought information from contractors for all public holidays up to and including the September Weekend. This exercise has worked relatively well, given that the provision of services over public holidays is relatively static with the majority of contractors having a consistent approach to opening/closing.</p> <p>Last year we trialled an electronic information gathering process. This didn't work well, and resulted in more work both for the CP network and the CPD Team. It would therefore not be our intention to continue with this type of return.</p> <p>We acknowledge that the current process is labour intensive for community pharmacies, and so this year and because of the relatively consistent approach the CP network has to opening on Public Holidays, <i>we intend to set the default position for all community pharmacies as being closed on all public holidays (up to and including</i></p>

September weekend). As such, you will only need to complete the attached pro-forma if you intend to OPEN on any of the holidays. Please return by 13th March 2021.

Hopefully, this will reduce the workload for pharmacies.

PLEASE DO NOT SUBMIT THE PRO-FORMA IF YOU ARE A BRANCH OF: BOOTS, LLOYDS, WELL, ROWLANDS OR ANY OTHER CHAIN THAT OPERATES A CENTRAL NOTIFICATION PROCESS (IF YOU ARE IN ANY DOUBT PLEASE CONTACT cpdt@ggc.scot.nhs.uk)

As in previous years, we will provide a draft list for each holiday, prior to releasing the information for wider distribution. This will provide contractors with the opportunity to make any adjustments in the unlikely event of a change.

The NHSGGC public holidays for 2021/22 have now been agreed by the Area Partnership Forum and are as noted in the attachment. The list can also be found on our website at:

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

For those pharmacies opening on any of the public holidays appearing on the pro-forma, please complete the attached interactive pdf and return to ggc.cpdevteam@nhs.scot.

Thank you for your co-operation in this matter.

Janine Glen
Contracts Manager

**ACTION
REQUIRED**

Webropol Survey - Experience of Using Telephone Interpreting – Monday 15.02.21

ONLY 9 RESPONSES RECEIVED TO DATE

In light of the Primary Care Improvement Plan we are keen to re-visit the use of telephone interpreting in Community Pharmacy.

We would be grateful if you could take the time to fill in this short questionnaire (link below) on your experience of using telephone interpreting.

The survey will be open until **Tuesday 16th March 2021**.

Thank you for your continued co-operation.

<https://link.webpolsurveys.com/S/9BEC60039BAF6069>

Jac Ross- Jac.ross@ggc.scot.nhs.uk

ACTION

F.A.O PARTICIPANTS IN FLU PROGRAMME – 2020/2021 – Tuesday 02.03.21



Evaluation Tool.docx

Attached

Last year's flu season is coming to an end, and planning has now started on this year's programme. In conjunction with CP GGC, the Board's aim is to improve the programme, and maximise the contribution of the community pharmacy network in GGC to this important public health programme.

To allow us to make effective plans for 2021/2022 flu season, we are keen to learn from your experience of last year's programme so that we can begin a constructive dialogue with Public Health colleagues. To allow us to do that, we would ask all community pharmacies who participated in last year's programme to complete the attached short evaluation tool and return using the contact details provided on the form.

	<p>You should aim to have your return submitted by close of play Monday 22nd March 2021.</p> <p>Thank you for your co-operation.</p> <p>Janine Glen</p>
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ACTION	Data Protection Breaches by CP – Wednesday 17.02.21
	<p>Following the recent switch from our nhs.net email address to nhs.scot it is essential that all pharmacies follow the agreed process for submitting approval requests containing patient information to us that is by using the secure nhs.scot email address allocated to you. Our Information Governance team have noted some concern about non secure email routes being used to send patient data to us and have requested that this issue be highlighted to you in order that you take the necessary steps to prevent non secure email addresses being used. Patient confidentiality is of the utmost importance to us and our provision of the nhs.scot email address provides a secure route for you to send patient data and reduce any risk to our patients and to you as a contractor.</p> <p>Stewart Whyte Information Governance Manager, Deputy Data Protection Officer NHS Greater Glasgow & Clyde, 1 Smithhills Street, Paisley, PA1 1EB stewart.whyte@ggc.scot.nhs.uk, 0141 278 4774</p>

ACTION	DRUG ALERT CLASS 3 NO 6 2021 – CLASS 3 MEDICINES RECALL ACTION WITHIN 5 DAYS – ORION CORPORATION T/A ORION PHARMA (UK) LTD EASYHALER SALBUTAMOL SULFATE 100 & 200 MCG PER ACTUATION INHALATION POWDER – Monday 01.03.21
	<p>https://www.gov.uk/drug-device-alerts/class-3-medicines-recall-easyhaler-salbutamol-sulfate-100-micrograms-per-actuation-slash-200-micrograms-per-actuation-inhalation-powder-el-21-a-slash-06</p>

INFORMATION	URGENT FOR ALL PRO-REGISTERED PHARMACISTS - Sue Simpson Using your Emotional Intelligence to support you Wednesday 3rd March GPhC assessment preparation webinar for provisionally registered pharmacists in GGC – Monday 01.03.21
	<p>Sue Simpson session ‘using your emotional intelligence to support you’ for all provisionally registered pharmacists and others planning to sit the GPhC assessment in March 2021. Wednesday 3rd March 2021 7-7.45/8pm</p> <p>With the GPhC assessment for full registration less than 3 weeks away, we have arranged a short (45-60 mins) webinar for provisionally registered pharmacists working in NHS GGC community pharmacy to help with support for the final stages of assessment preparation. This will not only help with exam preparation but will provide lots of useful tips for this early career stage.</p> <p>Feedback from GGC managed service provisionally registered pharmacists who attended a similar session previously</p> <p><i>‘Just wanted to drop an email to say thanks for setting up the Sue Simpson session on managing stress during these times. I found it really helpful and it was nice for our thoughts and feelings to be validated at this time. Sue did a great job of delivering the info and calming techniques and we all ready appreciated the effort being made for us’</i></p> <p><i>‘I would highly recommend this session. Sue has delivered great training sessions for a number of GGC staff during the pandemic and her down to earth and practical approach leaves participants energised and with some practical ideas to help them deal with the challenges ahead’</i></p>

	<p>I have attended similar myself and would highly recommend. Please share with colleagues in GGC and email me directly keeping the above subject header if you would like to attend and I will send on the ZOOM link.</p> <p>Fiona.needleman@ggc.scot.nhs.uk</p>
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REMINDER	Access to Clinical Mailboxes and New Members of the Pharmacy Team – Tuesday 23.02.21
	<p>We continue to receive reports from our secondary colleagues on the difficulties experienced by some patients receiving secondary care medication from their community pharmacy. The main reasons cited for these difficulties continues to centre around community pharmacies not checking their clinical mailboxes and picking up referrals and/or scanned prescriptions.</p> <p>Over the last two weeks, we have monitored these reports and most seem to involve new pharmacy staff coming in who haven't yet organised an nhs.scot account or where they haven't set up access to the clinical mailbox.</p> <p>Can I reiterate that there is a pro-forma on the CPDT website which sets out the various tasks/actions that should be taken by new pharmacy staff to ensure they have access to the various systems/platforms? You can access this at the link below.</p> <p>Please note this form is housed in the restricted space of the website, and you will therefore need to log in at the Home page before accessing the link.</p> <p>https://www.communitypharmacy.scot.nhs.uk/media/3986/community-pharmacist-joiner-leaver-form.pdf</p> <p>Please ensure that there is a least one person in the pharmacy who can access the clinical mailbox during all opening hours (including weekends) and that the mailbox is checked a minimum of twice per day.</p> <p>Thank you for your continued co-operation.</p> <p>Janine Glen Contracts Manager</p>

REMINDER	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>

REMINDER	Move Away From Fax Communication – Thursday 21.01.21
	<p>This your FOUR 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>

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/>

- Medication: Care & Review – Tuesday 23.02.21
- COPD Service Update – Monday 22.01.21
- APC Update – Monday 22.02.21
- URGENT PAYMENT INFORMATION – Friday 22.01.21
- Have Your Say - Injecting Equipment Provision (IEP) Guidelines Consultation - 23rd Feb 7-9pm – Friday 19.02.2021
- Phyllocontin (Aminophylline) 225mg and 350mg modified release tablets Discontinuation – Friday 19.02.2021
- Return to NHS GGC Model Core Hours – Thursday 18.02.21
- COPD Blog Link – Wednesday 17.02.21

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:

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




cpdt@ggc.scot.nhs.uk



Community Pharmacy Communication Update

Date: Thursday 4th March 2021


ACTION	Further Covid Appointments for 1st Dose of Vaccine – Monday 01.03.21
	<p>We are aware of ongoing requests for community pharmacy staff to receive their 1st dose of the Covid Vaccine and recently, I have communicated to a number of contractors that the focus has now moved to providing 2nd dose vaccinations.</p> <p>We have now learned that the Board is in a position to offer further 1st dose appointments specifically for patient facing staff.</p> <p>Please see the Webropol link below where you can book in for a date and time.</p> <p>Please ensure that these appointments are booked for frontline patient facing roles only.</p> <p>https://link.webropol.com/ep/14thmarch1stcv</p> <p>Alan Harrison</p>

ACTION	LFD Testing - Expansion to Primary Care Patient-facing Staff – Wednesday 03.03.21
<p> DL(2020)32 Guidance on expansion</p> <p> FAQ Guide to Testing Healthcare Workers</p> <p> COVID19 - HCW Testing - Updated Information</p> <p>Attached</p>	<p>As you may be aware, twice weekly Lateral Flow Device (LFD) testing of healthcare workers is now being expanded to include patient-facing staff in primary care including general practice, dentistry, optometry and pharmacy.</p> <p>Please find attached a Directors' Letter (DL) setting out more information about the testing pathway and how test-kits will be distributed to primary care. I have also attached documents setting out the Standard Operating Procedure and Frequently Asked Questions, which provide more details about the testing programme.</p> <p>The DL and supporting guidance can also be viewed here: Coronavirus (COVID-19): asymptomatic staff testing in NHS Scotland - gov.scot (www.gov.scot).</p> <p>Each contractor will receive an initial allocation of tests with an email address to contact should more be required.</p> <p>I would strongly recommend that when you set this up for your pharmacy you agree a rota where staff are tested on different days. This is to ensure pharmacy services are not put at risk if all staff test positive on the same day.</p> <p>Alan Harrison</p>

ACTION	PCA(P) (2021) 4 - SERIOUS SHORTAGE PROTOCOL: LEVOTHYROXINE 12.5 MICROGRAM TABLETS – Thursday 4th March 2021
	<p>https://www.sehd.scot.nhs.uk/pca/PCA2021(P)04.pdf</p>

ACTION REQUIRED	Webropol Survey - Experience of Using Telephone Interpreting – Monday 15.02.21
	<p>SURVEY UPDATED – PLEASE COMPLETE EVEN IF YOU HAVEN'T USED THE SERVICE</p> <p>In light of the Primary Care Improvement Plan we are keen to re-visit the use of telephone interpreting in Community Pharmacy.</p> <p>We would be grateful if you could take the time to fill in this short questionnaire (link below) on your experience of using telephone interpreting.</p> <p>The survey will be open until Tuesday 16th March 2021.</p> <p>Thank you for your continued co-operation.</p> <p>https://link.webpolsurveys.com/S/9BEC60039BAF6069</p> <p>Jac Ross- Jac.ross@ggc.scot.nhs.uk</p>

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Stewart Whyte

**Information Governance Manager, Deputy Data Protection Officer
NHS Greater Glasgow & Clyde, 1 Smithhills Street, Paisley, PA1 1EB
stewart.whyte@ggc.scot.nhs.uk, 0141 278 4774**

INFORMATION	Significant Challenges for Deaf and Hard of Hearing People – Wednesday 03.03.21
	<p>Face masks and coverings present a number of significant challenges for deaf and hard of hearing people. The introduction of masks and 2-metre distancing to help stop the spread of coronavirus have caused increased levels of worry, stress and isolation among people with hearing loss.</p> <p>The anxiety relates to fears that it will become harder to hear and follow what people are saying when the speaker is wearing a mask, other facial covering and/or they are physically further away. People with hearing loss have reported that face masks make life much harder and their ongoing use is making them worried they will mishear or misunderstand leading to isolation. Some of the difficulties caused by masks are that they block visibility of face or mouth, they muffle voices, reduce clarity of speech and they block sound and reduce volume. Many people who are deaf or have hearing loss rely heavily on visual cues for effective communication including facial expressions and lip-reading.</p> <p>Whilst we recognise the governments public health considerations underlying the use of face masks, we have listed some deaf awareness tips and advice around the use of face masks and coverings that could be shared with your colleagues :-</p> <ul style="list-style-type: none"> • using face masks/coverings with clear panels where the mouth can be seen • ensuring the listening environment is as quiet as possible and making use of any other hearing technology (such as a hearing loops) • communicating via a Perspex panel • temporarily removing the face mask/covering and communicating within the current safety guidance (e.g. ensuring hand washing before and after, not touching the face when the mask/covering is removed, remaining within the social distancing guidelines of staying 2 metres apart) • using alternative forms of communication – such as writing things down or via text messages, depending on the individual needs of the person • dictation or translation apps can sometimes provide a speech to text option when out and about – however, they do not always work perfectly, particularly if someone has a strong accent or if speech is muffled • considering the need for face-to-face meeting, and whether a video call could work as an alternative (nhs near me???) • Use of NHS approved ClearMask™ <p>We encourage professionals and others to be flexible, creative and patient in how they communicate with people with hearing loss, depending on the resources they have to hand and the situation they find themselves in. Doing so will help ensure that deaf and hard of hearing people are not further isolated at this challenging time.</p> <p>Alan Harrison</p>

INFORMATION	Disulfiram Success Story – Wednesday 03.03.21
	<p><u>Pharmacies Never Missing an Opportunity</u></p> <p>Since the inception of the NEO module for alcohol therapies (1st November 2020), the Alcohol and Drug Recovery Service (ADRS) has received 206 disulfiram missed dose alerts. This is a fantastic example of Community Pharmacies adaptable outlook and commitment to providing quality co-ordinated care. These communications alert ADRS staff to follow patients up and are invaluable. Thank you for your continued dedication during testing times!</p> <p>jennifer.torrens@ggc.scot.nhs.uk</p>

UPDATE	Pharmacy Strategic Framework – Wednesday 03.03.21
	<p>Further to our update last month around progress with the Pharmacy Strategic Framework our next step is to undertake a consultation exercise with staff before final sign off. This is open to all pharmacy staff and this will commence later this month. The roadshows will be held via MS teams and the dates are confirmed as follows:</p> <ul style="list-style-type: none"> • Tuesday 23rd March 2021 at 2.00pm-3.00pm • Monday 29th March 2021 at 7.00pm-8.00pm • Wednesday 7th April 2021 at 1.00pm-2.00pm • Thursday 15th April 2021 at 12.00pm-1.00pm • Monday 19th April 2021 at 1.00pm-2.00pm • <p>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.</p> <p>More details will follow including the latest version of the draft framework but in the meantime please save the date!</p> <p>kelly.baillie@ggc.scot.nhs.uk</p>

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


Community Pharmacy Communication Update

Date: Tuesday 9th March 2021








ACTION	Replacement of Healthy Start Vitamins – 8.03.2021
	<p>From April 2021 new Vitamin D tablets or drops will be available free to children under 3 and breastfeeding women in NHSGGC from community pharmacy.</p> <p>More details will follow shortly once all procedures are in place.</p> <p>Healthy Start will no longer be available free from pharmacies so please review any stock ordering to ensure you are not left with surplus stock.</p> <p>hilary.millar@ggc.scot.nhs.uk</p>


ACTION	Safety Action Notice 7/21 - Nitri-Hand non-sterile nitrile examination glove – 08.03.20
 SAN(SC)2107 - Nitri-Hand examinatio Attached	<p>Please see attached Safety Action Notice 7/21 - Nitri-Hand non-sterile nitrile examination glove, product codes: FTG813, FTG814, FTG815, FTG816, FTE9936, FTE9940, FTE9941.</p>

ACTION	Safety Action Notice 21/06 - Duraweld face visors, Ref EPVS0143, manufactured up to 13 July 2020: latex warning – 09.03.21
 SAN(SC)2106 - Duraweld face visors. Attached	<p>Please see attached Safety Action Notice 21/06 - Duraweld Face Visors - manufactured and dated up to 13 July 2020 may contain latex in the product's headband.</p> <p>Check stocks and contact Duraweld for advice and assistance.</p>

ACTION	DRUG ALERT CLASS 4 NO 7 2021 – CLASS 4 MEDICINES DEFECT NOTIFICATION – CAUTION IN USE – ACCORD-UK LTD DIAZEPAM 2MG/5ML ORAL SOLUTION SUGAR FREE – 09.03.21
	<p>https://www.gov.uk/drug-device-alerts/class-4-medicines-defect-information-diazepam-2mg-slash-5ml-oral-solution-sugar-free-el-21-a-slash-07-pl-0142-slash-0103</p>

ACTION	Varenicline PGD – 09.03.21
 Varenicline PGD June 2020 (Expiry June 2020)  Varenicline clinical risk assessment form  Varenicline GP information letter 2020  Varenicline GP referral letter 2020.d  (180) Varenicline PGD.doc <p>Attached</p>	<p>Updated copies of the Varenicline PGD were circulated in July and October 2020 (version 4).</p> <p>The latest PGD</p> <ul style="list-style-type: none"> allows for an extension in Varenicline beyond 12 weeks. Up to 24 weeks can be prescribed if the pharmacist considers it necessary, although in most cases 12 weeks treatment is sufficient. lists new exclusions – Previous history of Stevens-Johnston syndrome or Erythema Multiforme Using a smoking cessation aid or vaping <p>To date only 52% of pharmacies have a pharmacist who has signed and returned the current PGD.</p> <p>In order to prescribe Varenicline pharmacists are required to sign the current PGD.</p> <p>We would like to encourage anyone who has not signed it to do so and return it to The Community Pharmacy Development Team, Clarkston Court, 56 Busby Road, Clarkston. G76 7AT Email ggc.cpdevteam@nhs.scot</p> <p>A copy of the PGD and signing sheet is attached for your convenience or can be found at https://www.communitypharmacy.scot.nhs.uk/media/3765/revised-varenicline-v4.pdf</p> <p>If you have any questions regarding this or any other smoking cessation queries please contact the Pharmacy Health Improvement team on 0141 201 4945 or email pharmacyhit@ggc.scot.nhs.uk.</p>

ACTION	CLAIMS FOR LOCAL PHARMACY SERVICES – END OF FINANCIAL YEAR – Wednesday 24.02.21
	<p>This current financial year is fast approaching and we would urge contractors to review their claims and submit any outstanding claims for the provision of local services by close of play Wednesday 10th March 2021 to ensure payment at the end of March.</p> <p>We would ask you to note that as per our agreement with CP GGC we are unable to accept any claim that dates back more than six months i.e. before October 2020. Thank you for your co-operation in this matter.</p> <p>Janine Glen Contracts Manager</p>

URGENT ACTION	PUBLIC HOLIDAY PROCESS – PLEASE NOTE CHANGE IN USUAL PROCESS – Friday 26.02.21
 Public Holidays Template.pdf <p>Attached</p>	<p>As you will be aware, the Board is required to develop a scheme to ensure that pharmaceutical services are available within its area at all reasonable times. Part of this process involves the collation, and publication of pharmaceutical services available during public holidays.</p> <p>Over the last two years we have consolidated this exercise and sought information from contractors for all public holidays up to and including the September Weekend. This exercise has worked relatively well, given that the provision of services over public holidays is relatively static with the majority of contractors having a consistent approach to opening/closing.</p>

Last year we trialled an electronic information gathering process. This didn't work well, and resulted in more work both for the CP network and the CPD Team. It would therefore not be our intention to continue with this type of return.

We acknowledge that the current process is labour intensive for community pharmacies, and so this year and because of the relatively consistent approach the CP network has to opening on Public Holidays, **we intend to set the default position for all community pharmacies as being closed on all public holidays (up to and including September weekend). As such, you will only need to complete the attached pro-forma if you intend to OPEN on any of the holidays. Please return by 13th March 2021.**

Hopefully, this will reduce the workload for pharmacies.

PLEASE DO NOT SUBMIT THE PRO-FORMA IF YOU ARE A BRANCH OF: BOOTS, LLOYDS, WELL, ROWLANDS OR ANY OTHER CHAIN THAT OPERATES A CENTRAL NOTIFICATION PROCESS (IF YOU ARE IN ANY DOUBT PLEASE CONTACT cpdt@ggc.scot.nhs.uk)

As in previous years, we will provide a draft list for each holiday, prior to releasing the information for wider distribution. This will provide contractors with the opportunity to make any adjustments in the unlikely event of a change.

The NHSGGC public holidays for 2021/22 have now been agreed by the Area Partnership Forum and are as noted in the attachment. The list can also be found on our website at:

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

For those pharmacies opening on any of the public holidays appearing on the pro-forma, please complete the attached interactive pdf and return to ggc.cpdevteam@nhs.scot.

Thank you for your co-operation in this matter.

Janine Glen, Contracts Manager

ACTION

Further Covid Appointments for 1st Dose of Vaccine – Monday 01.03.21

We are aware of ongoing requests for community pharmacy staff to receive their 1st dose of the Covid Vaccine and recently, I have communicated to a number of contractors that the focus has now moved to providing 2nd dose vaccinations.


We have now learned that the Board is in a position to offer further 1st dose appointments specifically for patient facing staff.


Please see the Webropol link below where you can book in for a date and time. Please ensure that these appointments are booked for frontline patient facing roles only.

<https://link.webropol.com/ep/14thmarch1stcv>

Alan Harrison

ACTION REQUIRED	Webropol Survey - Experience of Using Telephone Interpreting – Monday 15.02.21
	<p>SURVEY UPDATED – PLEASE COMPLETE EVEN IF YOU HAVEN'T USED THE SERVICE</p> <p>In light of the Primary Care Improvement Plan we are keen to re-visit the use of telephone interpreting in Community Pharmacy.</p> <p>We would be grateful if you could take the time to fill in this short questionnaire (link below) on your experience of using telephone interpreting.</p> <p>The survey will be open until Tuesday 16th March 2021.</p> <p>Thank you for your continued co-operation.</p> <p>https://link.webpolsurveys.com/S/9BEC60039BAF6069</p> <p>Jac Ross- Jac.ross@ggc.scot.nhs.uk</p>

ACTION	F.A.O PARTICIPANTS IN FLU PROGRAMME – 2020/2021 – Tuesday 02.03.21
 Evaluation Tool.docx Attached	<p>Last year's flu season is coming to an end, and planning has now started on this year's programme. In conjunction with CP GGC, the Board's aim is to improve the programme, and maximise the contribution of the community pharmacy network in GGC to this important public health programme.</p> <p>To allow us to make effective plans for 2021/2022 flu season, we are keen to learn from your experience of last year's programme so that we can begin a constructive dialogue with Public Health colleagues. To allow us to do that, we would ask all community pharmacies who participated in last year's programme to complete the attached short evaluation tool and return using the contact details provided on the form.</p> <p>You should aim to have your return submitted by close of play Monday 22nd March 2021.</p> <p>Thank you for your co-operation.</p> <p>Janine Glen</p>

INFORMATION	ISAN/2021/004: Social Distancing Floor Stickers – 09.03.21
 ISAN-2021-004 - Social Distancing Floo Attached	<p>Please find attached ISAN 2021/4 for your information regarding social distancing floor stickers.</p>

UPDATE	Pharmacy Strategic Framework – Wednesday 03.03.21
	<p>Further to our update last month around progress with the Pharmacy Strategic Framework our next step is to undertake a consultation exercise with staff before final sign off. This is open to all pharmacy staff and this will commence later this month. The roadshows will be held via MS teams and the dates are confirmed as follows:</p> <ul style="list-style-type: none"> • Tuesday 23rd March 2021 at 2.00pm-3.00pm • Monday 29th March 2021 at 7.00pm-8.00pm

- **Wednesday 7th April 2021 at 1.00pm-2.00pm**
- **Thursday 15th April 2021 at 12.00pm-1.00pm**
- **Monday 19th April 2021 at 1.00pm-2.00pm**

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.

More details will follow including the latest version of the draft framework but in the meantime please save the date!

kelly.baillie@ggc.scot.nhs.uk

REMINDER

Data Protection Breaches by CP – Wednesday 17.02.21

Following the recent switch from our nhs.net email address to nhs.scot it is essential that all pharmacies follow the agreed process for submitting approval requests containing patient information to us that is by using the secure nhs.scot email address allocated to you. Our Information Governance team have noted some concern about non secure email routes being used to send patient data to us and have requested that this issue be highlighted to you in order that you take the necessary steps to prevent non secure email addresses being used. Patient confidentiality is of the utmost importance to us and our provision of the nhs.scot email address provides a secure route for you to send patient data and reduce any risk to our patients and to you as a contractor.

Stewart Whyte
Information Governance Manager, Deputy Data Protection Officer
NHS Greater Glasgow & Clyde, 1 Smithhills Street, Paisley, PA1 1EB
stewart.whyte@ggc.scot.nhs.uk, 0141 278 4774

REMINDER

Access to Clinical Mailboxes and New Members of the Pharmacy Team – Tuesday 23.02.21

We continue to receive reports from our secondary colleagues on the difficulties experienced by some patients receiving secondary care medication from their community pharmacy. The main reasons cited for these difficulties continues to centre around community pharmacies not checking their clinical mailboxes and picking up referrals and/or scanned prescriptions.

Over the last two weeks, we have monitored these reports and most seem to involve new pharmacy staff coming in who haven't yet organised an nhs.scot account or where they haven't set up access to the clinical mailbox.

Can I reiterate that there is a pro-forma on the CPDT website which sets out the various tasks/actions that should be taken by new pharmacy staff to ensure they have access to the various systems/platforms? You can access this at the link below.

Please note this form is housed in the restricted space of the website, and you will therefore need to log in at the Home page before accessing the link.

<https://www.communitypharmacy.scot.nhs.uk/media/3986/community-pharmacist-joiner-leaver-form.pdf>

Please ensure that there is a least one person in the pharmacy who can access the clinical mailbox during all opening hours (including weekends) and that the mailbox is checked a minimum of twice per day.

Thank you for your continued co-operation.


Janine Glen, Contracts Manager


REMINDER	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>

REMINDER	Move Away From Fax Communication – Thursday 21.01.21
	<p>This your THREE 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"> • LFD Testing - Expansion to Primary Care Patient-facing Staff – Wednesday 03.03.21 • Significant Challenges for Deaf and Hard of Hearing People – Wednesday 03.03.21 • Disulfiram Success Story – Wednesday 03.03.21 • Medication: Care & Review – Tuesday 23.02.21 • COPD Service Update – Monday 22.01.21 • APC Update – Monday 22.02.21 • URGENT PAYMENT INFORMATION – Friday 22.01.21 • Have Your Say - Injecting Equipment Provision (IEP) Guidelines Consultation - 23rd Feb 7-9pm – Friday 19.02.2021 • Phyllocontin (Aminophylline) 225mg and 350mg modified release tablets Discontinuation – Friday 19.02.2021



ACTION	Prescriptions – Issued by GP OOH Service Process – Wednesday 10.03.21
 <p>Pharmacy Prescriptions issued b Attached</p>	<p>Please find attached a process flow diagram that will be used by the GP OOH service in NHS GGC which highlights how prescriptions will be issued to pharmacies in the Out of Hours period.</p> <p>It had been brought to my attention that in some cases there had been issues when trying to make contact with the actual prescriber for queries on prescriptions and also it was difficult to chase prescriptions if they had not arrived.</p> <p>From the flow diagram you will see contact details if you need to follow up on any of these two issues.</p> <p>You will also be able to access the flow diagram from the CPDT website. Due to the nature of the information contained in the diagram this will be housed in the Restricted area of the website. Please ensure you log in at the Home page (first link) before attempting to access the diagram (second link).</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 Lead Pharmacist – Community Care</p>

ACTION	APC – Vacancy for Pharmacy Technician – Thursday 11.03.21
 <p>Nomination form.doc Attached</p>	<p>F.A.O - Community Pharmacist Technicians - All HSCP</p> <p>Nominations are being sought from community pharmacy Technicians for membership of the Area Pharmaceutical Committee (APC), a statutory committee within NHS Regulations with a remit to advise the Board on pharmacy matters (one vacancy). The APC meets bi-monthly and the APC CP Sub monthly. Attendance attracts a payment of £172 per session of up to four hours with a payment of £150 for any meeting which takes place in the evening.</p> <p>Nominations are now invited from technicians in community pharmacy within any HSCP keen to play a more active role in advising the Board on pharmacy matters. Candidates are requested to complete and return the attached nomination form by close of play on Friday 26th March 2021. An election will then be arranged involving the constituent community pharmacies within the Boards area should more than one candidate come forward.</p> <p>I hope this is helpful at this stage. I can be contacted on 0141 201 6051 should you wish to discuss APC membership prior to submitting your nomination form by Friday 26th March 2021.</p> <p>Alan Harrison Lead Pharmacist – Community Care</p>

**URGENT
ACTION**

**PUBLIC HOLIDAY PROCESS – PLEASE NOTE CHANGE IN USUAL PROCESS –
Friday 26.02.21**



Public Holidays
Template.pdf

Attached

As you will be aware, the Board is required to develop a scheme to ensure that pharmaceutical services are available within its area at all reasonable times. Part of this process involves the collation, and publication of pharmaceutical services available during public holidays.

Over the last two years we have consolidated this exercise and sought information from contractors for all public holidays up to and including the September Weekend. This exercise has worked relatively well, given that the provision of services over public holidays is relatively static with the majority of contractors having a consistent approach to opening/closing.

Last year we trialled an electronic information gathering process. This didn't work well, and resulted in more work both for the CP network and the CPD Team. It would therefore not be our intention to continue with this type of return.

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ACTION	F.A.O PARTICIPANTS IN FLU PROGRAMME – 2020/2021 – Tuesday 02.03.21
 Evaluation Tool.docx Attached	<p>Last year's flu season is coming to an end, and planning has now started on this year's programme. In conjunction with CP GGC, the Board's aim is to improve the programme, and maximise the contribution of the community pharmacy network in GGC to this important public health programme.</p> <p>To allow us to make effective plans for 2021/2022 flu season, we are keen to learn from your experience of last year's programme so that we can begin a constructive dialogue with Public Health colleagues. To allow us to do that, we would ask all community pharmacies who participated in last year's programme to complete the attached short evaluation tool and return using the contact details provided on the form.</p> <p>You should aim to have your return submitted by close of play Monday 22nd March 2021.</p> <p>Thank you for your co-operation.</p> <p>Janine Glen</p>

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REMINDER	Access to Clinical Mailboxes and New Members of the Pharmacy Team – Tuesday 23.02.21
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Thank you for your continued co-operation.

Janine Glen, Contracts Manager

REMINDER	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>

REMINDER	Move Away From Fax Communication – Thursday 21.01.21
	<p>This your THREE 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

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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/>

- Replacement of Healthy Start Vitamins – 8.03.2021
- Varenicline PGD – 09.03.21
- LFD Testing - Expansion to Primary Care Patient-facing Staff – Wednesday 03.03.21
- Significant Challenges for Deaf and Hard of Hearing People – Wednesday 03.03.21
- Disulfiram Success Story – Wednesday 03.03.21
- CLAIMS FOR LOCAL PHARMACY SERVICES – END OF FINANCIAL YEAR – Wednesday 24.02.21
Medication: Care & Review – Tuesday 23.02.21
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- APC Update – Monday 22.02.21
- URGENT PAYMENT INFORMATION – Friday 22.01.21
- Have Your Say - Injecting Equipment Provision (IEP) Guidelines Consultation - 23rd Feb 7-9pm – Friday 19.02.2021
- Phyllocontin (Aminophylline) 225mg and 350mg modified release tablets Discontinuation – Friday 19.02.2021

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 16th March 2021

<p>ACTION</p>	<p>APC – Vacancy for Pharmacy Technician – Thursday 11.03.21</p>
<p>  Nomination form.doc Attached </p>	<p>F.A.O - Community Pharmacist Technicians - All HSCP</p> <p>Nominations are being sought from community pharmacy Technicians for membership of the Area Pharmaceutical Committee (APC), a statutory committee within NHS Regulations with a remit to advise the Board on pharmacy matters (one vacancy). The APC meets bi-monthly and the APC CP Sub monthly. Attendance attracts a payment of £172 per session of up to four hours with a payment of £150 for any meeting which takes place in the evening.</p> <p>Nominations are now invited from technicians in community pharmacy within any HSCP keen to play a more active role in advising the Board on pharmacy matters. Candidates are requested to complete and return the attached nomination form by close of play on Friday 26th March 2021. An election will then be arranged involving the constituent community pharmacies within the Boards area should more than one candidate come forward.</p> <p>I hope this is helpful at this stage. I can be contacted on 0141 201 6051 should you wish to discuss APC membership prior to submitting your nomination form by Friday 26th March 2021.</p> <p>Alan Harrison</p>
<p>ACTION REQUIRED</p>	<p>Webropol Survey - Experience of Using Telephone Interpreting – Monday 15.02.21</p>
	<p>SURVEY UPDATED – PLEASE COMPLETE EVEN IF YOU HAVEN'T USED THE SERVICE</p> <p>In light of the Primary Care Improvement Plan we are keen to re-visit the use of telephone interpreting in Community Pharmacy.</p> <p>We would be grateful if you could take the time to fill in this short questionnaire (link below) on your experience of using telephone interpreting.</p> <p>The survey will be open until Tuesday 16th March 2021.</p> <p>Thank you for your continued co-operation.</p> <p>https://link.webpolsurveys.com/S/9BEC60039BAF6069</p> <p>Jac Ross- Jac.ross@ggc.scot.nhs.uk</p>
<p>ACTION</p>	<p>F.A.O PARTICIPANTS IN FLU PROGRAMME – 2020/2021 – Tuesday 02.03.21</p>
<p>  Evaluation Tool.docx Attached </p>	<p>PLEASE NOTE: WE HAVE ONLY RECEIVED 22 EVALUATION FORMS – IF YOU ARE A PARTICIPANT IN THE FLU PROGRAMME IT IS A REQUIREMENT OF PARTICIPATION THAT YOU COMPLETE THE EVALUATION.</p> <p>Last year's flu season is coming to an end, and planning has now started on this year's programme. In conjunction with CP GGC, the Board's aim is to improve the programme,</p>

	<p>and maximise the contribution of the community pharmacy network in GGC to this important public health programme.</p> <p>To allow us to make effective plans for 2021/2022 flu season, we are keen to learn from your experience of last year's programme so that we can begin a constructive dialogue with Public Health colleagues. To allow us to do that, we would ask all community pharmacies who participated in last year's programme to complete the attached short evaluation tool and return using the contact details provided on the form.</p> <p>You should aim to have your return submitted by close of play Monday 22nd March 2021.</p> <p>Thank you for your co-operation.</p> <p>Janine Glen</p>
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ACTION	DRUG ALERT CLASS 3 NO 8 2021 – CLASS 3 MEDICINES RECALL – ACTION WITHIN 5 DAYS – THAME LABORATORIES – ITRACONAZOLE 10MG/ML ORAL SOLUTION – Tuesday 16.03.21
	https://www.gov.uk/drug-device-alerts/class-3-medicines-recall-thame-laboratories-itraconazole-10mg-slash-ml-oral-solution-el-21-a-slash-08

INFORMATION	Covid Vaccination for Unpaid Carers – Tuesday 16.03.21
	<p>The campaign for unpaid carers to self-register for the COVID-19 vaccine got underway on Monday (15th March) as part of Priority Group 6. The campaign will run in press, digital and radio.</p> <p>Attached is a toolkit, the contents of which can be used, from Monday to help raise awareness to carers through your websites, social media accounts, text message and your community pharmacies etc. In it you will find:</p> <ul style="list-style-type: none"> - Static and animated social media visuals - Suggested social media posts - Digital campaign banners <p>You can access all of these assets in the Unpaid Carers Dropbox here</p> <p>Alan Harrison</p>

REMINDER	Data Protection Breaches by CP – Wednesday 17.02.21
	<p>Following the recent switch from our nhs.net email address to nhs.scot it is essential that all pharmacies follow the agreed process for submitting approval requests containing patient information to us that is by using the secure nhs.scot email address allocated to you. Our Information Governance team have noted some concern about non secure email routes being used to send patient data to us and have requested that this issue be highlighted to you in order that you take the necessary steps to prevent non secure email addresses being used. Patient confidentiality is of the utmost importance to us and our provision of the nhs.scot email address provides a secure route for you to send patient data and reduce any risk to our patients and to you as a contractor.</p> <p>Stewart Whyte Information Governance Manager, Deputy Data Protection Officer NHS Greater Glasgow & Clyde, 1 Smithhills Street, Paisley, PA1 1EB stewart.whyte@ggc.scot.nhs.uk, 0141 278 4774</p>

REMINDER	Access to Clinical Mailboxes and New Members of the Pharmacy Team – Tuesday 23.02.21
	<p>We continue to receive reports from our secondary colleagues on the difficulties experienced by some patients receiving secondary care medication from their community pharmacy. The main reasons cited for these difficulties continues to centre around community pharmacies not checking their clinical mailboxes and picking up referrals and/or scanned prescriptions.</p> <p>Over the last two weeks, we have monitored these reports and most seem to involve new pharmacy staff coming in who haven't yet organised an nhs.scot account or where they haven't set up access to the clinical mailbox.</p> <p>Can I reiterate that there is a pro-forma on the CPDT website which sets out the various tasks/actions that should be taken by new pharmacy staff to ensure they have access to the various systems/platforms? You can access this at the link below.</p> <p>Please note this form is housed in the restricted space of the website, and you will therefore need to log in at the Home page before accessing the link.</p> <p>https://www.communitypharmacy.scot.nhs.uk/media/3986/community-pharmacist-joiner-leaver-form.pdf</p> <p>Please ensure that there is a least one person in the pharmacy who can access the clinical mailbox during all opening hours (including weekends) and that the mailbox is checked a minimum of twice per day.</p> <p>Thank you for your continued co-operation.</p> <p>Janine Glen</p>

REMINDER	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</p>

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are actioned appropriately.

Thank you for your co-operation

Janine Glen

REMINDERS

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

- Prescriptions – Issued by GP OOH Service Process – Wednesday 10.03.21
- Replacement of Healthy Start Vitamins – 08.03.2021
- Varenicline PGD – 09.03.21
- LFD Testing - Expansion to Primary Care Patient-facing Staff – Wednesday 03.03.21
- Significant Challenges for Deaf and Hard of Hearing People – Wednesday 03.03.21
- Pharmacy Strategic Framework – Wednesday 03.03.21
- Disulfiram Success Story – Wednesday 03.03.21

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<p>ACTION</p>	<p>NES Pharmacy Webinar - Pharmacy Management of Gastrointestinal Conditions - Tuesday 30th March 7-9pm – Thursday 18.03.21</p>
	<p>The next in our series of Webinars presented by Dr Scott Jamieson 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 GI conditions, in both adults and children, that may present in community or primary care settings and to understand their management. Join us for this interactive MS Teams event to gain a detailed overview of identifying and managing common GI conditions.</p> <p>To refresh participants' knowledge of how to identify, examine and differentiate between common GI conditions that may present in community or primary care pharmacy settings and to understand their management.</p> <p>Learning Outcomes: At the end of the event, you will be able to:</p> <ol style="list-style-type: none"> 1. Understand how to examine a patient presenting with a GI complaint 2. Identify common GI Conditions 3. 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 <p>Link to Book: https://learn.nes.nhs.scot/44535/pharmacy/courses-and-events/pharmacy-management-of-gastrointestinal-conditions-webinar</p> <p>Contact Email for any enquiries: lynsey.boyle@ggc.scot.nhs.uk</p>
<p>ACTION</p>	<p>APC – Vacancy for Pharmacy Technician – Thursday 11.03.21</p>
<p> Nomination form.doc</p> <p>Attached</p>	<p>F.A.O - Community Pharmacist Technicians - All HSCP</p> <p>Nominations are being sought from community pharmacy Technicians for membership of the Area Pharmaceutical Committee (APC), a statutory committee within NHS Regulations with a remit to advise the Board on pharmacy matters (one vacancy). The APC meets bi-monthly and the APC CP Sub monthly. Attendance attracts a payment of £172 per session of up to four hours with a payment of £150 for any meeting which takes place in the evening.</p> <p>Nominations are now invited from technicians in community pharmacy within any HSCP keen to play a more active role in advising the Board on pharmacy matters. Candidates are requested to complete and return the attached nomination form by close of play on Friday 26th March 2021. An election will then be arranged involving the constituent community pharmacies within the Boards area should more than one candidate come forward.</p> <p>I hope this is helpful at this stage. I can be contacted on 0141 201 6051 should you wish to discuss APC membership prior to submitting your nomination form by Friday 26th March 2021.</p> <p>Alan Harrison</p>

<p>ACTION</p>	<p>F.A.O PARTICIPANTS IN FLU PROGRAMME – 2020/2021 – Tuesday 02.03.21</p>
<p> Evaluation Tool.docx</p> <p>Attached</p>	<p>PLEASE NOTE: WE HAVE ONLY RECEIVED 22 EVALUATION FORMS – IF YOU ARE A PARTICIPANT IN THE FLU PROGRAMME IT IS A REQUIREMENT OF PARTICIPATION THAT YOU COMPLETE THE EVALUATION.</p> <p>Last year’s flu season is coming to an end, and planning has now started on this year’s programme. In conjunction with CP GGC, the Board’s aim is to improve the programme, and maximise the contribution of the community pharmacy network in GGC to this important public health programme.</p> <p>To allow us to make effective plans for 2021/2022 flu season, we are keen to learn from your experience of last year’s programme so that we can begin a constructive dialogue with Public Health colleagues. To allow us to do that, we would ask all community pharmacies who participated in last year’s programme to complete the attached short evaluation tool and return using the contact details provided on the form.</p> <p>You should aim to have your return submitted by close of play Monday 22nd March 2021.</p> <p>Thank you for your co-operation.</p> <p>Janine Glen</p>

<p>INFORMATION</p>	<p>COPD Digital Support Service – Thursday 18.03.21</p>
<p> DYNAMIC-SCOT GG&C Intro Blog.pd</p> <p> COPD Digital Service Patient Card.</p> <p>Attached</p>	<p>We’ve been developing the NHS GG&C COPD Digital Service in our ‘DYNAMIC’ project over the last 3 years. This initiative has been co-designed with patients and a range of clinicians. The service is supported from within the COPD hospital and community respiratory teams, with an aim of enhancing support for COPD self-management.</p> <p>We’re now scaling up provision of the COPD digital service, as part of our COVID-19 service recovery-reorientation plan.</p> <p>Key points: -</p> <ul style="list-style-type: none"> • As part of the funded service scale-up, any patient who has COPD and smartphone/tablet/computer access can now register to be setup in the service at the website support.nhscopd.scot • The website content and attached introduction blog gives some more information about how the service works. • Patients who are known to the secondary care teams will be receiving SMS and letter invites over the coming weeks. • We’ll be arranging to get some of the patient business cards issued to all primary care teams, and further supplies of these are available. • The service will be evolving, and a range of additional innovations and academic evaluations are planned, including carefully developing AI-based proactive care models. • Expanding use of this exemplar digital service is part of MCN strategy to address respiratory healthcare priorities <p>Please get in touch – christopher.carlin@ggc.scot.nhs.uk - if there’s any observations or questions about this.</p> <p>We’re expecting that some FAQs will emerge, and it might be that arranging some respiratory practitioner meetings anon will be helpful.</p>

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ACTION	Pharmacy Strategic Framework – Monday 22.03.21								
 Draft Pharmacy Strategic Framework  Draft Pharmacy Strategic Framework Attached	<p>Message from Gail Caldwell, Director of Pharmacy</p> <p>I am pleased to attach the latest draft of the Pharmacy Strategic Framework which is the subject of our staff consultation sessions starting next week. The sessions 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, so please check out the full list of dates below and pick a date and time that suits you. The MS Teams link is also provided below (same link for each meeting).</p> <p>We appreciate you may be hard pressed to read the full document before you join a session, so we have included a shorter summary paper of the key content. There will be an opportunity during and after the sessions to submit any comments on the framework.</p> <ul style="list-style-type: none"> • Tuesday 23rd March 2021 at 2.00pm-3.00pm • Monday 29th March 2021 at 7.00pm-8.00pm • Wednesday 7th April 2021 at 1.00pm-2.00pm • Thursday 15th April 2021 at 12.00pm-1.00pm • Monday 19th April 2021 at 1.00pm-2.00pm 								
ACTION	Easter Opening hours – Oxford Pharmacy Stores – Monday 22.03.21								
	<p>Please be aware of the opening hours for OPS over the Easter weekend as below:</p> <table border="0"> <tr> <td>Thursday 1st April</td> <td>Business as usual*</td> </tr> <tr> <td>Friday 2nd April (Good Friday)</td> <td>CLOSED</td> </tr> <tr> <td>Monday 5th April (Easter Monday)</td> <td>CLOSED</td> </tr> <tr> <td>Tuesday 6th April</td> <td>Business as usual</td> </tr> </table> <p><i>*All orders placed before 2pm will be processed for delivery 6th April</i></p>	Thursday 1st April	Business as usual*	Friday 2nd April (Good Friday)	CLOSED	Monday 5th April (Easter Monday)	CLOSED	Tuesday 6th April	Business as usual
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ACTION	EMERGENCY CLOSURE PROCESS – Friday 19.03.21								
	<p>You will be aware from a previous communication in February 2021 that the Board, with the support of the Contractors Committee took the decision to revert back to the original Model Hours from 1st March 2021.</p> <p>The Communication advised that those Community Pharmacies who continue to experience issues should make contact with the Board using the pro-forma on the website (link below) and the request would be looked at on a case by case basis.</p> <p>https://www.communitypharmacy.scot.nhs.uk/nhs-boards/nhs-greater-glasgow-clyde/</p>								

	<p>It has come to our attention there are still Community Pharmacies who are closing at various times and not notifying the Board. In the unusual event where a Community Pharmacy continues to experience issues, it is essential they make contact as such emergency closures can have implications for NHS24/Out of Hours Service who may need to refer a patient to a Community Pharmacy.</p> <p>Can I urge all Community Pharmacies who continue to experience issues to ensure they follow the process noted above.</p> <p>Alan Harrison</p>
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ACTION	APC – Vacancy for Pharmacy Technician – Thursday 11.03.21
 Nomination form.doc Attached	<p>F.A.O - Community Pharmacist Technicians - All HSCP</p> <p>Nominations are being sought from community pharmacy Technicians for membership of the Area Pharmaceutical Committee (APC), a statutory committee within NHS Regulations with a remit to advise the Board on pharmacy matters (one vacancy). The APC meets bi-monthly and the APC CP Sub monthly. Attendance attracts a payment of £172 per session of up to four hours with a payment of £150 for any meeting which takes place in the evening.</p> <p>Nominations are now invited from technicians in community pharmacy within any HSCP keen to play a more active role in advising the Board on pharmacy matters. Candidates are requested to complete and return the attached nomination form by close of play on Friday 26th March 2021. An election will then be arranged involving the constituent community pharmacies within the Boards area should more than one candidate come forward.</p> <p>I hope this is helpful at this stage. I can be contacted on 0141 201 6051 should you wish to discuss APC membership prior to submitting your nomination form by Friday 26th March 2021.</p> <p>Alan Harrison</p>

INFORMATION	Advanced Notification for the next Patient Rights / Customer Complaints (Q4 & Annual) Survey - Friday 19.03.21
	<p>The next the Webropol survey, for the collection of information relating to the Patient Rights (Scotland) Act 2011 will be sent week commencing Monday 29th March 2021.</p> <p>You should note that submission of this information is a contractual requirement and as such you should complete the Webropol survey within the timescale which will appear in the covering message.</p> <p>Thank you for your continued co-operation.</p> <p>Michelle Cooper</p>

INFORMATION	NHS Pharmacy First – Approved List of Products – Monday 22.03.21
	<p>Please note that the NHS Pharmacy First Approved List of Products that can be found here has had a minor update.</p> <p>Added: Loperamide 10 pack size; Terbinafne Cream 1% 15g pack size.</p> <p>Removed: Orabase Paste</p>

NB Zerobase Cream - 500g can now also be provided in GGC on Pharmacy First.

There is also a new section on the Community Pharmacy website dedicated to Pharmacy First/Common Clinical Conditions which will host all relevant information (link below):

<https://www.communitypharmacy.scot.nhs.uk/nhs-boards/nhs-greater-glasgow-clyde/national-nhs-pharmacy-first-scotland/pharmacy-first-plus-common-clinical-conditions-ccc/>

UPDATE

Paracetamol PGDs – Tuesday 23.03.21

The Board currently have three PGDs for use in community pharmacy:

1. Supply of paracetamol suspension for post vaccination pyrexia following Men B vaccination.
2. Supply of tablets from a POM pack for use during the pandemic.
3. Supply of suspension from a POM pack for use during the pandemic.

The two PGDs that were approved for use at the start of the current pandemic were to allow community pharmacists to supply paracetamol from POM packs for any supplies for NHS Pharmacy First (or MAS at the time) when the supply (of OTC) was greatly reduced and under pressure but also the demand was much higher due to presenting symptoms of coronavirus.

Due to the now stable nature of the supply for paracetamol and availability of OTC packs, the PGD Sub Committee have not re-authorized the pandemic PGDs and will not be reissuing these. This means that from 1st April, all supplies of paracetamol made under NHS Pharmacy First must be supplied using a OTC pack. Any supplies using a POM pack will no longer be allowed.

The PGD for pyrexia prophylaxis following a Men B vaccination for infants will be circulated shortly to all pharmacists for signing and returning.

Elaine Paton

UPDATE

Melatonin Shared Care Agreement and Clinical Update – Tuesday 23.03.21

The Adult and Children's Melatonin Shared Care Agreements (SCAs) have been updated and are now available for use on the SCA section of the GGC Medicines website:

Link to Adult Melatonin SCA: <https://ggcmedicines.org.uk/media/i0znd5ie/melatonin-sca-adult-2012.pdf>

Link to Children's Melatonin SCA: <https://ggcmedicines.org.uk/media/xskpvsco/melatonin-sca-children-2103.pdf>

The new SCAs recommend the use of three formulations of melatonin on the basis of cost, licence status and availability via wholesalers. The three recommended products provide enough flexibility in terms of dose titration and method of administration to suit the majority of patient circumstances. The three products recommended are:

- **melatonin immediate release 3mg film coated tablets.**
- **melatonin 2mg MR tablets**
- **melatonin 1mg/1ml oral solution sugar free**

There are significant cost savings across NHSGGC for a switch of all patients on non-formulary melatonin formulations to those approved in the SCAs. Prescribing Support

teams will be working with general practice to undertake a therapeutic switch to melatonin formulations approved in the SCAs. The ScriptSwitch messages for melatonin have also been updated to reflect the SCA guidance.

Please contact the Prescribing Team if you have any queries about this
PRESCRIBING@ggc.scot.nhs.uk

REMINDER

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Stewart Whyte
Information Governance Manager, Deputy Data Protection Officer
NHS Greater Glasgow & Clyde, 1 Smithhills Street, Paisley, PA1 1EB
stewart.whyte@ggc.scot.nhs.uk, 0141 278 4774

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Please ensure that there is a least one person in the pharmacy who can access the clinical mailbox during all opening hours (including weekends) and that the mailbox is checked a minimum of twice per day.

Thank you for your continued co-operation.

Janine Glen

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Paperless Claiming System – Thursday 28.01.21

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Community Pharmacy Communication Update

Date: Thursday 25th March 2021

<p>ACTION</p>	<p>PGD – PARACETAMOL V4 – Thursday 25.03.21</p>
<p>  PGD Paracetamol (post-vacc) APPROVE  Appendix 1. Paracetamol dosing Attached </p>	<p>Please find attached Version 4 of the Paracetamol PGD for pyrexia prophylaxis following a Men B vaccination for infants and Appendix 1.</p> <p>Can you please read the PGD and return the signed signature sheet this to office by Friday 16th April 2021.</p> <p>Karen Armstrong – Contracts Administrator</p>
<p>ACTION</p>	<p>Further vaccination appointments for front line workers – Thursday 25.03.21</p>
	<p>There will be a further “ mass “ clinic on 17th April for staff who are eligible for prioritised vaccine and have not received a first dose – the criteria have not changed in terms of contact with patients or clients / working in patient / client areas. Please see link to appointments below and note that it will be for the HYDRO (next to the Louisa Jordan) and not the Louisa Jordan itself.</p> <p>https://link.webropol.com/ep/17april1stcv</p> <p>We are looking to have a separate clinic in Inverclyde for those who can't travel – details to follow when they have been made available.</p> <p>It is likely that we will have perhaps one in May and one in June but thereafter most people will have accessed vaccination as part of an age cohort and we will make different arrangements for new staff members thereafter</p> <p>Alan Harrison</p>
<p>ACTION</p>	<p>Lateral Flow Tests for Locum Pharmacists– Thursday 25.03.21</p>
<p>  Letter - Asymptomatic Lateral Attached </p>	<p>Please find attached information from the Scottish Government in relation to Lateral Flow Tests and in particular locum pharmacists being able to access said tests.</p> <p>I would ask you to ensure that all locum pharmacists are made aware of this and in particular the paragraph on how to obtain the tests as outlined below.</p> <p>For pharmacy locums, locums should in the first instance access testing kits from a pharmacy if they already have a relationship with one. If they cannot access kits in this way they should contact NSS directly at:</p> <p>nss.PrimaryCareLFDOrderKits@nhs.scot, providing their GPhC number, name and postal address.</p> <p>Alan Harrison</p>

ACTION	Pharmacy Strategic Framework – Monday 22.03.21
 <p>Draft Pharmacy Strategic Framework</p>  <p>Draft Pharmacy Strategic Framework</p> <p>Attached</p>	<p>Message from Gail Caldwell, Director of Pharmacy</p> <p>I am pleased to attach the latest draft of the Pharmacy Strategic Framework which is the subject of our staff consultation sessions starting next week. The sessions 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, so please check out the full list of dates below and pick a date and time that suits you. The MS Teams link is also provided below (same link for each meeting).</p> <p>We appreciate you may be hard pressed to read the full document before you join a session, so we have included a shorter summary paper of the key content. There will be an opportunity during and after the sessions to submit any comments on the framework.</p> <ul style="list-style-type: none"> • Monday 29th March 2021 at 7.00pm-8.00pm • Wednesday 7th April 2021 at 1.00pm-2.00pm • Thursday 15th April 2021 at 12.00pm-1.00pm • Monday 19th April 2021 at 1.00pm-2.00pm <p>Microsoft Teams meeting Join on your computer or mobile app Click here to join the meeting</p> <p>We now have a Strategic framework Survey to capture your feedback on the proposed framework. The survey is open until Friday 23rd April, so please join us on one of the consultation sessions to find out more (dates and link above) and then tell us what you think by completing the survey.</p>

ACTION	Easter Opening hours – Oxford Pharmacy Stores – Monday 22.03.21								
	<p>Please be aware of the opening hours for OPS over the Easter weekend as below:</p> <table border="0"> <tr> <td>Thursday 1st April</td> <td>Business as usual*</td> </tr> <tr> <td>Friday 2nd April (Good Friday)</td> <td>CLOSED</td> </tr> <tr> <td>Monday 5th April (Easter Monday)</td> <td>CLOSED</td> </tr> <tr> <td>Tuesday 6th April</td> <td>Business as usual</td> </tr> </table> <p><i>*All orders placed before 2pm will be processed for delivery 6th April</i></p>	Thursday 1st April	Business as usual*	Friday 2nd April (Good Friday)	CLOSED	Monday 5th April (Easter Monday)	CLOSED	Tuesday 6th April	Business as usual
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ACTION	EMERGENCY CLOSURE PROCESS – Friday 19.03.21
	<p>You will be aware from a previous communication in February 2021 that the Board, with the support of the Contractors Committee took the decision to revert back to the original Model Hours from 1st March 2021.</p> <p>The Communication advised that those Community Pharmacies who continue to experience issues should make contact with the Board using the pro-forma on the website (link below) and the request would be looked at on a case by case basis.</p> <p>https://www.communitypharmacy.scot.nhs.uk/nhs-boards/nhs-greater-glasgow-clyde/</p> <p>It has come to our attention there are still Community Pharmacies who are closing at various times and not notifying the Board. In the unusual event where a Community Pharmacy continues to experience issues, it is essential they make contact as such emergency closures can have implications for NHS24/Out of Hours Service who may need to refer a patient to a Community Pharmacy.</p> <p>Can I urge all Community Pharmacies who continue to experience issues to ensure they follow the process noted above.</p> <p>Alan Harrison</p>

ACTION	APC – Vacancy for Pharmacy Technician – Thursday 11.03.21
 <p>Nomination form.doc</p> <p>Attached</p>	<p>F.A.O - Community Pharmacist Technicians - All HSCP</p> <p>Nominations are being sought from community pharmacy Technicians for membership of the Area Pharmaceutical Committee (APC), a statutory committee within NHS Regulations with a remit to advise the Board on pharmacy matters (one vacancy). The APC meets bi-monthly and the APC CP Sub monthly. Attendance attracts a payment of £172 per session of up to four hours with a payment of £150 for any meeting which takes place in the evening.</p> <p>Nominations are now invited from technicians in community pharmacy within any HSCP keen to play a more active role in advising the Board on pharmacy matters. Candidates are requested to complete and return the attached nomination form by close of play on Friday 26th March 2021. An election will then be arranged involving the constituent community pharmacies within the Boards area should more than one candidate come forward.</p> <p>I hope this is helpful at this stage. I can be contacted on 0141 201 6051 should you wish to discuss APC membership prior to submitting your nomination form by Friday 26th March 2021.</p> <p>Alan Harrison</p>

INFORMATION	Advanced Notification for the next Patient Rights / Customer Complaints (Q4 & Annual) Survey - Friday 19.03.21
	<p>The next the Webropol survey, for the collection of information relating to the Patient Rights (Scotland) Act 2011 will be sent week commencing Monday 29th March 2021.</p> <p>You should note that submission of this information is a contractual requirement and as such you should complete the Webropol survey within the timescale which will appear in the covering message.</p> <p>Thank you for your continued co-operation.</p> <p>Michelle Cooper – Contracts Supervisor</p>

INFORMATION	NHS Pharmacy First – Approved List of Products – Monday 22.03.21
	<p>Please note that the NHS Pharmacy First Approved List of Products that can be found here has had a minor update.</p> <p>Added: Loperamide 10 pack size; Terbinafne Cream 1% 15g pack size.</p> <p>Removed: Orabase Paste</p> <p>NB Zerobase Cream - 500g can now also be provided in GGC on Pharmacy First.</p> <p>There is also a new section on the Community Pharmacy website dedicated to Pharmacy First/Common Clinical Conditions which will host all relevant information (link below):</p> <p>https://www.communitypharmacy.scot.nhs.uk/nhs-boards/nhs-greater-glasgow-clyde/national-nhs-pharmacy-first-scotland/pharmacy-first-plus-common-clinical-conditions-ccc/</p>

UPDATE	Paracetamol PGDs – Tuesday 23.03.21
	<p>The Board currently have three PGDs for use in community pharmacy:</p> <ol style="list-style-type: none"> 1. Supply of paracetamol suspension for post vaccination pyrexia following Men B vaccination. 2. Supply of tablets from a POM pack for use during the pandemic. 3. Supply of suspension from a POM pack for use during the pandemic. <p>The two PGDs that were approved for use at the start of the current pandemic were to allow community pharmacists to supply paracetamol from POM packs for any supplies for NHS Pharmacy First (or MAS at the time) when the supply (of OTC) was greatly reduced and under pressure but also the demand was much higher due to presenting symptoms of coronavirus.</p> <p>Due to the now stable nature of the supply for paracetamol and availability of OTC packs, the PGD Sub Committee have not re-authorized the pandemic PGDs and will not be reissuing these. This means that from 1st April, all supplies of paracetamol made under NHS Pharmacy First must be supplied using a OTC pack. Any supplies using a POM pack will no longer be allowed.</p> <p>The PGD for pyrexia prophylaxis following a Men B vaccination for infants will be circulated shortly to all pharmacists for signing and returning.</p> <p>Elaine Paton</p>

UPDATE	Melatonin Shared Care Agreement and Clinical Update – Tuesday 23.03.21
	<p>The Adult and Children’s Melatonin Shared Care Agreements (SCAs) have been updated and are now available for use on the SCA section of the GGC Medicines website:</p> <p>Link to Adult Melatonin SCA: https://ggcmedicines.org.uk/media/i0znd5ie/melatonin-sca-adult-2012.pdf</p> <p>Link to Children’s Melatonin SCA: https://ggcmedicines.org.uk/media/xskpvsc0/melatonin-sca-children-2103.pdf</p>

	<p>The new SCAs recommend the use of three formulations of melatonin on the basis of cost, licence status and availability via wholesalers. The three recommended products provide enough flexibility in terms of dose titration and method of administration to suit the majority of patient circumstances. The three products recommended are:</p> <ul style="list-style-type: none"> • melatonin immediate release 3mg film coated tablets. • melatonin 2mg MR tablets • melatonin 1mg/1ml oral solution sugar free <p>There are significant cost savings across NHSGGC for a switch of all patients on non-formulary melatonin formulations to those approved in the SCAs. Prescribing Support teams will be working with general practice to undertake a therapeutic switch to melatonin formulations approved in the SCAs. The ScriptSwitch messages for melatonin have also been updated to reflect the SCA guidance.</p> <p>Please contact the Prescribing Team if you have any queries about this PRESCRIBING@ggc.scot.nhs.uk</p>
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REMINDER	Access to Clinical Mailboxes and New Members of the Pharmacy Team – Tuesday 23.02.21
	<p>We continue to receive reports from our secondary colleagues on the difficulties experienced by some patients receiving secondary care medication from their community pharmacy. The main reasons cited for these difficulties continues to centre around community pharmacies not checking their clinical mailboxes and picking up referrals and/or scanned prescriptions.</p> <p>Over the last two weeks, we have monitored these reports and most seem to involve new pharmacy staff coming in who haven't yet organised an nhs.scot account or where they haven't set up access to the clinical mailbox.</p> <p>Can I reiterate that there is a pro-forma on the CPDT website which sets out the various tasks/actions that should be taken by new pharmacy staff to ensure they have access to the various systems/platforms? You can access this at the link below.</p> <p>Please note this form is housed in the restricted space of the website, and you will therefore need to log in at the Home page before accessing the link.</p> <p>https://www.communitypharmacy.scot.nhs.uk/media/3986/community-pharmacist-joiner-leaver-form.pdf</p> <p>Please ensure that there is a least one person in the pharmacy who can access the clinical mailbox during all opening hours (including weekends) and that the mailbox is checked a minimum of twice per day.</p> <p>Thank you for your continued co-operation.</p> <p>Janine Glen – Contracts Manager</p>

REMINDER	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>

Janine Glen – Contracts Manager

REMINDER

Move Away From Fax Communication – Thursday 21.01.21

This your **ONE 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 – Contracts Manager

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/>

- NES Pharmacy Webinar - Pharmacy Management of Gastrointestinal Conditions - Tuesday 30th March 7-9pm – Thursday 18.03.21
- COPD Digital Support Service – Thursday 18.03.21
- Covid Vaccination for Unpaid Carers – Tuesday 16.03.21
- Prescriptions – Issued by GP OOH Service Process – Wednesday 10.03.21

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



ACTION	Serial Prescribing – Update – Tuesday 30.03.21
	<p>Message from Pamela, Lead for Prescribing & Clinical Pharmacy</p> <p>Please see below information that has recently been shared with all GP practices in the Board's area.</p> <p style="text-align: center;"><u>Serial Prescribing - Update</u></p> <p>TSRs As we approach the anniversary of the rapid implementation of serial prescriptions we will soon see an increase in the number of Treatment Summary Reports being sent by community pharmacies to practices (see this video for more general information).</p> <p>A Treatment Summary Report (TSR) is a summary of prescribing, dispensing and collection information sent electronically by the community pharmacy team directly to the GP IT clinical system. For a serial prescription a TSR, amongst other things, acts as a repeat prescription request similar to the “right hand side” of a routine repeat prescription. The difference is that this request will be sent up to 8 weeks before the patient needs their next supply in order to give the practice time to undertake any review prior to re-issuing the serial prescription(s) (if appropriate).</p> <p>NB There is no electronic prompt that a TSR has been received – therefore a check needs to be undertaken daily by practice staff.</p> <p>As this is a relatively new process – good communication between the Community Pharmacy and Practice is vital and it is recommended that, at least initially, the Community Pharmacy lets the practice know that TSRs have been sent.</p> <div style="border: 1px solid black; padding: 5px;"> <p>Community Pharmacy – information on how to produce a TSR is contained within your PMR supplier's handbook. If you need a copy then please contact the Helpdesk on 0345 612 5000 – or talk to your Pharmacy Champion.</p> <p>NB Please make sure you claim for each instalment as it is received by the patient to ensure that the correct dispensing dates appear on the Practice System/TSR</p> <p>GP Practices – TSRs are located within Dictionaries (EMIS) or Mail Manager(Vison)</p> </div> <p><u>“Cancelled Scripts issue”</u> Over the last few weeks some areas have been reporting issues with pharmacies reporting that CMS Rxs have been cancelled but on checking they do not appear to have been cancelled at the GP end.</p> <p>Prior to taking any action please do the following:</p> <ol style="list-style-type: none"> 1. check the e-Pharmacy messages on EMIS for the specific Rx: Modules - Dictionaries - O CMS e-Pharmacy Messaging options - V View e-Pharmacy Messages - At top right hand side tick search UPN and put in barcode number and click Find. This will bring up the e-Pharmacy messages including any cancellation messages. <p>To check the e-Pharmacy message on Vision:</p>

The CMS messages to the e-Pharmacy store pass through Mail Manager with a message type of CMS Prescription. Mail Manager has filters to hide successful CMS messages from view so that only rejected messages are shown. In Mail Manager, go to Tools - Options - Message - Show Sent Electronic Prescriptions. If you are CMS enabled, we recommend that you leave this option unticked so that only unsuccessful/error messages are displayed, as this will improve performance and declutter your screen. If this option is ticked, all messages including sent and complete AMS and CMS messages are displayed.

2. If the prescription has been cancelled at the practice please issue a **new** Rx, do not reprint the cancelled one even if it looks active on the prescribing screen.
3. If there has been no cancellation e-Pharmacy message sent from the practice, please ask the community pharmacy to log a call, phone number **0345 612 5000**.

MCR Registration Issues (Community Pharmacy)

When you register a patient for MCR, it's vital to wait for a response from EPMS in case the result is "registered elsewhere".

If your PMR show the patient isn't registered with you, please contact them and ask if they consent to move the registration to your pharmacy. Let them know they will have to collect their serial script from you for the next 56 weeks.

If the patient is happy to proceed you can "transfer the registration". You have 7 days to complete the transfer, if it's not done within this timeframe, the patient's status will revert to "not registered" and they won't be registered with your pharmacy. This can cause problems later on when trying to dispense further iteration for the patient.

If you need to know how to do this for your PMR you can log a call and request the guide. Our service desk number is **0345 612 5000**.

Removal of CMS Patients from Managed Repeat Services (Community Pharmacy)

Please remember that if a patient has been switched onto a Serial Prescription that they should be removed from any Managed Repeat System.

ACTION

PGD – PARACETAMOL V4 – Thursday 25.03.21



PGD Paracetamol (post-vacc) APPROVE



Appendix 1. Paracetamol dosing

Attached

Please find attached Version 4 of the Paracetamol PGD for pyrexia prophylaxis following a Men B vaccination for infants and Appendix 1.

Can you please read the PGD and return the signed signature sheet this to office by **Friday 16th April 2021**.

Karen Armstrong – Contracts Administrator

ACTION

Pharmacy Strategic Framework – Monday 22.03.21



Draft Pharmacy Strategic Framework



Draft Pharmacy Strategic Framework

Attached

Message from Gail Caldwell, Director of Pharmacy

I am pleased to attach the latest draft of the Pharmacy Strategic Framework which is the subject of our staff consultation sessions starting next week. The sessions 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, so please check out the full list of dates below and pick a date and time that suits you. The MS Teams link is also provided below (same link for each meeting).

We appreciate you may be hard pressed to read the full document before you join a session, so we have included a shorter summary paper of the key content. There will be an opportunity during and after the sessions to submit any comments on the framework.

- **Monday 29th March 2021 at 7.00pm-8.00pm**
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- **Thursday 15th April 2021 at 12.00pm-1.00pm**
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Microsoft Teams meeting


Join on your computer or mobile app

[Click here to join the meeting](#)

We now have a Strategic framework Survey to capture your feedback on the proposed framework. The survey is open until **Friday 23rd April**, so please join us on one of the consultation sessions to find out more (dates and link above) and then tell us what you think by completing the survey.

INFORMATION	Further Vaccination Appointments for Front Line Workers – Thursday 25.03.21
	<p>There will be a further “mass“ clinic on 17th April for staff who are eligible for prioritised vaccine and have not received a first dose – the criteria have not changed in terms of contact with patients or clients / working in patient / client areas. Please see link to appointments below and note that it will be for the HYDRO (next to the Louisa Jordan) and not the Louisa Jordan itself.</p> <p>https://link.webropol.com/ep/17april1stcv</p> <p>We are looking to have a separate clinic in Inverclyde for those who are unable to travel – details to follow when they have been made available.</p> <p>It is likely that we will have one in May and one in June but thereafter most people will have accessed vaccination as part of an age cohort and we will make different arrangements for new staff members thereafter</p> <p>Alan Harrison</p>

INFORMATION	Zepatier - Error on Payments (PSD) – Tuesday 30.03.21
	<p>We have had a number of queries raised in relation to the remuneration that is paid for the drug Zepatier.</p> <p>There was an issue identified as to how the payment was set up at PSD however this has now been rectified and payments will be accurate going forward as well as backdated to reflect the error.</p> <p>CPS has been made aware of this.</p> <p>Alan Harrison</p>

UPDATE	Update on Free Vitamin D Supplements April 2021 – Tuesday 30.03.21
 <p>Update on free Vitamin D supplement</p> <p>Attached</p>	<p>Please see attached for Vitamin D update.</p>

REMINDER	Access to Clinical Mailboxes and New Members of the Pharmacy Team – Tuesday 23.02.21
	<p>We continue to receive reports from our secondary colleagues on the difficulties experienced by some patients receiving secondary care medication from their community pharmacy. The main reasons cited for these difficulties continues to centre around community pharmacies not checking their clinical mailboxes and picking up referrals and/or scanned prescriptions.</p> <p>Over the last two weeks, we have monitored these reports and most seem to involve new pharmacy staff coming in who haven't yet organised an nhs.scot account or where they haven't set up access to the clinical mailbox.</p> <p>Can I reiterate that there is a pro-forma on the CPDT website which sets out the various tasks/actions that should be taken by new pharmacy staff to ensure they have access to the various systems/platforms? You can access this at the link below.</p> <p>Please note this form is housed in the restricted space of the website, and you will therefore need to log in at the Home page before accessing the link.</p> <p>https://www.communitypharmacy.scot.nhs.uk/media/3986/community-pharmacist-joiner-leaver-form.pdf</p> <p>Please ensure that there is a least one person in the pharmacy who can access the clinical mailbox during all opening hours (including weekends) and that the mailbox is checked a minimum of twice per day.</p> <p>Thank you for your continued co-operation.</p> <p>Janine Glen – Contracts Manager</p>

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	<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>

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