




**PLEASE NOTE: THERE IS NO LONGER A FAX MACHINE WITHIN THE COMMUNITY PHARMACY DEVELOPMENT TEAM – ALL COMMUNICATIONS SHOULD BE SENT TO [ggc.cpdevteam@nhs.scot](mailto:ggc.cpdevteam@nhs.scot)**


**In this edition –**


- **Ordering Arrangements for PPE - changed in August 2021**
- **Learn Pro**
- **SIM2111 - Obisk Bluetree Type IIR Face Mask: MKTIIR0214 (tie back) and MKTIIR0199 (ear looped) – Quarantine**
- **SAN2111: Clinical governance and correct use of urine pregnancy tests (UPT)**
- **NatPSA/2021/008: Elimination of bottles of liquefied phenol 80%**
- **PCA(P)(2021)17 - NHS Pharmacy First Scotland – Guidance And Referral Form For Treatment Of Minor Eye Conditions**
- **Community pharmacy research**


ACTION	Ordering Arrangements for PPE - changed in August 2021
	<p>Our website has now been updated, and details can be found here: <a href="https://www.nhs.uk/communities/pharmacies">NHS Community Pharmacy Website (scot.nhs.uk)</a></p> <p>For completeness:</p> <p>Please note that the customer support contacts we previously communicated to you will no longer be available from 16<sup>th</sup> August 21. The following email address will be closed: <a href="mailto:nss.nhss-primary-care-supplies-covid-19@nhs.scot">nss.nhss-primary-care-supplies-covid-19@nhs.scot</a></p> <p>From 16<sup>th</sup> August 21, if you require support please contact us using one of the following:</p> <ul style="list-style-type: none"> <li>• <b><u>Software issues</u></b> - such as Pecos access, Password reset or issues accessing PPE catalogues please use the attached link to record your enquiry: <a href="https://nhsnss.service-now.com/nssexternal">https://nhsnss.service-now.com/nssexternal</a></li> </ul> <p>(If you have any issues logging onto service now please email - <a href="mailto:nss.fmissupport@nhs.scot">nss.fmissupport@nhs.scot</a>)</p> <ul style="list-style-type: none"> <li>• <b><u>Order queries</u></b> - For all enquiries relating to missing deliveries or delivery issues please contact the following: <ul style="list-style-type: none"> <li>Email - <a href="mailto:primarycare@hubppe.co.uk">primarycare@hubppe.co.uk</a></li> <li>Telephone - 0300 303 3536 (Lines open Mon-Fri 9am to 5pm)</li> </ul> </li> </ul> <p>Please provide the following information in the email or phone call:</p> <ol style="list-style-type: none"> <li>a. Your practice name and address</li> <li>b. The PO number of the order you are querying</li> <li>c. Confirm if the whole order has not been delivered, or detail the items which are either incorrect quantities or damaged on receipt.</li> </ol> <p>2.11.21</p>


<b>ACTION</b>	<b>Learn Pro</b>
	<p>This is advance notice of an exciting new development which will be available to the community pharmacy network at the start of 2022.</p> <p>In conjunction with CP GGC, Pharmacy Services has secured access to the Health Board's training platform LearnPro for community pharmacy.</p> <p>Between now and December 2021, you will receive information on how to access the platform along with User instructions and a list of modules that will be available to access. Independent pharmacies will also be offered the opportunity to access the Board's Mandatory Training modules i.e. Fire Training, Lifting and Handling and Needle Stick injuries.</p> <p>We hope that the platform will become the Board's "hub" for community pharmacy training, working in the same way as NES's TURAS platform.</p> <p>Watch this space for further information coming soon.</p> <p>Janine Glen 02.11.21</p>

<b>ACTION</b>	<b>SIM2111 - Obisk Bluetree Type IIR Face Mask: MKTIIR0214 (tie back) and MKTIIR0199 (ear looped) - Quarantine</b>
 SIM2111 - Obisk Bluetree Type IIR F  Attached	<p>Please see attached Safety Action Notice.</p> <p>2.11.21</p>

<b>ACTION</b>	<b>SAN2111: Clinical governance and correct use of urine pregnancy tests (UPT)</b>
 SAN2111- Clinical governance and coi  Attached	<p>Please see attached Safety Action Notice.</p> <p>2.11.21</p>

<b>ACTION</b>	<b>NatPSA/2021/008: Elimination of bottles of liquefied phenol 80%</b>
 NatPSA2021008 - Elimination of bottle  Attached	<p>Please see attached National Patient Safety Alert.</p> <p>2.11.21</p>

ACTION	PCA(P)(2021)17 - NHS PHARMACY FIRST SCOTLAND – GUIDANCE AND REFERRAL FORM FOR TREATMENT OF MINOR EYE CONDITIONS
 <p>PCA(P)(2021)17 - NHS Pharmacy First 5</p> <p>Attached</p>	<p>Attached is SG Circular PCA (P) (17) 2021 which provides guidance and a referral form for the treatment of minor eye conditions.</p> <p>Please note the arrangements contained in the circular supercede any local arrangements previously agreed within NHS GGC. The CPD Team's website has been updated to reflect these new arrangements and the previous local referral form has been removed.</p> <p>A copy of the new referral form can be found here: <a href="https://www.scot.nhs.uk">NHS Community Pharmacy Website (scot.nhs.uk)</a></p> <p>Janine Glen 2.11.21</p>

ACTION	Community pharmacy research
 <p>PIMS Pharmacists POSTER_291021.pdf</p> <p>Attached</p>	<p>Healthcare Improvement Scotland and University of Strathclyde, together with The Health Foundation are conducting research into developing and overseeing interventions that influence public attitudes to medicines safety and disposal. This is one element of the Patient Involvement in Medicines Safety in Scotland (PIMSS). Quality Improvement in Pharmacy Practice (QIPP) have been acting as a reference group for this work.</p> <p>The research has already started and we are recruiting members of the public and community pharmacists for the interviews. We know it is a very challenging time for community pharmacy; however we are looking for 20 community pharmacists in total to participate. The attached flyer provides more information .</p> <p>Your participation would consist of an online or telephone interview or a focus group* (your choice re. mode &amp; method) to share your thoughts and suggestions.</p> <p><b>*Focus groups will be held on 23rd +/- 24th +/- 25th November 2021 at 7.00-8.30 pm.</b></p> <p>Laura McIver, Chief Pharmacist Healthcare Improvement Scotland</p> <p>2.11.21</p>

Any queries should be directed to the contact provided – where no specific contact is shown, queries should be directed to [gqc.cpdevteam@nhs.scot](mailto:gqc.cpdevteam@nhs.scot)

Index and copies of the Communications Update documents can be found at:  
<https://www.communitypharmacy.scot.nhs.uk/nhs-boards/nhs-greater-glasgow-clyde/>

We are keen for any feedback you have about this Update. Please submit your comments/suggestions to:  
[cpdt@gqc.scot.nhs.uk](mailto:cpdt@gqc.scot.nhs.uk)

## Community Pharmacy Communication Update

Date: Thursday 4<sup>th</sup> November 2021



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New in this edition –

- **Restricted Pages on CPDT Website**
- **Update To Drug Alert Class 4 - 36 2020 – Class 4 Medicines Defect Information**
- **Staff Flu/COVID Vaccination Dates**



ACTION	Restricted Pages on CPDT Website
	<p>We continue to have difficulties with the Restricted Pages on the CPDT website.</p> <p>This is outwith our control and we are working continuously with the system administrators to find a solution.</p> <p>We thank you for your continued patience while the page is down.</p> <p>If you are looking for copies of PGDs or any other item that was housed in the restricted page, then please submit your request to <a href="mailto:ggc.cpdevteam@nhs.scot">ggc.cpdevteam@nhs.scot</a>.</p> <p>Janine Glen 04.11.2021</p>

ACTION	Update To Drug Alert Class 4 - 36 2020 – Class 4 Medicines Defect Information
	<p><a href="#">Update to drug alert class 4: no 36 2020: medicines defect information: caution in use: crescent pharma ltd [syreniring 0.120 mg/0.015 mg per 24 hours, vaginal delivery system] (scot.nhs.uk)</a></p> <p>4.11.21</p>

ACTION	Staff Flu/COVID Vaccination Dates		
	<p>Please see below a list of venues with appointments available next week for Community Flu/COVID vaccinations. You will need your vaccination username/password to book a slot, however it is quite easy to recover these if you need to using the date you received your 1<sup>st</sup> or 2<sup>nd</sup> COVID vaccine. You will see links to do this when you access the website below.</p> <p>Please remember that this is the only way at present for staff to access flu and COVID booster vaccines (if you are eligible). Availability can be seen by clicking on link below:</p> <p><a href="https://vacs.nhs.scot/csp">https://vacs.nhs.scot/csp</a></p> <table border="1" data-bbox="376 2107 1102 2150"> <tr> <td>08-Nov</td> <td>Lagoon Leisure Centre</td> </tr> </table>	08-Nov	Lagoon Leisure Centre
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	09-Nov	Lagoon Leisure Centre
	10-Nov	Lagoon Leisure Centre
	10-Nov	Port Glasgow Town Hall
	10-Nov	Staff Only: Royal Alexandra Hospital
	12-Nov	Milngavie Town Hall
	12-Nov	Staff Only: Stobhill Hospital
	13-Nov	Glasgow Club Castlemilk
	13-Nov	Kirkintilloch Town Hall
	13-Nov	Port Glasgow Town Hall
	13-Nov	Staff Only: Stobhill Hospital
	13-Nov	Barrhead Health and Care Centre
	14-Nov	Barrhead Health and Care Centre
	14-Nov	Glasgow Club Castlemilk
	14-Nov	Milngavie Town Hall
	14-Nov	Port Glasgow Town Hall
	14-Nov	Tweedie Hall
	Alan Harrison 4.11.21	

**REMINDERS AND UPDATES:**

REMINDER	PGD for Bridging Contraception
 Rev 2023 11 PGD POP Bridging Contrac   PGD POP Bridging Contraception APPRO	<p>Notification of the new Bridging Contraception service was communicated to the community pharmacy network at the end of Septembert 2021. <a href="https://www.scot.nhs.uk/public-health/bridging-contraception/">Additional pharmaceutical services public health service – addition of bridging contraception (scot.nhs.uk)</a></p> <p>The service will commence on <b>Tuesday 9<sup>th</sup> November 2021</b>.</p> <p>The associated PGD is now attached. Please read and return the authorisation sheet to the Community Pharmacy Development Team (using the contact details provided) by close of play <b>Monday 8<sup>th</sup> November 2021</b>.</p> <p>Thank you for your continued co-operation. 19.10.21</p>

REMINDER	Ordering Arrangements for PPE - changed in August 2021
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<b>REMINDERS</b>	<p><b>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:</b></p> <p><a href="https://www.communitypharmacy.scot.nhs.uk/nhs-boards/nhs-greater-glasgow-clyde/" style="color: white;">https://www.communitypharmacy.scot.nhs.uk/nhs-boards/nhs-greater-glasgow-clyde/</a></p> <ul style="list-style-type: none"> <li>• <b>OST Spaces- Bulletin – 26/10/2021</b></li> <li>• <b>Proton Pump Inhibitor Guideline for Neonates and Paediatrics – 26.10.21</b></li> <li>• <b>Reminder - Alcohol and Drug Recovery Services (ADRS) Contact Details – 26.10.21</b></li> <li>• <b>Feedback Of Issues Relating To Cop26 – 26.10.21</b></li> </ul>
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- [Launch of NEO OST Missed Dose/Report Concern/Rx Issue Function- 15<sup>th</sup> Nov 2021](#)
- [Restricted Pages on CPDT Website](#)
- [Whistleblowing Standards](#)
- [CFS Scam Alert](#)
- [Free Cancer Support in Glasgow](#)
- [Joiner/Leaver Form and Access to Shared Clinical Mailboxes](#)
- [Business Continuity Plan \(BCP\)](#)
- [Access to clinical portal](#)
- [Covid Therapeutic Alert - Casirivimab And Imdevimab In The Treatment Of Covid-19 In Hospital Patients](#)
- [For Information: FSN/2021/013: BD Bodyguard Large Volume Pumps](#)
- [Drug Alert Class 4 No 27 2021 – Medicines Recall](#)
- [For Information: MHRA web-based safety guidance: assistive technology: definition and safe use](#)
- [Lateral flow devices - claiming on ePharmacy](#)

<b>ACTION</b>	<b>Launch of NEO OST Missed Dose/Report Concern/Rx Issue Function- 15<sup>th</sup> Nov 2021</b>
 Neo OST User Guide- Update Nov 21 FINAL	<p>The current system for monitoring and reporting missed doses of Opiate Substitution Therapy (OST) relies on pharmacies reporting to ADRS/GP practices via telephone.</p> <p>Pharmacies report there can be difficulty contacting ADRS teams due to engaged phone lines and the subsequent delay in reporting can delay outreach welfare checks and impact prescribing decisions to continue optimal OST doses and ensure patient safety.</p> <p>Lack of a robust process and communication challenges are a critical risk when managing OST prescriptions and patient care.</p> <p>In order to improve the communication and ensure an audit trail of communication, a new feature will be added to the OST module from <b>15<sup>th</sup> November 2021</b>. This allows the reporting of 3 missed OST doses/patient concerns/prescription issues via NEO rather than phoning or emailing the ADRS prescribing team. When this feature is utilised an email will be sent directly to the designated team attached to the patient.</p> <p><b>IMPORTANT : This feature can only be utilised if the patient is prescribed by ADRS. If the prescription is from a GP as part of the Shared Care Scheme then you should continue to report missed doses and concerns via phone as is current practice.</b></p>



Last Name	First Name	CHI Number / DoB	Service Provided	Remove From Next Month's List
   Barnes	James	21/06/1985	<input checked="" type="checkbox"/>	<input type="checkbox"/>
   Doe	Jane	1610896767	<input checked="" type="checkbox"/>	<input type="checkbox"/>
   Grogan	Carron	1234567891	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Click to report missed doses or concerns to ADRS

When contact with the ADRS team is required the  should be clicked and 3 options will appear. If you have not already edited the patient details to add the ADRS team you will be prompted to do so before submitting a message. The appropriate subject should be clicked and a free text box will appear allowing additional information to be added to the message.

**Please use clinically appropriate language when using this facility.**

**Reporting 3 consecutive missed doses-** Please enter **date of last dispensed dose** in the free text box and any other information you feel is relevant.

**Missed doses should be reported via NEO by 10.30am** and the team have been directed to respond via phone/email by 12.30pm on the same day to advise of the clinical management plan for the patient allowing time for a new prescription to be issued if necessary.

The "Report Concern" function consists of a free text box enabling pharmacy staff to report any less urgent concerns such as frequent but non consecutive missed doses, changes in presentation, refused doses, concerns around welfare of children in the patients care etc. It also ensures there is an audit trail of any contact that has been made. NEO will maintain records of reported missed doses/concerns reported, within each patient's record.

Please contact the team by phone via the dedicated professional line for any urgent patient issues.

**Full guidance on use of the OST module is attached. This will also be available via the relevant sections of the CPDT webpage.**

Please contact [adrs.pharmacyteam@gqc.scot.nhs.uk](mailto:adrs.pharmacyteam@gqc.scot.nhs.uk) if you have any questions


PLEASE CONTINUE TO CONTACT GP'S BY PHONE TO REPORT MISSED DOSES AND CONCERNS.


ACTION	Restricted Pages on CPDT Website
	<p>We are continuing to experience difficulties with the restricted access page on the CPDT website.</p> <p>This is a system issue.</p> <p>If you need access to any items that were housed in the restricted space, please contact <a href="mailto:gqc.cpdevteam@nhs.scot">gqc.cpdevteam@nhs.scot</a> with your request. Electronic copies will be sent out to you.</p> <p>We are working with the system administrators to find a fix for the issue. In the meantime, we would ask for your continued patience. We will provide further information in due course.</p> <p>Janine Glen 9.11.21</p>

ACTION	Whistleblowing Standards
	<p><b><u>Background</u></b></p> <p>You may have heard that a new whistleblowing process was introduced in the NHS in Scotland to help staff raise concerns about patient safety or other harm. These new standards came in to effect on 1 April 2021 (the link below takes you to the standards).</p> <p><a href="#">National Whistleblowing Standards</a></p> <p>Part 7 of these Standards provides specific information for primary care contractors. The Standards apply to anyone who provides services to the NHS, including primary care contractors.</p> <p>The two stage process developed by the Independent National Whistleblowing Officer (INWO) focuses on helping staff raise concerns as early as possible and supporting and protecting staff so that they are confident to raise concerns if they see something wrong.</p> <p><b><u>What does this mean for primary care contractors?</u></b></p> <p>All community pharmacy contractors are required to have a procedure that meets with the requirements of the Standards. All those delivering NHS services must be able to raise concerns about NHS services and must have access to the support they need to do so. <b>Access to the new Standards must be available to anyone working to deliver an NHS service, either directly or indirectly.</b></p> <p>Community pharmacy contractors that already have a whistleblowing procedure (most likely large multiples) must ensure that it is compliant with the procedure outlined in Part 3 of the Standards or, ideally, adopt the new procedure for use in their own practice. Any procedure must have 2 stages and must outline available support for the person raising the concern. Anyone raising a concern about a service provided by NHS Scotland must also be signposted to the INWO at the end of the process. Cases must be recorded and reported to the board on a quarterly basis, in accordance with Part 5 of the Standards. Information gained about how services have improved following raising of the concerns must be shared with everyone, taking care not to reveal who has raised the concerns. We will share further information on reporting requirements in due course.</p> <p><b><u>Training</u></b></p> <p>Training has been developed by NHS Education for Scotland (NES) and the INWO and is available via the NES TURAS website. There are two training modules. The first is for all staff and the second is for people who are likely to <b>receive</b> concerns. We would recommend that every community pharmacy has at least one person nominated and trained to receive concerns. A certificate is available on completion of each learning programme. Access the training <a href="#">here</a>.</p> <p>If you have any questions about the training please contact the team at <a href="mailto:INWO@sps.gov.scot">INWO@sps.gov.scot</a>.</p> <p><b><u>Further information</u></b></p> <p>For further information on how to use the Standards and details of each stage of the Standards, click <a href="#">here</a>.</p> <p>The National Whistleblowing Standards can be downloaded <a href="#">here</a>.</p> <p>Further information is available on the <a href="#">INWO website</a>, including FAQs, cases studies and contact details. The INWO has also produced a self-compliance checklist which is</p>

	<p>available on the INWO website Further information on whistleblowing is also available <a href="#">here</a>.</p> <p>Janine Glen 9.11.21</p>
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ACTION	CFS Scam Alert
	<p>Counter Fraud Services (CFS) have been alerted to an email scam from a fictitious company called Office Essentials, who demanded payment for items not received. An email was sent to a GP practice demanding payment for toners and threatening court action.</p> <p>The GP Practice contacted Office Essentials to request copies of delivery notes and signed receipts but was advised that due to Covid 19 delivery guidelines, DPD had just signed the delivery notes themselves and that no copy documentation was available. A subsequent phone call was made to the contact telephone number provided on the invoice but this was answered by a member of the public who was unaware of the company.</p> <p>The GP Practice also confirmed that they had received similar emails from another company, Office Outlet Store, who quoted the same bank details; sort code 23-69-72, account number 26926653, as Office Essentials. The emails also quoted the same postal address as that provided by Office Essentials; Riverside Industrial Estate, Riverside Way, Dartford, DA1 5BS.</p> <p>CFS checks have established that the bank details are linked to a pre-pay account and that neither of the above companies are listed on Companies House.</p> <p>If you require any further information concerning this Alert, please contact Brian Donohoe, Intelligence Manager 01506 705209 or via secure CFS email inbox, at <a href="mailto:nss.cfsintelligence@nhs.scot">nss.cfsintelligence@nhs.scot</a></p> <p>9.11.21</p>


ACTION	Free Cancer Support in Glasgow
 <p>Macmillan at GL relaunch_QR code.pdf</p> <p>Attached</p>	<p>Macmillan @ Glasgow Libraries offer a free and confidential service providing emotional, practical and financial support to anyone who is affected by cancer.</p> <p>In-person cancer support and information services have recently relaunched in Pollok, Royston, the Mitchell, Partick, Castlemilk and Dennistoun libraries. Weekly, in-person appointments are now available for people living with or beyond cancer, family, friends, carers and people who are bereaved.</p> <p>One-off and regular support over the phone is also being provided alongside the in-person support.</p> <p>You can refer people into Macmillan @ Glasgow Libraries for in-person or telephone support today via 0141 287 2903, <a href="mailto:macmillan@glasgowlife.org.uk">macmillan@glasgowlife.org.uk</a>, via <a href="#">NHS inform</a>, or via the QR Code in the attachment.</p> <p>Find out more about Macmillan @ <b>Glasgow Libraries</b>, Improving the Cancer Journey and Long Term Conditions and Macmillan Service by watching our new 3.5 minute video today at <a href="https://vimeo.com/581186911">https://vimeo.com/581186911</a></p> <p>Find out more at <a href="http://www.glasgowlife.org.uk/macmillan">www.glasgowlife.org.uk/macmillan</a></p> <p>9.11.21</p>

ACTION	Joiner/Leaver Form and Access to Shared Clinical Mailboxes
 <p>community-pharmacist-joiner-leaver-form</p>	<p>Some time ago, the CPD Team produced a pro-forma designed as a resource for contractors to manage staff joining, transferring and leaving the community pharmacy network.</p> <p>The form guided contractors on housekeeping actions to be taken to ensure appropriate permissions were managed to systems like clinical portal, clinical mailboxes and NEO.</p> <p>The form is normally housed on the Restricted access page of the CPDT website: <a href="https://www.scot.nhs.uk/nhs-community-pharmacy-website/">NHS Community Pharmacy Website (scot.nhs.uk)</a></p> <p>We would encourage all contractors to use the pro-forms when engaging new staff, or where staff are leaving the pharmacy.</p> <p>In addition, and specifically for access to the shared clinical mailbox, contractors can log a call with the IT Helpdesk to obtain a list of people who have been granted access to the clinical mailbox and can request access is removed for any staff no longer working in the pharmacy. The Helpdesk number is: 0345-612-5000.</p> <p>Any queries regarding this process should be forwarded to: <a href="mailto:ggc.cpdevteam@nhs.scot">ggc.cpdevteam@nhs.scot</a></p> <p>Janine Glen 09.11.2021</p>



ACTION	Business Continuity Plan (BCP)
	<p><b>THIS IS ONLY RELEVANT FOR INDEPENDENT COMMUNITY PHARMACIES AND ANY MULTIPLE/SMALL MULTIPLE WHO DO NOT OPERATE UNDER A CORPORATE BUSINESS CONTINUITY PLANNING PROCESS</b></p> <p>As you will be aware contingency planning for a range of risks is a key business activity to ensure essential services continue to be provided and maintained in an emergency situation.</p> <p>Each year around this time we remind community pharmacies that they should have an up to date Business Continuity Plan (BCP), the content of which should be relevant and reflect recent events such as adverse weather.</p> <p>All contractors should review their plan over the next four to six weeks to ensure it remains “fit for purpose” and contains the most up to date information.</p> <p>There is no need for you to send a copy to the Board at this point. We would recommend however that a copy be retained “off site” in the event that you are unable to access the pharmacy for any reason.</p> <p>You can access a blank BCP template from the Community Pharmacy website. The link is provided below: <a href="https://www.communitypharmacy.scot.nhs.uk/nhs-boards/nhs-greater-glasgow-clyde/business-continuity-planning/">https://www.communitypharmacy.scot.nhs.uk/nhs-boards/nhs-greater-glasgow-clyde/business-continuity-planning/</a></p> <p>You should note that the Board’s Civil Contingency section have recently made significant changes to the Business Continuity Planning template drawing on learnings from the last 18 months. It is our intention to distribute an updated template next year and also conduct a submission exercise so that Pharmacy Services holds a copy of the new BCP for each pharmacy in the Board’s area. Further details will be provided in due course. In the meantime you should review the version you already have.</p> <p>Janine Glen 9.11.21</p>

<b>ACTION</b>	<b>Access to clinical portal</b>
	<p>As we are about to head into the busy festive period it is imperative that all community pharmacies are able to fully support patient care by being able to access Clinical Portal.</p> <p>Clinical Portal gives colleagues access to patient records through the emergency care summary (ECS) and also to any Immediate Discharge Letters (IDL) issued by hospitals at the point of discharge.</p> <p>This is especially important in the out of hours periods and at weekends.</p> <p>Both Pharmacists and Pharmacy Technicians can gain access to this important platform, and we encourage all regulated staff working in community pharmacy (including Locums) to ensure that they are able to do so. Details can be found on the Community Pharmacy Website - <a href="https://www.scot.nhs.uk">NHS Community Pharmacy Website (scot.nhs.uk)</a></p> <p>Please ensure that you encourage colleagues outlined above to gain access as soon as possible</p> <p>Alan Harrison 9.11.21</p>

<b>ACTION</b>	<b>COVID THERAPEUTIC ALERT - CASIRIVIMAB AND IMDEVIMAB IN THE TREATMENT OF COVID-19 IN HOSPITAL PATIENTS</b>
 CEM_CMO_2021_018 (2).pdf   Casirivimab and imdevimab hospitalis	<p>Please see attached CMO letter regarding the revision and extension of the recommendations contained in the UK-wide clinical commissioning policy published on 17 September 2021 for consideration of the use of the intravenous combination of the neutralising antibody casirivimab plus imdevimab in patients aged 12 years and over</p>
Attached	9.11.21

<b>ACTION</b>	<b>For Information: FSN/2021/013: BD Bodyguard Large Volume Pumps</b>
 FSN-2021-013.pdf  Attached	<p>Please find attached an urgent field safety notice.</p> <p>Based on customer feedback, BD has identified potential issues with the valve of the Needle-free Connector for the products listed in Appendix 1 resulting in difficulty to flush, flow issues, and partial or total occlusions on the Extension Sets with SmartSite™ and Standalone SmartSite™ connectors.</p> <p>Public Health 9.11.21</p>

<b>ACTION</b>	<b>DRUG ALERT CLASS 4 no 27 2021 – MEDICINES RECALL – Caution in Use - Vygoris Limited - Mitocin (mitomycin) 20mg powder for solution for injection/infusion or intravesical use</b>
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 EL__21_A_27_Final.pdf Attached	Please see the attached a class 4 Drug Alert relating to Mitocin (mitomycin) 20mg powder for solution for injection/infusion or intravesical use  Public health 9.11.21
<b>ACTION</b>	<b>For Information: MHRA web-based safety guidance: assistive technology: definition and safe use</b>
 Assistive technology_definiti Attached	Please find attached web-based safety guidance. The Medicines and Healthcare products Regulatory Agency (MHRA) has published web-based medical device guidance in partnership with devolved administrations which applies across the UK.  Public Health 9.11.21

<b>ACTION</b>	<b>Lateral flow devices - claiming on ePharmacy</b>
	<p>The Board has received notifications of a significant number of disallowed claims for supplies of lateral flow device kits supplied during July. Each kit has been provided to contractors and therefore, there is no requirement to recover any “drug” costs but by completing the ePharmacy claim process correctly, contractors are entitled to receive a £2 fee for the supply. However, the process to claim this fee must be followed exactly as any deviation will “kick out” the claim from the ePharmacy system. There was a two month grace period which has now ended so it is really important that supplies are made correctly to ensure the pharmacy is paid appropriately.</p> <p>Along with the Pharmacy Champions, the Prescribing Team have produced a step by step guide for most of the PMRs in use within NHSGGC. Due to the commercial sensitivity of documents such as these, we cannot share via a public platform but will shortly issue a direct email to the clinical mailboxes with your specific PMR guide. Please note that no guide has been supplied nor produced by Boots for their PMR systems so all Boots pharmacies should contact their internal support for any help when processing LFD supplies.</p> <p>PMRs that have been produced and will be circulated are Positive Solutions (Analyst), Pharmacy Manager, Proscript Connect and Lloyds Columbus systems. Please use the screen shots and the wording to ensure that all LFD kits are processed using the correct UCF clinical service function and the correct quantity is used.</p> <p>We aim to send the PMR guide out within the next few days, although we have had some issues with connectivity, it may take a few days longer – but we will send it out. In the meantime, further advice and guidance is available from Community Pharmacy Scotland website <a href="#">here</a>.</p> <p>Elaine Paton 9.11.21</p>

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[cpdt@ggc.scot.nhs.uk](mailto:cpdt@ggc.scot.nhs.uk)



**Community Pharmacy Communication Update**

**Date: Thursday 11<sup>th</sup> November 2021**


**PLEASE NOTE: THERE IS NO LONGER A FAX MACHINE WITHIN THE COMMUNITY PHARMACY DEVELOPMENT TEAM – ALL COMMUNICATIONS SHOULD BE SENT TO [ggc.cpdevteam@nhs.scot](mailto:ggc.cpdevteam@nhs.scot)**

New in this edition –

- **Restricted Pages on CPDT Website**
- **Drug Alert Class 2 - 28 2021 – Class 2 Medicines Recall Action Within 48 Hours**
- **Covid-19 Antivirals Update**

ACTION	<b>Restricted Pages on CPDT Website</b>
	<p>We are continuing to experience difficulties with the restricted access page on the CPDT website.</p> <p>This is a system issue.</p> <p>If you need access to any items that were housed in the restricted space, please contact <a href="mailto:ggc.cpdevteam@nhs.scot">ggc.cpdevteam@nhs.scot</a> with your request. Electronic copies will be sent out to you.</p> <p>We are working with the system administrators to find a fix for the issue. In the meantime, we would ask for your continued patience. We will provide further information in due course.</p> <p>Janine Glen 9.11.21</p>

ACTION	<b>DRUG ALERT CLASS 2 - 28 2021 – CLASS 2 MEDICINES RECALL ACTION WITHIN 48 HOURS – WRAFTON LABORATORIES LIMITED (T/A PERRIGO) COLD AND FLU RELIEF CAPSULES (GSL)- VARIOUS LIVERIES</b>
	<p><a href="#">Drug alert class 2 - 28 2021 – Class 2 medicines recall action within 48 hours – Wrafton Laboratories Limited (t/a Perrigo) cold and flu relief capsules (GSL) – various liveries (scot.nhs.uk)</a></p> <p>11.11.21</p>

ACTION	<b>COVID-19 ANTIVIRALS UPDATE</b>
 <p>2021-11-09 Antiviral Letter to Health Board</p> <p>Attached</p>	<p>Please see the attached letter from the Chief Pharmaceutical Officer regarding the granting of a conditional marketing authorisation on 4 November 2021, by the Medicines and Healthcare products Regulatory Agency (MHRA) for the first oral antiviral for COVID-19, molnupiravir (brand name: Lagevrio)</p> <p>Public Health 11.11.21</p>

## REMINDERS AND UPDATES:

REMINDER	Staff Flu/COVID Vaccination Dates																																		
	<p>Please see below a list of venues with appointments available next week for Community Flu/COVID vaccinations. You will need your vaccination username/password to book a slot, however it is quite easy to recover these if you need to using the date you received your 1<sup>st</sup> or 2<sup>nd</sup> COVID vaccine. You will see links to do this when you access the website below.</p> <p>Please remember that this is the only way at present for staff to access flu and COVID booster vaccines (if you are eligible). Availability can be seen by clicking on link below:</p> <p><a href="https://vacs.nhs.scot/csp">https://vacs.nhs.scot/csp</a></p> <table border="1"><tbody><tr><td>08-Nov</td><td>Lagoon Leisure Centre</td></tr><tr><td>09-Nov</td><td>Lagoon Leisure Centre</td></tr><tr><td>10-Nov</td><td>Lagoon Leisure Centre</td></tr><tr><td>10-Nov</td><td>Port Glasgow Town Hall</td></tr><tr><td>10-Nov</td><td>Staff Only: Royal Alexandra Hospital</td></tr><tr><td>12-Nov</td><td>Milngavie Town Hall</td></tr><tr><td>12-Nov</td><td>Staff Only: Stobhill Hospital</td></tr><tr><td>13-Nov</td><td>Glasgow Club Castlemilk</td></tr><tr><td>13-Nov</td><td>Kirkintilloch Town Hall</td></tr><tr><td>13-Nov</td><td>Port Glasgow Town Hall</td></tr><tr><td>13-Nov</td><td>Staff Only: Stobhill Hospital</td></tr><tr><td>13-Nov</td><td>Barrhead Health and Care Centre</td></tr><tr><td>14-Nov</td><td>Barrhead Health and Care Centre</td></tr><tr><td>14-Nov</td><td>Glasgow Club Castlemilk</td></tr><tr><td>14-Nov</td><td>Milngavie Town Hall</td></tr><tr><td>14-Nov</td><td>Port Glasgow Town Hall</td></tr><tr><td>14-Nov</td><td>Tweedie Hall</td></tr></tbody></table> <p>Alan Harrison 4.11.21</p>	08-Nov	Lagoon Leisure Centre	09-Nov	Lagoon Leisure Centre	10-Nov	Lagoon Leisure Centre	10-Nov	Port Glasgow Town Hall	10-Nov	Staff Only: Royal Alexandra Hospital	12-Nov	Milngavie Town Hall	12-Nov	Staff Only: Stobhill Hospital	13-Nov	Glasgow Club Castlemilk	13-Nov	Kirkintilloch Town Hall	13-Nov	Port Glasgow Town Hall	13-Nov	Staff Only: Stobhill Hospital	13-Nov	Barrhead Health and Care Centre	14-Nov	Barrhead Health and Care Centre	14-Nov	Glasgow Club Castlemilk	14-Nov	Milngavie Town Hall	14-Nov	Port Glasgow Town Hall	14-Nov	Tweedie Hall
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REMINDER	Community pharmacy research
 PIMS Pharmacists POSTER_291021.pdf  Attached	<p>Healthcare Improvement Scotland and University of Strathclyde, together with The Health Foundation are conducting research into developing and overseeing interventions that influence public attitudes to medicines safety and disposal. This is one element of the Patient Involvement in Medicines Safety in Scotland (PIMSS). Quality Improvement in Pharmacy Practice (QIPP) have been acting as a reference group for this work.</p> <p>The research has already started and we are recruiting members of the public and community pharmacists for the interviews. We know it is a very challenging time for community pharmacy; however we are looking for 20 community pharmacists in total to participate. The attached flyer provides more information .</p> <p>Your participation would consist of an online or telephone interview or a focus group* (your choice re. mode &amp; method) to share your thoughts and suggestions.</p> <p><b>*Focus groups will be held on 23rd +/- 24th +/- 25th November 2021 at 7.00-8.30 pm.</b></p>



Laura McIver, Chief Pharmacist  
Healthcare Improvement Scotland

2.11.21

## REMINDER

## Whistleblowing Standards

### Background

You may have heard that a new whistleblowing process was introduced in the NHS in Scotland to help staff raise concerns about patient safety or other harm. These new standards came in to effect on 1 April 2021 (the link below takes you to the standards).

### [National Whistleblowing Standards](#)

Part 7 of these Standards provides specific information for primary care contractors. The Standards apply to anyone who provides services to the NHS, including primary care contractors.

The two stage process developed by the Independent National Whistleblowing Officer (INWO) focuses on helping staff raise concerns as early as possible and supporting and protecting staff so that they are confident to raise concerns if they see something wrong.

### What does this mean for primary care contractors?

All community pharmacy contractors are required to have a procedure that meets with the requirements of the Standards. All those delivering NHS services must be able to raise concerns about NHS services and must have access to the support they need to do so. **Access to the new Standards must be available to anyone working to deliver an NHS service, either directly or indirectly.**

Community pharmacy contractors that already have a whistleblowing procedure (most likely large multiples) must ensure that it is compliant with the procedure outlined in Part 3 of the Standards or, ideally, adopt the new procedure for use in their own practice. Any procedure must have 2 stages and must outline available support for the person raising the concern. Anyone raising a concern about a service provided by NHS Scotland must also be signposted to the INWO at the end of the process. Cases must be recorded and reported to the board on a quarterly basis, in accordance with Part 5 of the Standards. Information gained about how services have improved following raising of the concerns must be shared with everyone, taking care not to reveal who has raised the concerns. We will share further information on reporting requirements in due course.

### Training

Training has been developed by NHS Education for Scotland (NES) and the INWO and is available via the NES TURAS website. There are two training modules. The first is for all staff and the second is for people who are likely to **receive** concerns. We would recommend that every community pharmacy has at least one person nominated and trained to receive concerns. A certificate is available on completion of each learning programme. Access the training [here](#).

If you have any questions about the training please contact the team at [INWO@spsso.gov.scot](mailto:INWO@spsso.gov.scot).

### Further information

For further information on how to use the Standards and details of each stage of the Standards, click [here](#).

The National Whistleblowing Standards can be downloaded [here](#).

	<p>Further information is available on the <a href="#">INWO website</a>, including FAQs, cases studies and contact details. The INWO has also produced a self-compliance checklist which is available on the INWO website Further information on whistleblowing is also available <a href="#">here</a>.</p> <p>Janine Glen 9.11.21</p>
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<b>REMINDER</b>	<b>CFS Scam Alert</b>
	<p>Counter Fraud Services (CFS) have been alerted to an email scam from a fictitious company called Office Essentials, who demanded payment for items not received. An email was sent to a GP practice demanding payment for toners and threatening court action.</p> <p>The GP Practice contacted Office Essentials to request copies of delivery notes and signed receipts but was advised that due to Covid 19 delivery guidelines, DPD had just signed the delivery notes themselves and that no copy documentation was available. A subsequent phone call was made to the contact telephone number provided on the invoice but this was answered by a member of the public who was unaware of the company.</p> <p>The GP Practice also confirmed that they had received similar emails from another company, Office Outlet Store, who quoted the same bank details; sort code 23-69-72, account number 26926653, as Office Essentials. The emails also quoted the same postal address as that provided by Office Essentials; Riverside Industrial Estate, Riverside Way, Dartford, DA1 5BS.</p> <p>CFS checks have established that the bank details are linked to a pre-pay account and that neither of the above companies are listed on Companies House.</p> <p>If you require any further information concerning this Alert, please contact Brian Donohoe, Intelligence Manager 01506 705209 or via secure CFS email inbox, at <a href="mailto:nss.cfsintelligence@nhs.scot">nss.cfsintelligence@nhs.scot</a></p> <p>9.11.21</p>

<b>REMINDER</b>	<b>Free Cancer Support in Glasgow</b>
	<p>Macmillan @ Glasgow Libraries offer a free and confidential service providing emotional, practical and financial support to anyone who is affected by cancer.</p> <p>In-person cancer support and information services have recently relaunched in Pollok, Royston, the Mitchell, Partick, Castlemilk and Dennistoun libraries. Weekly, in-person appointments are now available for people living with or beyond cancer, family, friends, carers and people who are bereaved.</p> <p>One-off and regular support over the phone is also being provided alongside the in-person support.</p> <p>You can refer people into Macmillan @ Glasgow Libraries for in-person or telephone support today via 0141 287 2903, <a href="mailto:macmillan@glasgowlife.org.uk">macmillan@glasgowlife.org.uk</a>, via <a href="#">NHS inform</a>, or via the QR Code in the attachment.</p> <p>Find out more about Macmillan @ <b>Glasgow Libraries</b>, Improving the Cancer Journey and Long Term Conditions and Macmillan Service by watching our new 3.5 minute video today at <a href="https://vimeo.com/581186911">https://vimeo.com/581186911</a></p> <p>Find out more at <a href="http://www.glasgowlife.org.uk/macmillan">www.glasgowlife.org.uk/macmillan</a></p> <p>9.11.21</p>

<b>REMINDER</b>	<b>Joiner/Leaver Form and Access to Shared Clinical Mailboxes</b>
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community-pharmaci  
st-joiner-leaver-form

Some time ago, the CPD Team produced a pro-forma designed as a resource for contractors to manage staff joining, transferring and leaving the community pharmacy network.

The form guided contractors on housekeeping actions to be taken to ensure appropriate permissions were managed to systems like clinical portal, clinical mailboxes and NEO.

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We would encourage all contractors to use the pro-forms when engaging new staff, or where staff are leaving the pharmacy.

In addition, and specifically for access to the shared clinical mailbox, contractors can log a call with the IT Helpdesk to obtain a list of people who have been granted access to the clinical mailbox and can request access is removed for any staff no longer working in the pharmacy. The Helpdesk number is: 0345-612-5000.

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Janine Glen  
09.11.2021

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REMINDER	Access to clinical portal
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	<p>As we are about to head into the busy festive period it is imperative that all community pharmacies are able to fully support patient care by being able to access Clinical Portal.</p> <p>Clinical Portal gives colleagues access to patient records through the emergency care summary (ECS) and also to any Immediate Discharge Letters (IDL) issued by hospitals at the point of discharge.</p> <p>This is especially important in the out of hours periods and at weekends.</p> <p>Both Pharmacists and Pharmacy Technicians can gain access to this important platform, and we encourage all regulated staff working in community pharmacy (including Locums) to ensure that they are able to do so. Details can be found on the Community Pharmacy Website - <a href="http://NHSCommunityPharmacyWebsite.scot.nhs.uk">NHS Community Pharmacy Website (scot.nhs.uk)</a></p> <p>Please ensure that you encourage colleagues outlined above to gain access as soon as possible</p> <p>Alan Harrison 9.11.21</p>
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<b>REMINDERS</b>	<p><b>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:</b></p> <p><a href="https://www.communitypharmacy.scot.nhs.uk/nhs-boards/nhs-greater-glasgow-clyde/">https://www.communitypharmacy.scot.nhs.uk/nhs-boards/nhs-greater-glasgow-clyde/</a></p>
	<ul style="list-style-type: none"> <li>• <b><u>PCA(P)(2021)17 - NHS PHARMACY FIRST SCOTLAND – GUIDANCE AND REFERRAL FORM FOR TREATMENT OF MINOR EYE CONDITIONS – 2.11.21</u></b></li> <li>• <b>Learnpro – 2.11.21</b></li> </ul>

- **Ordering Arrangements for PPE - changed in August 2021 – 2.11.21**
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In this edition –

- DRUG ALERT CLASS 4 no 29 2021 – MEDICINES
- Launch of NEO OST Missed Dose/Report Concern/Rx Issue Function- 15<sup>th</sup> Nov 2021
- Oncology Medication Supply
- Completion Of Serial Prescriptions
- Game of Stones Study

<b>ACTION</b>	<b>DRUG ALERT CLASS 4 no 29 2021 – MEDICINES DEFECT – Caution in Use - Slenyto 1mg and 5mg prolonged-release tablets – distributed by Flynn Pharma Ltd</b>
	<p><u>Drug alert class 4 no 29 2021: medicines defect: caution in use: [Slenyto 1mg and 5mg prolonged-release tablets] distributed by Flynn Pharma Ltd (scot.nhs.uk)</u></p> <p>16.11.21</p>

<b>ACTION</b>	<b>Launch of NEO OST Missed Dose/Report Concern/Rx Issue Function- 15<sup>th</sup> Nov 2021</b>
 Neo OST User Guide- Update Nov 21 FINAL	<p>The current system for monitoring and reporting missed doses of Opiate Substitution Therapy (OST) relies on pharmacies reporting to ADRS/GP practices via telephone.</p> <p>Pharmacies report there can be difficulty contacting ADRS teams due to engaged phone lines and the subsequent delay in reporting can delay outreach welfare checks and impact prescribing decisions to continue optimal OST doses and ensure patient safety.</p> <p>Lack of a robust process and communication challenges are a critical risk when managing OST prescriptions and patient care.</p> <p>In order to improve the communication and ensure an audit trail of communication, a new feature will be added to the OST module from <b>15<sup>th</sup> November 2021</b>. This allows the reporting of 3 missed OST doses/patient concerns/prescription issues via NEO rather than phoning or emailing the ADRS prescribing team. When this feature is utilised an email will be sent directly to the designated team attached to the patient.</p> <p><b>IMPORTANT : This feature can only be utilised if the patient is prescribed by ADRS. If the prescription is from a GP as part of the Shared Care Scheme then you should continue to report missed doses and concerns via phone as is current practice.</b></p>

Last Name	First Name	CHI Number / DoB	Service Provided	Remove From Next Month's List
   Barnes	James	21/06/1985	<input checked="" type="checkbox"/>	<input type="checkbox"/>
   Doe	Jane	1610896767	<input checked="" type="checkbox"/>	<input type="checkbox"/>
   Grogan	Carron	1234567891	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

When contact with the ADRS team is required the  should be clicked and 3 options will appear. If you have not already edited the patient details to add the ADRS team you will be prompted to do so before submitting a message. The appropriate subject should be clicked and a free text box will appear allowing additional information to be added to the message.

**Please use clinically appropriate language when using this facility.**

**Reporting 3 consecutive missed doses-** Please enter **date of last dispensed dose** in the free text box and any other information you feel is relevant.

**Missed doses should be reported via NEO by 10.30am** and the team have been directed to respond via phone/email by 12.30pm on the same day to advise of the clinical management plan for the patient allowing time for a new prescription to be issued if necessary.

The "Report Concern" function consists of a free text box enabling pharmacy staff to report any less urgent concerns such as frequent but non consecutive missed doses, changes in presentation, refused doses, concerns around welfare of children in the patients care etc. It also ensures there is an audit trail of any contact that has been made. NEO will maintain records of reported missed doses/concerns reported, within each patient's record.

Please contact the team by phone via the dedicated professional line for any urgent patient issues.

**Full guidance on use of the OST module is attached. This will also be available via the relevant sections of the CPDT webpage.**

Please contact [adrs.pharmacyteam@ggc.scot.nhs.uk](mailto:adrs.pharmacyteam@ggc.scot.nhs.uk) if you have any questions

PLEASE CONTINUE TO CONTACT GP'S BY PHONE TO REPORT MISSED DOSES AND CONCERNS.

9.11.21

**ACTION**

**Oncology Medication Supply**

We would like to remind you that when an email is received by the pharmacy regarding a patient starting medication for prostate cancer, this should be the trigger to order the medication in readiness for receipt of the prescription and the patient attending.

The Board are hearing reports of patients attending pharmacies and the medication not being available. This causes delays in care provision while orders are created, or supplies are provided from the Beatson.

We understand colleagues concerns regarding the ordering of high-cost medication before a prescription is received however, as previously communicated; as the direction is coming from ourselves, we will ensure that contractors are not out of pocket in the unlikely event that the paper prescription goes astray or is not received.

We would be grateful if all staff including relief and locum pharmacists understand that orders for medication can be made pending receipt of the paper prescription.

Alan Harrison  
16.11.21

<b>ACTION</b>	<b>Completion Of Serial Prescriptions</b>
	<p>We would like to remind you regarding the processing of serial prescriptions, especially as we head into the festive period.</p> <p>On provision of the last supply of medication on a serial prescription, please ensure that the Treatment Summary Report (TSR) is created and sent ASAP as this is the message that goes to the surgery to request the next serial prescription.</p> <p>If this is not completed, you may find that a new prescription is not forthcoming, resulting in a delay to patients being able to access their next set of medicines.</p> <p>Pamela Macintyre 16.11.21</p>

<b>ACTION</b>	<b>Game of Stones Study</b>
	<p>Game of Stones is a study aimed to help men lose weight and keep it off through text messages. It is open to anyone identifying as male (aged 18+) who have a higher body weight (BMI 30 or more) across Glasgow.</p> <p>Anyone can signpost men to the study, provide them with information or men can sign up directly using our contact details below.</p> <p>To find out more or to contact us directly please visit: <b><u>GameOfStones</u></b></p> <p>Alternatively you can contact us on Facebook or Instagram: <b>@Gameofstonesresearch</b></p> <p>Email: <b><u>gameofstones@stir.ac.uk</u></b> or telephone: <b>01786 467 491</b></p> <p>Claire Torrens Research Fellow/ PhD Student 16.11.21</p>

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In this edition –

- **Drug Alert Class 2**
- **Local Implementation Group - Friday 26th November 2021**

<b>ACTION</b>	<b>DRUG ALERT CLASS 2 - 30 2021 – CLASS 2 MEDICINES RECALL ACTION WITHIN 48 HOURS – SANTEN OY (TRADING AS SANTEN UK LTD) AND PARALLEL DISTRIBUTOR IKERVIS/VERKAZIA 1MG/ML EYE DROPS EMULSION</b>
	<p><a href="#">Drug alert class 2 - 30 2021 – class 2 medicines recall action within 48 hours – SANTEN Oy (trading as Santen UK Ltd) and Parallel Distributor [IKERVIS/VERKAZIA 1 mg/mL eye drops, emulsion] (scot.nhs.uk)</a></p> <p>18.11.21</p>

<b>ACTION</b>	<b>Local Implementation Group - Friday 26th November 2021</b>
	<p>The Local Implementation Group (LIG) provides a vehicle for communication and collaboration between Pharmacy Services, the Pharmacy Champion Network, the Lead Community Pharmacist network and the Community Pharmacy network. This group meet on the last Friday of each quarter.</p> <p>The next meeting of the LIG is due to take place on <b>Friday 26th November 2021</b>. Noted below are the contact details for the Pharmacy Champions. If you have any points you would like to raise at this meeting, please speak to your Pharmacy Champion in the first instance –</p> <p>East Dunbartonshire - <a href="mailto:sultana.khaliq@nhs.scot">sultana.khaliq@nhs.scot</a>          East Renfrewshire - <a href="mailto:Elizabeth.roddick@nhs.scot">Elizabeth.roddick@nhs.scot</a>          Inverclyde - <a href="mailto:Sandra.reynolds@nhs.scot">Sandra.reynolds@nhs.scot</a>          North East - <a href="mailto:derek.jamieson@ggc.scot.nhs.uk">derek.jamieson@ggc.scot.nhs.uk</a> or <a href="mailto:hannah.mcphail@nhs.scot">hannah.mcphail@nhs.scot</a>          North West - <a href="mailto:garry.scott@nhs.scot">garry.scott@nhs.scot</a> or <a href="mailto:stuart.dinnie@nhs.scot">stuart.dinnie@nhs.scot</a>          Renfrewshire - <a href="mailto:sarah.docherty@nhs.scot">sarah.docherty@nhs.scot</a>          South - <a href="mailto:Karen.macdonald4@ggc.scot.nhs.uk">Karen.macdonald4@ggc.scot.nhs.uk</a>          or <a href="mailto:narinder.dhillon7@nhs.scot">narinder.dhillon7@nhs.scot</a>          West Dunbartonshire - <a href="mailto:joan.miller@ggc.scot.nhs.uk">joan.miller@ggc.scot.nhs.uk</a></p> <p>Trish Cawley, Contracts Co-ordinator 18.11.21</p>

## REMINDERS AND UPDATES:

REMINDER	Community pharmacy research
 <p>PIMS Pharmacists POSTER_291021.pdf</p> <p>Attached</p>	<p>Healthcare Improvement Scotland and University of Strathclyde, together with The Health Foundation are conducting research into developing and overseeing interventions that influence public attitudes to medicines safety and disposal. This is one element of the Patient Involvement in Medicines Safety in Scotland (PIMSS). Quality Improvement in Pharmacy Practice (QIPP) have been acting as a reference group for this work.</p> <p>The research has already started and we are recruiting members of the public and community pharmacists for the interviews. We know it is a very challenging time for community pharmacy; however we are looking for 20 community pharmacists in total to participate. The attached flyer provides more information .</p> <p>Your participation would consist of an online or telephone interview or a focus group* (your choice re. mode &amp; method) to share your thoughts and suggestions.</p> <p><b>*Focus groups will be held on 23rd +/-or 24th +/-or 25th November 2021 at 7.00-8.30 pm.</b></p> <p>Laura McIver, Chief Pharmacist Healthcare Improvement Scotland</p> <p>2.11.21</p>

REMINDER	Oncology Medication Supply
	<p>We would like to remind you that when an email is received by the pharmacy regarding a patient starting medication for prostate cancer, this should be the trigger to order the medication in readiness for receipt of the prescription and the patient attending.</p> <p>The Board are hearing reports of patients attending pharmacies and the medication not being available. This causes delays in care provision while orders are created, or supplies are provided from the Beatson.</p> <p>We understand colleagues concerns regarding the ordering of high-cost medication before a prescription is received however, as previously communicated; as the direction is coming from ourselves, we will ensure that contractors are not out of pocket in the unlikely event that the paper prescription goes astray or is not received.</p> <p>We would be grateful if all staff including relief and locum pharmacists understand that orders for medication can be made pending receipt of the paper prescription.</p> <p>Alan Harrison 16.11.21</p>

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<b>REMINDER</b>	<b>Game of Stones Study</b>
	<p>Game of Stones is a study aimed to help men lose weight and keep it off through text messages. It is open to anyone identifying as male (aged 18+) who have a higher body weight (BMI 30 or more) across Glasgow.</p> <p>Anyone can signpost men to the study, provide them with information or men can sign up directly using our contact details below.</p> <p>To find out more or to contact us directly please visit: <b><u>GameOfStones</u></b></p> <p>Alternatively you can contact us on Facebook or Instagram: <b>@Gameofstonesresearch</b></p> <p>Email: <b><u>gameofstones@stir.ac.uk</u></b> or telephone: <b>01786 467 491</b></p> <p>Claire Torrens Research Fellow/ PhD Student 16.11.21</p>

<b>REMINDERS</b>	<p><b>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:</b></p> <p><b><u><a href="https://www.communitypharmacy.scot.nhs.uk/nhs-boards/nhs-greater-glasgow-clyde/">https://www.communitypharmacy.scot.nhs.uk/nhs-boards/nhs-greater-glasgow-clyde/</a></u></b></p>
	<ul style="list-style-type: none"> <li>• <b>Whistleblowing Standards – 9.11.21</b></li> <li>• <b>CFS Scam Alert – 9.11.21</b></li> <li>• <b><u>Free Cancer Support in Glasgow</u> – 9.11.21</b></li> <li>• <b>Joiner/Leaver Form and Access to Shared Clinical Mailboxes – 9.11.21</b></li> <li>• <b><u>Business Continuity Plan (BCP)</u> – 9.11.21</b></li> <li>• <b><u>Access to clinical portal</u> – 9.11.21</b></li> <li>• <b><u>Lateral flow devices - claiming on ePharmacy</u> – 9.11.21</b></li> </ul>

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## Community Pharmacy Communication Update

Date: Tuesday 23rd November 2021

PLEASE NOTE: THERE IS NO LONGER A FAX MACHINE WITHIN THE COMMUNITY PHARMACY DEVELOPMENT TEAM – ALL COMMUNICATIONS SHOULD BE SENT TO [ggc.cpdevteam@nhs.scot](mailto:ggc.cpdevteam@nhs.scot)

### In this edition –

- Provision of Pharmacy Services During Festive Period
- Pulmozyme 2500u/2.5ml (Dornase Alpha) nebuliser solution
- Steroid Emergency Card to support early recognition and treatment of adrenal crisis in adults
- Prohealth Vitamin D3 Children's Drops
- Area Pharmaceutical Committee (APC) meeting - October 2022
- Class 3 Medicines Recall: Martindale Pharma, an Ethypharm Group Company Methadone 5mg Tablets / Physeptone 5mg Tablets No. 31
- Resources for Pharmacy's role in the early detection of cancer
- Palliative Care – Learning Needs

### URGENT ACTION REQUIRED



Christmas and New Year - For Comms Up

### Provision of Pharmacy Services During Festive Period

I have attached a spreadsheet which details the information **we have for pharmacies who have indicated they will be providing services** during this year's Festive Holidays.

#### Points to Note:

- Enough pharmacies indicated they were open for normal business on both Tuesdays (28th Dec and 4<sup>th</sup> Jan) - we didn't need to accept any offers from volunteers;
- this means that anyone opening on these two dates will be opening as normal business and won't receive any additional payment;
- Payment for any other dates will only be made to those pharmacies have received a confirmation e-mail from the CPD Team;
- If you volunteered to open and were not needed, we have marked you as "closed" – if you still intend on opening, you should note that you do this as normal business and no additional payment will be made.

#### Action:

- Please identify your pharmacy on the attached spreadsheet;
- Check entry carefully for each of the days indicated;
- If the information is an accurate reflection of your proposed activity – **you need do nothing.**
- **If the information is incorrect or requires amendment, PLEASE DO NOT AMEND THE SPREADSHEET;**
- Amendments must be sent by e-mail to: [ggc.cpdevteam@nhs.scot](mailto:ggc.cpdevteam@nhs.scot).

**You must respond by close of play **Tuesday 30th November 2020.** Amendments/changes received after this date might not be reflected in information distributed widely.**

	<p><b>Please note: if you are part of a multiple/small chain, the information will probably have been provided from a central point. You should bear this in mind when reviewing the information for your pharmacy.</b></p> <p>Can we take this opportunity to thank everyone for their co-operation in this exercise and thanks to those who have volunteered to work the key holidays? It is really appreciated given the year that community pharmacy has had.</p> <p>CPDEV TEAM 23.11.21</p>
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<b>ACTION</b>	<b>Pulmozyme 2500u/2.5ml (Dornase Alpha) nebuliser solution</b>
	<p>Recently there have been a number of calls to NHSGGC Pharmacy Services regarding patients being given inaccurate information on availability Pulmozyme, including that the preparation is not available due to Brexit and GP's being asked to provide an alternative preparation.</p> <p><b>We can confirm this item is available as a solus line via Alliance prescription validation service.</b></p> <p>Please contact Alliance prescription validation service for the current requirements; an anonymised prescription is required to be sent to <a href="mailto:scriptvalidation@alliance-healthcare.co.uk">scriptvalidation@alliance-healthcare.co.uk</a>.</p> <p>If pharmacies have difficulty in ordering they can phone the manufacturer, Roche directly on 0800 7315 711, or you can email the Central Prescribing team at <a href="mailto:prescribing@ggc.scot.nhs.uk">prescribing@ggc.scot.nhs.uk</a>.</p> <p>Sean McBride Stewart 23.11.21</p>




<b>ACTION</b>	<b>Steroid Emergency Card to support early recognition and treatment of adrenal crisis in adults</b>
	<p>You will have recently received Steroid Emergency Cards from HIS. They are for a different purpose and should be issued in addition to the treatment card you already have.</p> <p>The ADTC Collaborative has worked with a Short Life Working Group, chaired by Prof. Brian Kennon, to adapt a new Steroid Emergency Card and supporting information for NHS Scotland. The use of this new Steroid Emergency Card helps support timely recognition and treatment of potential adrenal crisis which, if untreated, can be fatal.</p> <p>Going forward, printing and distribution of further supplies remains to be arranged however we will keep you posted.</p> <p>23.11.21</p>

<b>ACTION</b>	<b>Prohealth Vitamin D3 Children's Drops</b>
	<p>We have been made aware from our national colleagues that some parents have reported faults with the pipette within the Prohealth Vitamin D3 Children's Drops.</p> <p>The decision has now been made by National Procurement to issue a product recall of a specific batch of the vitamin D drops (LOT 2101001 including when followed by e.g.</p>

	<p>S05211)) to prevent further distribution. This does not constitute a customer recall and we do not require to contact parents who have received the vitamins.</p> <p>Staff are asked to check the batch number on any locally held stocks of Prohealth Vitamin D3 drops for Children, quarantine affected stock and wait for further instruction on how to proceed. Contact Aileen Begley email <a href="mailto:Aileen.Begley@ggc.scot.nhs.uk">Aileen.Begley@ggc.scot.nhs.uk</a> re return of stock and replacement in due course</p> <p>The number of reports are small however should families raise any concerns please advise them to take the product to community pharmacy for safe disposal- Further drops can be obtained from community pharmacies once stock is available again.</p> <p>Supplies to replenish stocks within maternity services and community pharmacies are on order and timescales for distribution will be advised in due course.</p> <p>If you have any further queries please contact:</p> <p>Aileen Begley  <a href="mailto:Aileen.Begley@ggc.scot.nhs.uk">Aileen.Begley@ggc.scot.nhs.uk</a>  Lead Pharmacy Technician, Public Health</p> <p>23.11.21</p>
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<b>ACTION</b>	<b>Area Pharmaceutical Committee (APC) meeting - October 2022</b>
	<p>Karen Vint gave a highly informative presentation on the environmental impact of inhalers with some striking information about the effect inhaler choices can have on environmental sustainability. Continuing that theme discussion took place about similar matters in relation to the use of inhaled anaesthetics, not quite COP26 but highly relevant to pharmacy practice.</p> <p>The other major point discussed was the ever thorny issue of communication over cross sector interfaces. This point was brought along by an APC member who had been asked by a local colleague to raise the issue, particularly in relation to patients using multicompartiment compliance aids for their medicines. Acknowledging the massive improvements made but highlighting continuing difficulties from time to time. The use of clinical portal in helping to resolve these types of problems was promoted,</p> <p>Please make contact with your relevant APC member ahead of 15th December 2021 (contact <a href="mailto:amy.white5@ggc.scot.nhs.uk">amy.white5@ggc.scot.nhs.uk</a> if you are not sure who to contact) if you would like to have an item included on the next agenda</p> <p>Ian Millar-Chair APC</p> <p>23.11.21</p>

<b>ACTION</b>	<b>Class 3 Medicines Recall: Martindale Pharma, an Ethypharm Group Company Methadone 5mg Tablets / Physeptone 5mg Tablets No. 31</b>
	<p><a href="#">Drug alert class 3 no. 31 2021 – medicines recall - action within 5 days - Martindale Pharma, an Ethypharm Group Company [Methadone 5mg Tablets / Physeptone 5mg Tablets] (scot.nhs.uk)</a></p> <p>23.11.21</p>

ACTION	Resources for Pharmacy's role in the early detection of cancer
 Lung Cancer Intro RD 22 11 21.pptx   Pharmacy Lung Cancer DR for CPs 22   Pharmacy cancer Q&A 22 11 21.pdf  Attached	<p>Pharmacy teams are uniquely placed to spot the early signs of cancer and encourage patients to see their GP. The aim of the recent (25<sup>th</sup> October) CRUK/GGC webinar on this topic was to help ALL pharmacy staff feel more informed and confident about early cancer detection - particularly lung cancer.</p> <p>We hope you will find the below/attached resources of help in ensuring you and your pharmacy team are best equipped to help detect cancer early in your patients:</p> <ul style="list-style-type: none"> <li>• The recorded (1 hour) webinar at: <a href="https://vimeo.com/644755406/472499f5a8">https://vimeo.com/644755406/472499f5a8</a></li> <li>• Q &amp; A's compiled from the webinar, complete with embedded links of further resources</li> <li>• Slides from the webinar</li> </ul> <p>Details of app download of the Scottish Cancer Guidelines for Suspected Cancer are included above. If you would like a hardcopy version, please email your postal details to the Health Improvement Team at: <a href="mailto:pharmacyhit@ggc.scot.nhs.uk">pharmacyhit@ggc.scot.nhs.uk</a> who will be happy to post them out to you.</p> <p>Alex Thurlow - Health Improvement Pharmacist, Pharmacy Public Health Improvement Team 23.11.21</p>

ACTION	Palliative Care – Learning Needs
	<p>To understand the pharmacy workforce's required educational needs and to help Scottish Palliative Care Pharmacy Association (SPCPA) and NES Pharmacy ensure that the education provided is fit for purpose for your palliative care learning and/or CPD, please answer these short questions to highlight your personal preferences.</p> <p><a href="https://response.questback.com/nhseducationforscotland/5vmb0ogdwb">https://response.questback.com/nhseducationforscotland/5vmb0ogdwb</a></p> <p>Closing date for responses: <b>10<sup>th</sup> December 2021</b></p> <p>Janine Glen 23.11.21</p>

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## Community Pharmacy Communication Update


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### REMINDERS AND UPDATES:

REMINDER	Community pharmacy research
 <p>PIMS Pharmacists POSTER_291021.pdf</p> <p>Attached</p>	<p>Healthcare Improvement Scotland and University of Strathclyde, together with The Health Foundation are conducting research into developing and overseeing interventions that influence public attitudes to medicines safety and disposal. This is one element of the Patient Involvement in Medicines Safety in Scotland (PIMSS). Quality Improvement in Pharmacy Practice (QIPP) have been acting as a reference group for this work.</p> <p>The research has already started and we are recruiting members of the public and community pharmacists for the interviews. We know it is a very challenging time for community pharmacy; however we are looking for 20 community pharmacists in total to participate. The attached flyer provides more information .</p> <p>Your participation would consist of an online or telephone interview or a focus group* (your choice re. mode &amp; method) to share your thoughts and suggestions.</p> <p><b>*Focus groups will be held on 23<sup>rd</sup> +/- 24<sup>th</sup> +/- 25<sup>th</sup> November 2021 at 7.00-8.30 pm.</b></p> <p>Laura McIver, Chief Pharmacist Healthcare Improvement Scotland</p> <p>2.11.21</p>

REMINDER	Provision of Pharmacy Services During Festive Period
 <p>Christmas and New Year - For Comms Up</p>	<p>I have attached a spreadsheet which details the information <b><u>we have for pharmacies who have indicated they will be providing services</u></b> during this year's Festive Holidays.</p> <p><b><u>Points to Note:</u></b></p> <ul style="list-style-type: none"> <li>• Enough pharmacies indicated they were open for normal business on both Tuesdays (28<sup>th</sup> Dec and 4<sup>th</sup> Jan) - we didn't need to accept any offers from volunteers;</li> <li>• this means that anyone opening on these two dates will be opening as normal business and won't receive any additional payment;</li> <li>• Payment for any other dates will only be made to those pharmacies have received a confirmation e-mail from the CPD Team;</li> <li>• If you volunteered to open and were not needed, we have marked you as "closed" – if you still intend on opening, you should note that you do this as normal business and no additional payment will be made.</li> </ul> <p><b><u>Action:</u></b></p>



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CPDEV TEAM  
23.11.21

**REMINDER**

**Pulmozyme 2500u/2.5ml (Dornase Alpha) nebuliser solution**

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**We can confirm this item is available as a solus line via Alliance prescription validation service.**

Please contact Alliance prescription validation service for the current requirements; an anonymised prescription is required to be sent to [scriptvalidation@alliance-healthcare.co.uk](mailto:scriptvalidation@alliance-healthcare.co.uk).

If pharmacies have difficulty in ordering they can phone the manufacturer, Roche directly on 0800 7315 711, or you can email the Central Prescribing team at [prescribing@ggc.scot.nhs.uk](mailto:prescribing@ggc.scot.nhs.uk).

Sean McBride Stewart  
23.11.21

**REMINDER**

**Steroid Emergency Card to support early recognition and treatment of adrenal crisis in adults**

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REMINDER	Prohealth Vitamin D3 Children's Drops
	<p>We have been made aware from our national colleagues that some parents have reported faults with the pipette within the Prohealth Vitamin D3 Children's Drops.</p> <p>The decision has now been made by National Procurement to issue a product recall of a specific batch of the vitamin D drops (LOT 2101001 including when followed by e.g. S05211)) to prevent further distribution. This does not constitute a customer recall and we do not require to contact parents who have received the vitamins.</p> <p>Staff are asked to check the batch number on any locally held stocks of Prohealth Vitamin D3 drops for Children, quarantine affected stock and wait for further instruction on how to proceed. Contact Aileen Begley email <a href="mailto:Aileen.Begley@ggc.scot.nhs.uk">Aileen.Begley@ggc.scot.nhs.uk</a> re return of stock and replacement in due course</p> <p>The number of reports are small however should families raise any concerns please advise them to take the product to community pharmacy for safe disposal- Further drops can be obtained from community pharmacies once stock is available again.</p> <p>Supplies to replenish stocks within maternity services and community pharmacies are on order and timescales for distribution will be advised in due course.</p> <p>If you have any further queries please contact:</p> <p>Aileen Begley  <a href="mailto:Aileen.Begley@ggc.scot.nhs.uk">Aileen.Begley@ggc.scot.nhs.uk</a>  Lead Pharmacy Technician, Public Health</p> <p>23.11.21</p>

REMINDER	Area Pharmaceutical Committee (APC) meeting - October 2022
	<p>Karen Vint gave a highly informative presentation on the environmental impact of inhalers with some striking information about the effect inhaler choices can have on environmental sustainability. Continuing that theme discussion took place about similar matters in relation to the use of inhaled anaesthetics, not quite COP26 but highly relevant to pharmacy practice.</p> <p>The other major point discussed was the ever thorny issue of communication over cross sector interfaces. This point was brought along by an APC member who had been asked by a local colleague to raise the issue, particularly in relation to patients using multicompartiment compliance aids for their medicines. Acknowledging the massive improvements made but highlighting continuing difficulties from time to time. The use of clinical portal in helping to resolve these types of problems was promoted,</p> <p>Please make contact with your relevant APC member ahead of 15th December 2021 (contact <a href="mailto:amy.white5@ggc.scot.nhs.uk">amy.white5@ggc.scot.nhs.uk</a> if you are not sure who to contact) if you would like to have an item included on the next agenda</p> <p>Ian Millar-Chair APC</p> <p>23.11.21</p>

REMINDER	Resources for Pharmacy's role in the early detection of cancer
 <p>Lung Cancer Intro RD 22 11 21.pptx</p>	<p>Pharmacy teams are uniquely placed to spot the early signs of cancer and encourage patients to see their GP. The aim of the recent (25<sup>th</sup> October) CRUK/GGC webinar on this topic was to help ALL pharmacy staff feel more informed and confident about early cancer detection - particularly lung cancer.</p>

 Pharmacy Lung Cancer DR for CPs 22   Pharmacy cancer Q&A 22 11 21.pdf	<p>We hope you will find the below/attached resources of help in ensuring you and your pharmacy team are best equipped to help detect cancer early in your patients:</p> <ul style="list-style-type: none"> <li>The recorded (1 hour) webinar at: <a href="https://vimeo.com/644755406/472499f5a8">https://vimeo.com/644755406/472499f5a8</a></li> <li>Q &amp; A's compiled from the webinar, complete with embedded links of further resources</li> <li>Slides from the webinar</li> </ul> <p>Details of app download of the Scottish Cancer Guidelines for Suspected Cancer are included above. If you would like a hardcopy version, please email your postal details to the Health Improvement Team at: <a href="mailto:pharmacyhit@ggc.scot.nhs.uk">pharmacyhit@ggc.scot.nhs.uk</a> who will be happy to post them out to you.</p> <p>Alex Thurlow - Health Improvement Pharmacist, Pharmacy Public Health Improvement Team 23.11.21</p>
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<b>REMINDER</b>	<b>Palliative Care – Learning Needs</b>
	<p>To understand the pharmacy workforce's required educational needs and to help Scottish Palliative Care Pharmacy Association (SPCPA) and NES Pharmacy ensure that the education provided is fit for purpose for your palliative care learning and/or CPD, please answer these short questions to highlight your personal preferences.</p> <p><a href="https://response.questback.com/nhseducationforscotland/5vmb0ogdwb">https://response.questback.com/nhseducationforscotland/5vmb0ogdwb</a></p> <p>Closing date for responses: <b>10<sup>th</sup> December 2021</b></p> <p>Janine Glen 23.11.21</p>

<b>REMINDERS</b>	<p><b>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:</b></p> <p><a href="https://www.communitypharmacy.scot.nhs.uk/nhs-boards/nhs-greater-glasgow-clyde/">https://www.communitypharmacy.scot.nhs.uk/nhs-boards/nhs-greater-glasgow-clyde/</a></p>
	<ul style="list-style-type: none"> <li><b>Oncology Medication Supply – 16.11.21</b></li> <li><b>Completion Of Serial Prescriptions – 16.11.21</b></li> <li><b>Game of Stones Study – 16.11.21</b></li> </ul>

Any queries should be directed to the contact provided – where no specific contact is shown, queries should be directed to [ggc.cpdevteam@nhs.scot](mailto: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](mailto:cpdt@ggc.scot.nhs.uk)



PLEASE NOTE: THERE IS NO LONGER A FAX MACHINE WITHIN THE COMMUNITY PHARMACY DEVELOPMENT TEAM – ALL COMMUNICATIONS SHOULD BE SENT TO [ggc.cpdevteam@nhs.scot](mailto:ggc.cpdevteam@nhs.scot)


In this edition –


- DRUG ALERT CLASS 2 - 34 2021 – CLASS 2
- DRUG ALERT Class 4 no. 32 2021
- MHRA - Class 4 Medicines Defect Information
- PCA(P) (2021) 18 - UNIVERSAL ACCESS LATERAL FLOW DEVICE TEST
- GGC Toolkit for Greener Respiratory Care
- Christmas and New Year - OST Self-Audit

<b>ACTION</b>	<b>DRUG ALERT CLASS 2 - 34 2021 – CLASS 2 MEDICINES RECALL ACTION WITHIN 48 HOURS – VARIOUS MARKETING AUTHORISATION HOLDERS AND PARALLEL DISTRIBUTOR COMPANIES, IRBESARTAN-CONTAINING PRODUCTS</b>
	<a href="https://www.scot.nhs.uk">Drug alert class 2 - 34 2021 – class 2 medicines recall action within 48 hours – various marketing authorisation holders and parallel distributor companies, irbesartan-containing products (scot.nhs.uk)</a>
	30.11.21

<b>ACTION</b>	<b>DRUG ALERT Class 4 no. 32 2021 - Caution in Use – Mawdsley-Brooks &amp; Company Limited, Medicines Defect Information: Diuril Oral Solution (unlicensed medicine)</b>
	<a href="https://www.scot.nhs.uk">Drug alert class 4 no. 32 2021 - Caution in Use – Mawdsley-Brooks &amp; Company Limited, Medicines Defect Information: Diuril Oral Solution (unlicensed medicine) (scot.nhs.uk)</a>
	30.11.21

<b>ACTION</b>	<b>MHRA - Class 4 Medicines Defect Information: Mometasone Furoate 50 Microgram/ Dose Nasal Spray, Suspension, PilsCo Ltd, EL (21)A/33</b>
	<a href="https://www.scot.nhs.uk">Drug alert class 4 no. 33 2021 - caution in use - PilsCo Ltd, Medicines Defect Information: Mometasone Furoate 50 Microgram / Dose Nasal Spray, Suspension (scot.nhs.uk)</a>
	30.11.21

<b>ACTION</b>	<b>PCA(P) (2021) 18 - UNIVERSAL ACCESS LATERAL FLOW DEVICE TEST</b>
 Circular PCA (P)(2021)18 UNIVERS  Attached	Please find attached NHS Circular PCA(P)(2021)18 - Universal Access Lateral Flow Device Test Kits - Community Pharmacy COVID-19 Test Kit Distribution Service - Amendments To Standard Operating Procedure Regarding Batch Recalls.  30.11.21

<b>ACTION</b>	<b>GGC Toolkit for Greener Respiratory Care</b>
 GGC Toolkit for Greener Respiratory C  Attached	By now you should have received a poster for display in your pharmacy on the correct disposal of inhalers. This is part of the “Toolkit for Greener Respiratory care” that focuses on the very important (and highly topical) issue of the impact on the environment by the use and disposal of inhaler devices.  Attached is a copy of the GGC Toolkit for Greener Respiratory care which includes information on how to reduce the environmental effect of prescribing and the use of these devices.  Going forward, can you please make sure staff have access to this information.  30.11.21

<b>ACTION</b>	<b>Christmas and New Year - OST Self-Audit</b>
	<p><b>TOP TIPS – Communication</b>          Completed OST Self-Audits have highlighted varying practices around communication within community pharmacies. Please consider these top tips to improve how information is communicated and recorded within the pharmacy.</p> <p><b>Communication between pharmacy staff</b>          Consider the introduction of a pharmacy communication book or diary to highlight any relevant information in addition to face to face communication and / or written notes attached to prescriptions, to ensure that there is a permanent record of communication for staff members.</p> <p><b>Communication between pharmacy staff &amp; Alcohol and Drug Recovery (ADRS) staff</b>          It is advisable to always record the date, time, contact name, query and the query outcome or identified action when contacting or being contacted by the ADRS team / Prescriber.</p> <p><b>Recording of information</b>          In addition to the pharmacy communication book / pharmacy diary consider recording all patient specific contact with the ADRS team / Prescriber in the patient’s PMR or equivalent to ensure that individual patient queries are linked together.</p> <p>It is recommended that the Community Pharmacy OST Self-Audit is completed annually &amp; following any incident or error. To access the audit please click <a href="#">CP OST Self Audit Form</a></p>

	Amanda Laird 30.11.21
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