




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


Knew in this edition –


- **eHealth IT Support - A New Way Of Contacting Us**

ACTION	eHealth IT Support - A New Way Of Contacting Us
	<p>From 14th December 2022 Service Now is the new way for external users to contact eHealth IT Support. Each site has had one Service Now account created with the details issued to the shared mailbox. If you do not know the login details for your site please follow the below steps to reset the password:</p> <p>Go to https://nhsscotland.service-now.com/ehealth Select forgot your password Enter your user name -THIS IS YOUR FULL SHARED MAILBOX ADDRESS Enter your username again (Personal Data Verification Email) - THIS IS YOUR FULL SHARED MAILBOX ADDRESS Select Next, follow the steps You should receive an automated email in your shared mailbox, follow the steps within the email</p> <p><i>If you have any problems with this, please contact the Service Now Administrator - ggc.servicenowaccesscs@ggc.scot.nhs.uk stating your name, contractor code/location code/payment code and contact telephone number.</i></p> <p>-----</p> <p>Why use Service Now?</p> <ul style="list-style-type: none"> • It's quick and easy to use. • It can be accessed from anywhere with internet access and you can log a call at a time that's convenient for you. • Additionally, you can review any updates on your call and see details of the work/investigations being carried out. 

Sharon Hastie
01/12/2022

REMINDERS AND UPDATES:

REMINDER	PLEASE CHECK - PHARMACIES OPEN CHRISTMAS & NEW YEAR 2022/23
 Sent to CPs for checking.xls	<p>Please find attached information which will be circulated widely to GP Practices, NHS 24 and other healthcare professionals. This details all Community Pharmacies who have indicated that they will be open for the provision of services over the Festive Season.</p> <p>Please check to ensure that you have not been added inadvertently and to note that any amendments to this information should be forwarded to this office by email to ggc.cpdevteam@nhs.scot (please do not amend the spreadsheet) and must be received in this office no later than Friday 9th December 2022.</p> <p>Thank you for your attention to this matter.</p> <p>Karen Armstrong 29/11/22</p>

REMINDER	IMPORTANT CLAIM INFORMATION – Naloxone and / or IEP
 Naloxone and IEP Claims Update Nov 22	<p>From 1st December (i.e. Nov 22 claim) you will be able to submit your IEP and Naloxone claims electronically via NEO. NEO has been updated to allow this function, if you experience any problems when submitting your claims please email - Adrs.PharmacyTeam@ggc.scot.nhs.uk</p> <p>We will still accept your paper submission, however from April 2023 claims will <u>only</u> be accepted when submitted via NEO.</p> <p>Please read the attached guidance for more information</p> <p>Amanda Laird - ADRS Central Pharmacy Team 29/11/2022</p>

REMINDER	F.A.O. All Pharmacies currently providing ARV/HIV Medication
	<p>The NEO module has now been live for nearly a year.</p> <p>We have undertaken a rolling audit for services provided by those community pharmacies for current patients and this continues to show that usage of the module is low.</p> <p>All pharmacies who currently have patients, and who are not recording information on NEO have been contacted individually. The Pharmacy Champions will also raise this with the pharmacies in their next round of visits (December 2022 – February 2023).</p>



	<p>You should note, that as previously notified from January 2023 the NEO module will be the sole generator for payments. No payments will be made for services provided during January 2023 and beyond unless these are claimed via the ARV module on NEO.</p> <p>The module is an important tool, allowing the Hospital Pharmacy Team to monitor patient compliance and react to missed doses.</p> <p>If you are currently providing service to an ARV patient, and have not started using the module, I would urge you to do so. A copy of the User Manual can be found here: NHS Community Pharmacy Website (scot.nhs.uk).</p> <p>If you have any queries regarding any aspect of the module, or are looking for guidance on how to use the module, please contact Michelle Cooper in the first instance via: ggc.cpdevteam@nhs.scot.</p> <p>Janine Glen 28/11/2022</p>
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REMINDER	CEM_CMO(2022)014 COVID-19 Therapeutic Alert: Treatments for Highest Risk Non-Hospitalised Patients (Adults and Children) with COVID-19
	COVID-19 Therapeutic Alert: Treatments for Highest Risk Non-Hospitalised Patients (Adults and Children) with COVID-19 (scot.nhs.uk)

REMINDER	CEM_CMO(2022)015 COVID-19 Therapeutic Alert: Treatment of Hospital-Onset COVID-19 In Adults and Children
	COVID-19 Therapeutic Alert: Treatment of Hospital-Onset COVID-19 In Adults and Children (scot.nhs.uk)


REMINDER	CEM_CMO(2022)016 COVID-19 Therapeutic Alert: Remdesivir for Patients Hospitalised Due to COVID-19
	COVID-19 Therapeutic Alert: Remdesivir for patients hospitalised due to COVID-19 (scot.nhs.uk)


REMINDER	CEM_CMO(2022)017 COVID-19 Therapeutic Alert: Baricitinib for Patients Hospitalised Due to COVID-19 (Adults and Children Aged 2 Years and Over)
	COVID-19 Therapeutic Alert: Baricitinib for Patients Hospitalised Due to COVID-19 (Adults and Children Aged 2 Years and Over) (scot.nhs.uk)

REMINDER	COVID THERAPEUTIC ALERT 2022 18 - Interleukin-6 inhibitors (tocilizumab or sarilumab) for adult patients hospitalised due to COVID-19
 CEM-CMO-2022-018 (1).pdf  Clinical Guide Therapies for patients	Please see attached COVID Therapeutic Alert 18 and CMO letter, policy and clinical guide about the use of Interleukin-6 inhibitors (tocilizumab or sarilumab) for adult patients hospitalised due to COVID-19.

 <p>COVID THERAPEUTIC ALERT 2022 18 - INTE</p>  <p>Interim Clinical Commissioning Policy</p>	
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REMINDER	Medicine Shortages
	<p>There are multiple different factors when medicine shortages occur these can include manufacturing issues, raw material issues, and distribution issues. Medicine shortages and supply issues unfortunately seem to be increasing in frequency with various factors influencing this. Quotas are being used more frequently at wholesaler level and Pharmacies are often unaware these have been set.</p> <p>There is sometimes, although not always, advice issued from the MHRA or Scottish Government or both. These are called MSN (MHRA) or MSAN's (Scottish Government) these provide information relating to the shortage and the estimated recovery date if known. There may also be a Serious Shortage Protocol (SSP) issued with specific advice for Community Pharmacy. These communications are shared locally via the Community Pharmacy Development Team newsletter.</p> <p>Where items are in short supply, out of stock or only available above tariff cost, this can be reported by the contractor via the Community Pharmacy Scotland shortage reporter (CPS Members Area shortages). This report, along with other information, is used to influence any potential tariff concessions at a national level. The Health Board cannot influence these discussions and would encourage all CPs to report issues to CPS to ensure as much information is available as possible.</p> <p>When a shortage is in effect, we would encourage pharmacies to try all wholesalers available to them; check for all strengths, pack sizes and presentations including branded prior to asking the prescriber for an alternative.</p> <p>The Health Board endeavour to take a proactive approach with shortages, or short supply medication and community pharmacy teams can report potential shortages to us via their clinical mailbox or NHS.scot account to the prescribing team inbox, prescribing@ggc.scot.nhs.uk we can then assess potential for disruption and may follow up with suppliers. We cannot do this for all shortages, however.</p> <p>Elaine Paton 28/11/22</p>


REMINDER	PCA(P) (2022) 32 - Serious Shortage Protocol: Estraderm MX 50 Microgram Patch
 <p>PCA(P)(2022)32 - SERIOUS SHORTAGE</p>	<p>Please see attached Circular, informing of a Serious Shortage Protocol (SSP) in place for Estraderm MX® 50 microgram patch, from 15 November 2022 to 13 January 2023.</p> <p>25.11.22</p>


REMINDER	PCA(P) (2022) 33 - Serious Shortage Protocol: Estraderm MX 75 Microgram Patch
 <p>PCA(P)(2022)33 - SERIOUS SHORTAGE</p>	<p>Please see attached Circular, informing of a Serious Shortage Protocol (SSP) in place for Estraderm MX® 75 microgram patch, from 15 November 2022 to 13 January 2023.</p>

	25.11.22
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REMINDER	NHS Circular PCA(P)(2022)34 - PHS poster campaigns update -23 November 2022
	https://www.sehd.scot.nhs.uk/pca/PCA2022(P)34.pdf

REMINDER	CFS General Alert (Patient related)
 <p>Patient Accessing Controlled and Desira</p>	<p>Counter Fraud Services have issued the attached general alert about a patient accessing controlled and desirable medication. I would be grateful if you could cascade this to Community Pharmacies and GP practices for information.</p> <p>As the alert contains patient identifiable information the NHSGGC Caldicott Guardian has approved distribution of this alert.</p> <p>Alan Harrison 21/11/2022</p>

REMINDER	Seasonal Influenza: Use of Antivirals 2022-23
 <p>CMO - Seasonal Influenza - Use of Ai</p>	<p>Please find attached recent intelligence provided by Public Health Scotland (PHS) of increases in laboratory-confirmed influenza incidence and test swab positivity in general practices (GPs), which now suggests sustained community-level influenza transmission in Scotland. This may lead to an increase in numbers of people presenting at GPs with influenza-like illness who are likely to be infected with the influenza virus.</p> <p>As a result GP's have been advised that Tamiflu and Relenza can now be prescribed to treat influenza where clinically indicated.</p> <p>Please be aware of this within the community, in readiness for any prescription which may be presented within your pharmacies.</p> <p>Alan Harrison 22/11/2022</p>

REMINDER	Community Pharmacy Discharge Project
 <p>Discharge Project Flash Report Nov 20</p>	<p>Please find attached the Discharge Project Flash Report for November 2022.</p> <p>Pamela Macintyre 21/11/2022</p>

REMINDER	Caution in the Sale of Nurofen Plus
	<p>We have been made aware of over usage of Nurofen Plus tablets where a GP has alerted us to a patient within Glasgow City taking 10-20 Nurofen Plus tablets on a daily basis. We believe that the patient may be using a number of different pharmacies to gain access to this high quantity of tablets.</p> <p>Please ensure that sales of this product are monitored and multiple purchases, and increased frequency of request from patients are managed in a patient centred manner to help and support when required.</p>

Alan Harrison
17/11/2022

REMINDER

Paracetamol PGD V6



Summary of the main changes V6.pdf



Paracetamol V6 PGD.pdf



Paracetamol V6 Signing Sheet.pdf

The new, up-to-date PGD for Paracetamol is attached and available on the Community Pharmacy Development Team website. [NHS Community Pharmacy Website \(scot.nhs.uk\)](https://www.scot.nhs.uk).

The post-immunisation Paracetamol PGD has been updated to reflect some recent changes in guidance. Please find attached a summary of the main changes.

Please ensure that all Pharmacists read the new version of the PGD and complete the individual signing sheet by **Friday 2nd December 2022**. Once signed, the individual signing sheet should be returned for the attention of Lauren Keenan by post to Pharmacy Services, Clarkston Court, 56 Busby Road, Glasgow, G76 7AT or email gqc.cpdevteam@nhs.scot.

Please note that all Pharmacists, Managers, Relief Managers and Locum Pharmacists must sign and return this form for any supply they make on a UCF/CP4 form under the PGD to be legal.

Lauren Keenan
15/11/2022

REMINDER

Prescribing Team Update - Payment Queries

Items and services provided by community pharmacy contractors are remunerated either as listed within the Scottish Drug Tariff or as agreed by locally negotiated services. The Prescribing Teams within the HSCP or Central Team are unable to provide specific advice on these matters.

For queries relating to drug remuneration, please refer to the most up to date version of SDT – please note that this changes on a monthly basis and therefore, ensure that you are referring to the current month. SDT Part 7 is now a single file with Column C highlighting which aspect of Part 7 is affected:


7M	This is the main section of Part 7
7B	Additional Items for Pharmacy First Scotland
7S	Reimbursement for Special Preparations
7U	Limited list of reimbursable Unlicensed Products

The SDT can be [found here](#) and there are also the previous 3 months Part 7 listings available for reference. Any questions relating to whether an item is prescribable or not should be checked against SDT and Black List (Schedule 1). If your query has not been answered, then please contact the enquiries team within PSD – [click here for contact details](#).


The Central Prescribing Team may be able to provide advice on queries relating to unlicensed medicines and queries relating to the authorisation process.

Service payment advice is available either from NHS GGC CPDT or from Community Pharmacy Scotland.

Elaine Paton
15/11/2022

REMINDER	PLEASE READ: Early Warning System - Analysis
 <p>EWS - All HSCPs - November 2022.pdf</p>	<p>The Board initiated the Early Warning System (EWS) Cascade on the 21st October 2022 relating to a Class 1 Drug Alert.</p> <p>Of the 29 cascade systems, 7 were successful. This represents a 24% success rate. Please note, this is a 20% decrease in the EWS which took place in September 2022. I would like to thank those contractors who contributed to successfully completing the 7 cascades.</p> <p>On further scrutiny, we identified the following reasons for failure:-</p> <ul style="list-style-type: none"> • Last pharmacy in cascade unable to get through to the Master Station; • Master Station failed to confirm completion with the CPD Team; • Pharmacy using an old list; • Trainee Pharmacist did not know that the cascade process had to be followed; • Pharmacy thought this was a cascade relevant only to their pharmacy chain and didn't follow the CPDT EWS process; and • Unable to get through to the next Pharmacy on the list and forgot about cascade. <p>We appreciate that there are often competing priorities within the Pharmacy and that time is precious; however, the Early Warning System is specifically used in emergent situations and the transfer of information is imperative.</p> <p>I have attached a further copy of each of the Board's HSCP's systems. Please identify your pharmacy within that document and print off the relevant cascade. I would like to reiterate the importance of all pharmacy staff, including locums, knowing and understanding the cascade process and what they will need to do in response to a message. It might therefore be helpful to site this document close to your main telephone.</p> <p>If there is anything in this cascade process which is unclear or you would like to discuss further, please do not hesitate to contact me on 0141 201 6041.</p> <p>Michelle Cooper 08/11/2022</p>

REMINDER	The Community Pharmacy NSAIDs Advice and Care Bundle Survey
	<p>The Scottish Patient Safety Programme (SPSP) have engaged the University of Strathclyde to deliver a 5-minute survey to explore the advice and care offered to patients on an 'NSAID'. This is designed for all community pharmacy staff in Scotland to complete, and will help us to understand what support is needed to improve services.</p> <p>The survey link is: https://tinyurl.com/bddpfckk and will be open until 2 December 2022.</p> <p>We would be grateful if you could share this with your networks and pharmacy teams.</p> <p>A patient survey will also be launched in the next few months and we will update you when this is live.</p> <p>We look forward to sharing the learning from the surveys once the results are available. In the meantime if you have any queries please get in touch with the team at his.pcpteam@nhs.scot.</p> <p>Any queries specifically related to the survey can be directed to Natalie Weir at the University of Strathclyde on natalie.m.weir@strath.ac.uk</p> <p>Ciara Robertson – Senior Improvement Advisor/ Healthcare Improvement Scotland 08/11/2022</p>

REMINDER	The Power of Naloxone in the Community
 Naloxone..pdf	<p>A fantastic story to brighten up your day. Yet again Community Pharmacy Teams show their importance within their local communities, in relation to supporting the drive to reduce drug deaths. Having Naloxone present in the pharmacy and having the ability to administer when required has saved another Citizen's life when the alternative outcome could have unfortunately been the loss of another life.</p> <p>Congratulations to the individuals involved (you know who you are 😊) for using your training and expertise in what was a real example of care in the community.</p> <p>If anyone would like training on Naloxone administration, please refer to the Learnpro module that has been set up by our Addictions Team or contact them directly for any other information.</p> <p>Alan Harrison 08/11/2022</p>

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

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 6th December 2022



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In this edition –

- **NES Pharmacy: Prescribing Database**
- **DRUG ALERT - MHRA - Class 4 Medicines Defect Information: ADVANZ PHARMA, MacroBID 100mg Prolonged-Release Capsules**
- **DRUG ALERT - Class 4 Medicines Defect Information: Galderma (U.K.) Limited, Etrivex 500 micrograms/g Shampoo, EL (22)A/51**
- **eHealth IT Support**
- **'Specials' Authorisations - Items removed from Scottish Drug Tariff from 1st December 2022**
- **CPNSS Claim Forms**
- **Important Valproate Update**

URGENT ACTION

NES Pharmacy: Prescribing Database



TPM database
process.docx

You will be familiar with our annual data collection processes for the NES prescriber database. These data are used to build the annual Prescribing Report and influences education developments and workforce planning. We appreciate this can be a significant piece of administration and thank you for your efforts in previous years. We are pleased to advise that we have developed Turas to allow prescribers to view and update their data themselves. We are communicating directly with pharmacist prescribers to announce our new process, where they are required to update their own data by the end of November. We hope this will have a positive impact on workload for your teams.

For this to be successful we would appreciate your support and your views on encouraging prescribers to log onto TURAS and complete this activity before 16th December.

A copy of the communication we are sending to prescribers is included below for your interest. If you have any questions please contact pharmacy@nes.scot.nhs.uk

We have good news! You may be aware that NES maintain a list of prescribers in Scotland to help with education development and workforce planning. These data are traditionally maintained by Health Boards but we now have functionality for you to view and update your own data. This is possible through the Turas Training Management application. By keeping your information up to date, this will allow us to make you aware of the latest opportunities to support your further development.


Please follow the attached guidance and update your record by 16th December.

To see how NES uses your information, please see [our data privacy statement](#) . If you have any questions please contact pharmacy@nes.scot.nhs.uk

Louise McCafferty Thomson
05/12/2022

ACTION	DRUG ALERT - MHRA - Class 4 Medicines Defect Information: ADVANZ PHARMA, MacroBID 100mg Prolonged-Release Capsules
	Class 4 Medicines Defect Information: ADVANZ PHARMA, MacroBID 100mg Prolonged-Release Capsules, EL (22)A/50 - GOV.UK (www.gov.uk)

ACTION	DRUG ALERT - Class 4 Medicines Defect Information: Galderma (U.K.) Limited, Etrivex 500 micrograms/g Shampoo, EL (22)A/51
	<p>Please follow the link below to the Class 4 drug alert 51 2022 – class 4 medicines recall – caution in use - Galderma UK Limited - Etrivex 500 micrograms/g shampoo</p> <p>Class 4 Medicines Defect Information: Galderma (U.K.) Limited, Etrivex 500 micrograms/g Shampoo, EL (22)A/51 - GOV.UK (www.gov.uk)</p> <p>All sites should check stockholding and action in accordance with the instructions within the alert.</p> <p>06/12/2022</p>

ACTION	eHealth IT Support
	<p>From 14th December 2022 Service Now is the new way for external users to contact eHealth IT Support. Each site has had one Service Now account created with the details issued to the shared mailbox. If you do not know the login details for your site please follow the below steps to reset the password:</p> <p>Go to https://nhsscotland.service-now.com/ehealth Select forgot your password Enter your user name -THIS IS YOUR FULL SHARED MAILBOX ADDRESS Enter your username again (Personal Data Verification Email) - THIS IS YOUR FULL SHARED MAILBOX ADDRESS Select Next, follow the steps You should receive an automated email in your shared mailbox, follow the steps within the email</p> <p><i>If you have any problems with this, please contact the Service Now Administrator - ggc.servicenowaccesscs@ggc.scot.nhs.uk stating your name, contractor code/location code/payment code and contact telephone number.</i></p> <p>-----</p> <p>Why use Service Now?</p> <ul style="list-style-type: none"> • It's quick and easy to use. • It can be accessed from anywhere with internet access and you can log a call at a time that's convenient for you. • Additionally, you can review any updates on your call and see details of the work/investigations being carried out. <p></p>

Hello , how can we help?
 How can we help?

- Fix**
Report and log a fault, error or issue
- Request**
Items you need e.g. Access to shared drives/new software requests/Training
- Learn**
How do I?
- My Tickets**
Update or check status of your tickets

Sharon Hastie
 01/12/2022

ACTION	'Specials' Authorisations - Items removed from Scottish Drug Tariff from 1st December 2022
	<p>Please note that the following items have been removed from part 7S of the Scottish Drug Tariff from 1st December 2022.</p> <p>You will now require to seek authorisation from the health board for the following items:</p> <ul style="list-style-type: none"> • Clopidogrel 75mg/5ml Oral Suspension • Zopiclone 3.75mg/5ml Oral Suspension <p>Kathryn Chisholm Pharmacy Technician – Specialist (Central Prescribing Team) 02/12/2022</p>

ACTION	CPNSS Claim Forms
	<p>A quick reminder from the Community Pharmacy Development Team. Don't lose out on money that is due to you. We can only honour claims up to a maximum of 6 months, if you have any outstanding claim please send them in.</p> <p>For access to the form click on the link provided; https://www.communitypharmacy.scot.nhs.uk/media/5903/cpnss-claim-iform.pdf</p> <p>You have a new support worker Christine Lang who can be contacted on 0141 201 6050, she will be more than happy to assist you with any questions or queries you may have with filling in the of claim form or if you want any assistance setting up a member of your team to administer the service for you.</p> <p>Wendy McGaugie - Advanced Prescribing Support Dietitian 06/12/2022</p>

UPDATE	Important Valproate Update
	<p>As per the recent GPhC Communication please be aware of your responsibilities when dispensing sodium valporate to women. Remember that boxes of Epilim now have a Contraception and Pregnancy warning card attached to the box that can be easily removed via a perforated edge. Please do not stick the dispensing label onto this warning card but either flip it up or remove it and attach the label to the box underneath. If removed, please ensure that the warning card is provided to the patient"</p> <p>Please see the full update from the GPhC below; Important valproate update (mailchi.mp)</p>

	Pamela Macintyre 06/12/2022
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Any queries should be directed to the contact provided – where no specific contact is shown, queries should be directed to ggc.cpdevteam@nhs.scot

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 8th December 2022



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New in this edition –

- **Supply of Medication at Point of Request**
- **eHealth IT Support – Amendment**
- **Using Solid Dosage Form Antibiotics in Children**
- **Interim Guidance Antibiotic Management of Group A Streptococcus**

ACTION	Supply of Medication at Point of Request
	<p>As you will be aware the CP network receives prescriptions via e-mail from numerous NHS Teams in advance of the “hard copy” prescription being sent by Royal Mail.</p> <p>We have previously communicated to the network that patients should be supplied on the basis of the e-mailed request rather than waiting for the paper copy of the prescription to reach you before supplying.</p> <p>We are aware of further impending postal strikes which may add delay to Community Pharmacies receiving prescriptions from OOH and specialist services e.g Hep C, HIV etc.</p> <p>In light of this, we are reiterating our expectation that CPs support patients by supplying medicines at the point of the request being made. The CPD Team will support with any prescriptions that fail to reach you taking into consideration these prolonged delays.</p> <p>Thank you for your continued co-operation in this matter.</p> <p>Alan Harrison 07/12/2022</p>

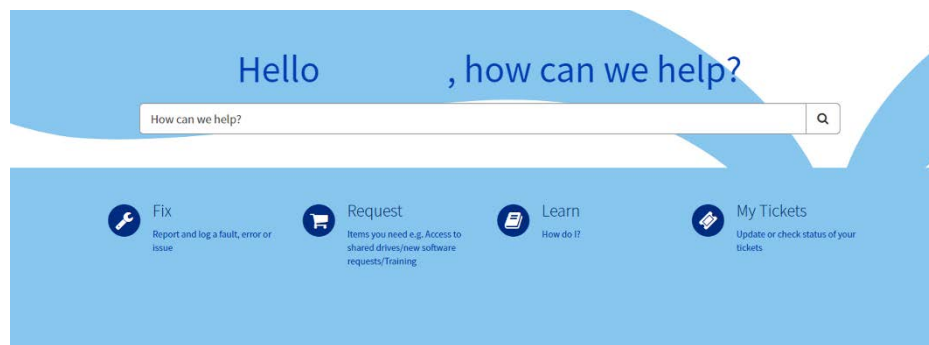
ACTION	eHealth IT Support – Amendment
	<p><u>Please note from our previous communication stated the roll out date for this was the 14th December 2022 this has now been extended to 1st January 2023</u></p> <p>From 1st January 2023 Service Now is the new way for external users to contact eHealth IT Support. Each site has had one Service Now account created with the details issued to the shared mailbox. If you do not know the login details for your site please follow the below steps to reset the password:</p> <p>Go to https://nhsscotland.service-now.com/ehealth Select forgot your password</p>

Enter your user name -**THIS IS YOUR FULL SHARED MAILBOX ADDRESS**
Enter your username again (Personal Data Verification Email) - **THIS IS YOUR FULL SHARED MAILBOX ADDRESS**
Select Next, follow the steps
You should receive an automated email in your shared mailbox, follow the steps within the email

If you have any problems with this, please contact the Service Now Administrator - ggc.servicenowaccesscs@ggc.scot.nhs.uk stating your name, contractor code/location code/payment code and contact telephone number.

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- It's quick and easy to use.
- It can be accessed from anywhere with internet access and you can log a call at a time that's convenient for you.
- Additionally, you can review any updates on your call and see details of the work/investigations being carried out.



Sharon Hastie
01/12/2022

ACTION

Using Solid Dosage Form Antibiotics in Children


You will have seen from the email circulated this morning that there is a growing concern over the availability of certain antibiotic's especially for the treatment of Strep A infections. The guidance issued was to support Pharmacists in making their own clinical decision in the substitution to other available antibiotics.

To further aid in this decision-making process, we are supplying further information from the Specialist Pharmacy Service on the ability to crush and dissolve solid form formulations of antibiotics - please see the link below to gain access to this information.

<https://www.sps.nhs.uk/articles/using-solid-oral-dosage-form-antibiotics-in-children/>

Many thanks for your support in this matter

Alan Harrison
08/12/2022


ACTION	Interim Guidance Antibiotic Management of Group A Streptococcus
 <p>GGC Interim guidance - Antibioit</p>	<p>MEMORANDUM</p> <hr/> <p>To: Acute Care Clinicians, GP practices, Community Pharmacies</p> <p>From: NHSGGC Pharmacy Services</p> <p>Date: 7th December 2022</p> <hr/> <p><u>Background</u></p> <p>There is an unusually high number of children with suspected or confirmed GAS infections presenting to primary, secondary and unscheduled care settings across NHS Greater Glasgow and Clyde. This has placed pressure on the medication supply chain across the UK which is being proactively managed by a national and government agencies. However, there are shortages being noted across NHSGGC at this time.</p> <p><u>Interim Local Guidance</u></p> <p>The attached interim guidance has been produced to inform local clinicians and dispensing pharmacists on how to proactively deal with the issue. It will be updated when national advice becomes available. The guidance has been developed by the NHSGGC Paediatric Antimicrobial Management Team and Pharmacy Services informed by knowledge of local and national epidemiology and resistance patterns. It has been approved by the Deputy Medical Directors.</p> <p>General principles:</p> <ul style="list-style-type: none"> · Encourage use of solid oral dosage formulations in older children · Product selection for each drug should follow the priority lists based on age/weight and dosage administered. · Switch to the most appropriate product where available. If not available, switch to an alternative product of the same drug. · Where the drug is not available, any of the drugs contained within the guidance can be substituted. Follow the priority list for formulation as shown. · **Caution in penicillin allergy – use clarithromycin/erythromycin** <p><u>Prescribing / Dispensing in Community Settings</u></p> <p>Under Part 7 of the Drug Tariff (Shortages), pharmacies are permitted to offer an alternative formulation and/or drug where the prescribed medication cannot be supplied. This can be done based on the locally approved guideline without reference to the prescriber.</p> <p>If you require any further information or advice please contact your local pharmacy team or Medicines Information.</p> <p>Alan Harrison 08/12/2022</p>

REMINDERS AND UPDATES:


REMINDER	CPNSS Claim Forms
	<p>A quick reminder from the Community Pharmacy Development Team. Don't lose out on money that is due to you. We can only honour claims up to a maximum of 6 months, if you have any outstanding claim please send them in.</p> <p>For access to the form click on the link provided; https://www.communitypharmacy.scot.nhs.uk/media/5903/cpnss-claim-iform.pdf</p>


	<p>You have a new support worker Christine Lang who can be contacted on 0141 201 6050, she will be more than happy to assist you with any questions or queries you may have with filling in the of claim form or if you want any assistance setting up a member of your team to administer the service for you.</p> <p>Wendy McGaugie - Advanced Prescribing Support Dietitian 06/12/2022</p>
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REMINDER	Important Valproate Update
	<p>As per the recent GPhC Communication please be aware of your responsibilities when dispensing sodium valporate to women. Remember that boxes of Epilim now have a Contraception and Pregnancy warning card attached to the box that can be easily removed via a perforated edge. Please do not stick the dispensing label onto this warning card but either flip it up or remove it and attach the label to the box underneath. If removed, please ensure that the warning card is provided to the patient"</p> <p>Please see the full update from the GPhC below;</p> <p>Important valproate update (mailchi.mp)</p> <p>Pamela Macintyre 06/12/2022</p>

REMINDER	NES Pharmacy: Prescribing Database
 <p>TPM database process.docx</p>	<p>You will be familiar with our annual data collection processes for the NES prescriber database. These data are used to build the annual Prescribing Report and influences education developments and workforce planning. We appreciate this can be a significant piece of administration and thank you for your efforts in previous years. We are pleased to advise that we have developed Turas to allow prescribers to view and update their data themselves. We are communicating directly with pharmacist prescribers to announce our new process, where they are required to update their own data by the end of November. We hope this will have a positive impact on workload for your teams.</p> <p>For this to be successful we would appreciate your support and your views on encouraging prescribers to log onto TURAS and complete this activity before 16th December.</p> <p>A copy of the communication we are sending to prescribers is included below for your interest. If you have any questions please contact pharmacy@nes.scot.nhs.uk</p> <p><i>We have good news! You may be aware that NES maintain a list of prescribers in Scotland to help with education development and workforce planning. These data are traditionally maintained by Health Boards but we now have functionality for you to view and update your own data. This is possible through the Turas Training Management application. By keeping your information up to date, this will allow us to make you aware of the latest opportunities to support your further development.</i></p> <p>Please follow the attached guidance and update your record by 16th December.</p> <p>To see how NES uses your information, please see our data privacy statement . If you have any questions please contact pharmacy@nes.scot.nhs.uk</p> <p>Louise McCafferty Thomson 05/12/2022</p>

REMINDER	'Specials' Authorisations - Items removed from Scottish Drug Tariff from 1st December 2022
	<p>Please note that the following items have been removed from part 7S of the Scottish Drug Tariff from 1st December 2022.</p> <p>You will now require to seek authorisation from the health board for the following items:</p> <ul style="list-style-type: none"> • Clopidogrel 75mg/5ml Oral Suspension • Zopiclone 3.75mg/5ml Oral Suspension <p>Kathryn Chisholm Pharmacy Technician – Specialist (Central Prescribing Team) 02/12/2022</p>

REMINDER	PLEASE CHECK - PHARMACIES OPEN CHRISTMAS & NEW YEAR 2022/23
 Sent to CPs for checking.xls	<p>Please find attached information which will be circulated widely to GP Practices, NHS 24 and other healthcare professionals. This details all Community Pharmacies who have indicated that they will be open for the provision of services over the Festive Season.</p> <p>Please check to ensure that you have not been added inadvertently and to note that any amendments to this information should be forwarded to this office by email to gqc.cpdevteam@nhs.scot (please do not amend the spreadsheet) and <i>must</i> be received in this office no later than Friday 9th December 2022.</p> <p>Thank you for your attention to this matter.</p> <p>Karen Armstrong 29/11/22</p>

REMINDER	IMPORTANT CLAIM INFORMATION – Naloxone and / or IEP
 Naloxone and IEP Claims Update Nov 22	<p>From 1st December (i.e. Nov 22 claim) you will be able to submit your IEP and Naloxone claims electronically via NEO. NEO has been updated to allow this function, if you experience any problems when submitting your claims please email - Adrs.PharmacyTeam@gqc.scot.nhs.uk</p> <p>We will still accept your paper submission, however from April 2023 claims will <u>only</u> be accepted when submitted via NEO.</p> <p>Please read the attached guidance for more information</p> <p>Amanda Laird - ADRS Central Pharmacy Team 29/11/2022</p>

REMINDER	F.A.O. All Pharmacies currently providing ARV/HIV Medication
	<p>The NEO module has now been live for nearly a year.</p> <p>We have undertaken a rolling audit for services provided by those community pharmacies for current patients and this continues to show that usage of the module is low.</p> <p>All pharmacies who currently have patients, and who are not recording information on NEO have been contacted individually. The Pharmacy Champions will also raise this with the pharmacies in their next round of visits (December 2022 – February 2023).</p> <p>You should note, that as previously notified from January 2023 the NEO module will be the sole generator for payments. No payments will be made for services provided</p>




	<p>during January 2023 and beyond unless these are claimed via the ARV module on NEO.</p> <p>The module is an important tool, allowing the Hospital Pharmacy Team to monitor patient compliance and react to missed doses.</p> <p>If you are currently providing service to an ARV patient, and have not started using the module, I would urge you to do so. A copy of the User Manual can be found here: NHS Community Pharmacy Website (scot.nhs.uk).</p> <p>If you have any queries regarding any aspect of the module, or are looking for guidance on how to use the module, please contact Michelle Cooper in the first instance via: ggc.cpdevteam@nhs.scot.</p> <p>Janine Glen 28/11/2022</p>
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REMINDER	CEM_CMO(2022)014 COVID-19 Therapeutic Alert: Treatments for Highest Risk Non-Hospitalised Patients (Adults and Children) with COVID-19
	COVID-19 Therapeutic Alert: Treatments for Highest Risk Non-Hospitalised Patients (Adults and Children) with COVID-19 (scot.nhs.uk)

REMINDER	CEM_CMO(2022)015 COVID-19 Therapeutic Alert: Treatment of Hospital-Onset COVID-19 In Adults and Children
	COVID-19 Therapeutic Alert: Treatment of Hospital-Onset COVID-19 In Adults and Children (scot.nhs.uk)


REMINDER	CEM_CMO(2022)016 COVID-19 Therapeutic Alert: Remdesivir for Patients Hospitalised Due to COVID-19
	COVID-19 Therapeutic Alert: Remdesivir for patients hospitalised due to COVID-19 (scot.nhs.uk)


REMINDER	CEM_CMO(2022)017 COVID-19 Therapeutic Alert: Baricitinib for Patients Hospitalised Due to COVID-19 (Adults and Children Aged 2 Years and Over)
	COVID-19 Therapeutic Alert: Baricitinib for Patients Hospitalised Due to COVID-19 (Adults and Children Aged 2 Years and Over) (scot.nhs.uk)

REMINDER	COVID THERAPEUTIC ALERT 2022 18 - Interleukin-6 inhibitors (tocilizumab or sarilumab) for adult patients hospitalised due to COVID-19
 CEM-CMO-2022-018 (1).pdf  Clinical Guide Therapies for patients  COVID THERAPEUTIC ALERT 2022 18 - INTE	Please see attached COVID Therapeutic Alert 18 and CMO letter, policy and clinical guide about the use of Interleukin-6 inhibitors (tocilizumab or sarilumab) for adult patients hospitalised due to COVID-19.





REMINDER	Medicine Shortages
	<p>There are multiple different factors when medicine shortages occur these can include manufacturing issues, raw material issues, and distribution issues. Medicine shortages and supply issues unfortunately seem to be increasing in frequency with various factors influencing this. Quotas are being used more frequently at wholesaler level and Pharmacies are often unaware these have been set.</p> <p>There is sometimes, although not always, advice issued from the MHRA or Scottish Government or both. These are called MSN (MHRA) or MSAN's (Scottish Government) these provide information relating to the shortage and the estimated recovery date if known. There may also be a Serious Shortage Protocol (SSP) issued with specific advice for Community Pharmacy. These communications are shared locally via the Community Pharmacy Development Team newsletter.</p> <p>Where items are in short supply, out of stock or only available above tariff cost, this can be reported by the contractor via the Community Pharmacy Scotland shortage reporter (CPS Members Area shortages). This report, along with other information, is used to influence any potential tariff concessions at a national level. The Health Board cannot influence these discussions and would encourage all CPs to report issues to CPS to ensure as much information is available as possible.</p> <p>When a shortage is in effect, we would encourage pharmacies to try all wholesalers available to them; check for all strengths, pack sizes and presentations including branded prior to asking the prescriber for an alternative.</p> <p>The Health Board endeavour to take a proactive approach with shortages, or short supply medication and community pharmacy teams can report potential shortages to us via their clinical mailbox or NHS.scot account to the prescribing team inbox, prescribing@ggc.scot.nhs.uk we can then assess potential for disruption and may follow up with suppliers. We cannot do this for all shortages, however.</p> <p>Elaine Paton 28/11/22</p>


REMINDER	PCA(P) (2022) 32 - Serious Shortage Protocol: Estraderm MX 50 Microgram Patch
 PCA(P)(2022)32 - SERIOUS SHORTAGE	<p>Please see attached Circular, informing of a Serious Shortage Protocol (SSP) in place for Estraderm MX® 50 microgram patch, from 15 November 2022 to 13 January 2023.</p> <p>25.11.22</p>

REMINDER	PCA(P) (2022) 33 - Serious Shortage Protocol: Estraderm MX 75 Microgram Patch
 PCA(P)(2022)33 - SERIOUS SHORTAGE	<p>Please see attached Circular, informing of a Serious Shortage Protocol (SSP) in place for Estraderm MX® 75 microgram patch, from 15 November 2022 to 13 January 2023.</p> <p>25.11.22</p>

REMINDER	NHS Circular PCA(P)(2022)34 - PHS poster campaigns update -23 November 2022
	https://www.sehd.scot.nhs.uk/pca/PCA2022(P)34.pdf

REMINDER	CFS General Alert (Patient related)
 <p>Patient Accessing Controlled and Desira</p>	<p>Counter Fraud Services have issued the attached general alert about a patient accessing controlled and desirable medication. I would be grateful if you could cascade this to Community Pharmacies and GP practices for information.</p> <p>As the alert contains patient identifiable information the NHSGGC Caldicott Guardian has approved distribution of this alert.</p> <p>Alan Harrison 21/11/2022</p>

REMINDER	Seasonal Influenza: Use of Antivirals 2022-23
 <p>CMO - Seasonal Influenza - Use of A</p>	<p>Please find attached recent intelligence provided by Public Health Scotland (PHS) of increases in laboratory-confirmed influenza incidence and test swab positivity in general practices (GPs), which now suggests sustained community-level influenza transmission in Scotland. This may lead to an increase in numbers of people presenting at GPs with influenza-like illness who are likely to be infected with the influenza virus.</p> <p>As a result GP's have been advised that Tamiflu and Relenza can now be prescribed to treat influenza where clinically indicated.</p> <p>Please be aware of this within the community, in readiness for any prescription which may be presented within your pharmacies.</p> <p>Alan Harrison 22/11/2022</p>

REMINDER	Community Pharmacy Discharge Project
 <p>Discharge Project Flash Report Nov 20</p>	<p>Please find attached the Discharge Project Flash Report for November 2022.</p> <p>Pamela Macintyre 21/11/2022</p>

REMINDER	Caution in the Sale of Nurofen Plus
	<p>We have been made aware of over usage of Nurofen Plus tablets where a GP has alerted us to a patient within Glasgow City taking 10-20 Nurofen Plus tablets on a daily basis. We believe that the patient may be using a number of different pharmacies to gain access to this high quantity of tablets.</p> <p>Please ensure that sales of this product are monitored and multiple purchases, and increased frequency of request from patients are managed in a patient centred manner to help and support when required.</p> <p>Alan Harrison 17/11/2022</p>

REMINDER	Prescribing Team Update - Payment Queries								
	<p>Items and services provided by community pharmacy contractors are remunerated either as listed within the Scottish Drug Tariff or as agreed by locally negotiated services. The Prescribing Teams within the HSCP or Central Team are unable to provide specific advice on these matters.</p> <p>For queries relating to drug remuneration, please refer to the most up to date version of SDT – please note that this changes on a monthly basis and therefore, ensure that you are referring to the current month. SDT Part 7 is now a single file with Column C highlighting which aspect of Part 7 is affected:</p> <table data-bbox="405 488 1206 636"> <tr> <td>7M</td> <td>This is the main section of Part 7</td> </tr> <tr> <td>7B</td> <td>Additional Items for Pharmacy First Scotland</td> </tr> <tr> <td>7S</td> <td>Reimbursement for Special Preparations</td> </tr> <tr> <td>7U</td> <td>Limited list of reimbursable Unlicensed Products</td> </tr> </table> <p>The SDT can be found here and there are also the previous 3 months Part 7 listings available for reference. Any questions relating to whether an item is prescribable or not should be checked against SDT and Black List (Schedule 1). If your query has not been answered, then please contact the enquiries team within PSD – click here for contact details.</p> <p>The Central Prescribing Team may be able to provide advice on queries relating to unlicensed medicines and queries relating to the authorisation process.</p> <p>Service payment advice is available either from NHS GGC CPDT or from Community Pharmacy Scotland.</p> <p>Elaine Paton 15/11/2022</p>	7M	This is the main section of Part 7	7B	Additional Items for Pharmacy First Scotland	7S	Reimbursement for Special Preparations	7U	Limited list of reimbursable Unlicensed Products
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7U	Limited list of reimbursable Unlicensed Products								

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

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 13th December 2022

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

In this edition –

- **Pharmacy Services – Festive Support Information**
- **Interim Guidance Antibiotic Management of Group A Streptococcus**
- **Using Solid Dosage Form Antibiotics in Children**
- **Recruitment of Community Pharmacists for Research**
- **Supply of Medication at Point of Request**
- **Unlicensed/ 'Specials' Requests – Key Messages**
- **eHealth IT Support – Amendment**
- **GGC Medicines Update**

ACTION	PHARMACY SERVICES - FESTIVE SUPPORT INFORMATION
 Newsletter 2022.docx  Newsletter 2022.pdf  ADRS FAQ V5 Dec 22 (002).pdf  Shortages guidance.pdf  2022-2023 Festive Period Compliance /  PCN Claim Form 2020.doc  Palliative care drugs stocked per Network	<p>Attached is this year's Christmas Newsletter for the Community Pharmacy Network.</p> <p>In this year's edition:</p> <ul style="list-style-type: none"> - Message from Lead Pharmacist, Primary Care; - Palliative Care Stock information; - Discharge Guidance (see also attached Patient Leaflet); - Supplies of Controlled Drugs. <p>The following are attached as separate documents:</p> <ul style="list-style-type: none"> - ADRS Guidance; - Shortages Guidance; - Patient Information for Discharges; and - Palliative Care Stock List and Claim Form. <p>The Community Pharmacy Development Team wish to take this opportunity to wish the community pharmacy network in GGC a joyful festive season and a peaceful New Year.</p> <p>Janine Glen 13/12/2022</p>

ACTION	Interim Guidance Antibiotic Management of Group A Streptococcus
 <p>GGC Interim guidance - Antibioit</p>	<p>MEMORANDUM</p> <hr/> <p>To: Acute Care Clinicians, GP practices, Community Pharmacies</p> <p>From: NHSGGC Pharmacy Services</p> <p>Date: 7th December 2022</p> <hr/> <p><u>Background</u></p> <p>There is an unusually high number of children with suspected or confirmed GAS infections presenting to primary, secondary and unscheduled care settings across NHS Greater Glasgow and Clyde. This has placed pressure on the medication supply chain across the UK which is being proactively managed by a national and government agencies. However, there are shortages being noted across NHSGGC at this time.</p> <p><u>Interim Local Guidance</u></p> <p>The attached interim guidance has been produced to inform local clinicians and dispensing pharmacists on how to proactively deal with the issue. It will be updated when national advice becomes available. The guidance has been developed by the NHSGGC Paediatric Antimicrobial Management Team and Pharmacy Services informed by knowledge of local and national epidemiology and resistance patterns. It has been approved by the Deputy Medical Directors.</p> <p>General principles:</p> <ul style="list-style-type: none"> · Encourage use of solid oral dosage formulations in older children · Product selection for each drug should follow the priority lists based on age/weight and dosage administered. · Switch to the most appropriate product where available. If not available, switch to an alternative product of the same drug. · Where the drug is not available, any of the drugs contained within the guidance can be substituted. Follow the priority list for formulation as shown. · **Caution in penicillin allergy – use clarithromycin/erythromycin** <p><u>Prescribing / Dispensing in Community Settings</u></p> <p>Under Part 7 of the Drug Tariff (Shortages), pharmacies are permitted to offer an alternative formulation and/or drug where the prescribed medication cannot be supplied. This can be done based on the locally approved guideline without reference to the prescriber.</p> <p>Please note: The memorandum states that pharmacies are permitted to offer an alternative formulation and/or drug where the prescribed medication cannot be supplied.</p> <p>If you require any further information or advice please contact your local pharmacy team or Medicines Information.</p> <p>Alan Harrison 08/12/2022</p>

ACTION	Using Solid Dosage Form Antibiotics in Children
	You will have seen from information previously circulated that there is a growing concern over the availability of certain antibiotic's especially for the treatment of Strep A infections.

	<p>The guidance issued was to support Pharmacists in making their own clinical decision in the substitution to other available antibiotics.</p> <p>To further aid in this decision-making process, we are supplying further information from the Specialist Pharmacy Service on the ability to crush and dissolve solid form formulations of antibiotics - please click on the link below to gain access to this information.</p> <p>https://www.sps.nhs.uk/articles/using-solid-oral-dosage-form-antibiotics-in-children/</p> <p>Many thanks for your support in this matter</p> <p>Alan Harrison 08/12/2022</p>
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ACTION	Recruitment of Community Pharmacists for Research
	<p>Please see below for an opportunity to take part in an interview study for Aimee Ferguson, a PhD student within the Strathclyde Institute of Pharmacy and Biomedical Sciences, University of Strathclyde.</p> <p>Aimee is interested in why community pharmacists do (or do not) use video consultations with patients. This means you do not need to have experience of using video consultations to take part. If you decide to take part, you will first be asked to complete a short questionnaire which will allow the research team to ensure they are recruiting from a balanced sample of participants. You will then be contacted by Aimee to arrange a suitable date/time for an interview. The interview will take place over video (or telephone if you prefer) and will last no longer than 1 hour.</p> <p>Your participation is voluntary, and all efforts will be made to ensure you are not identifiable in the study.</p> <p>If you are interested in taking part, the link below will take you to the Participant Information Sheet, consent form, and the short questionnaire.</p> <p>https://stratheng.eu.qualtrics.com/jfe/form/SV_5yDL18oGyQRv8fc</p> <p>If you have any questions, Aimee can be contacted on: a.ferguson@strath.ac.uk 13/02/2022</p>

IMPORTANT INFORMATION	Supply of Medication at Point of Request
	<p>As you will be aware the CP network receives prescriptions via e-mail from numerous NHS Teams in advance of the "hard copy" prescription being sent via Royal Mail.</p> <p>We have previously communicated to the network that patients should be supplied on the basis of the e-mailed request rather than waiting for the paper copy of the prescription to reach you before supplying.</p> <p>We are aware of further impending postal strikes which may add delay to Community Pharmacies receiving prescriptions from OOH and specialist services e.g Hep C, HIV etc.</p> <p>In light of this, we are reiterating our expectation that CPs support patients by supplying medicines at the point of the request being made. The CPD Team will support with any prescriptions that fail to reach you, taking into consideration these prolonged delays.</p> <p>Thank you for your continued co-operation in this matter.</p> <p>Alan Harrison</p>

07/12/2022

IMPORTANT INFORMATION

Unlicensed/ 'Specials' Requests – Key Messages



Specials.doc

Attached

Please find attached frequently asked questions regarding Specials..

Elaine Paton
12/12/2022

UPDATE

eHealth IT Support – Amendment

Please note our previous communication stated the roll out date for eHealth IT Support was 14th December 2022, this has now been extended to 1st January 2023

From 1st January 2023 Service Now is the new way for external users to contact eHealth IT Support. Each site has had one Service Now account created with the details issued to the shared mailbox. If you do not know the login details for your site please follow the below steps to reset the password:

Go to <https://nhsscotland.service-now.com/ehealth>

Select forgot your password

Enter your user name -**THIS IS YOUR FULL SHARED MAILBOX ADDRESS**

Enter your username again (Personal Data Verification Email) - **THIS IS YOUR FULL SHARED MAILBOX ADDRESS**

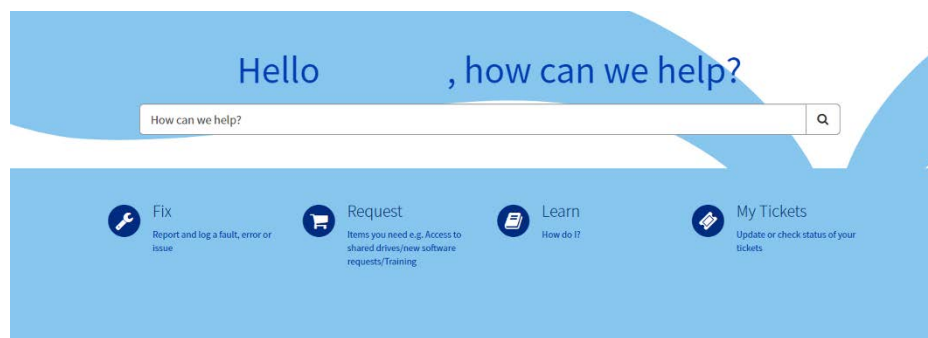
Select Next, follow the steps

You should receive an automated email in your shared mailbox, follow the steps within the email

If you have any problems with this, please contact the Service Now Administrator - ggc.servicenowaccesscs@ggc.scot.nhs.uk stating your name, contractor code/location code/payment code and contact telephone number.

Why use Service Now?

- It's quick and easy to use.
- It can be accessed from anywhere with internet access and you can log a call at a time that's convenient for you.
- Additionally, you can review any updates on your call and see details of the work/investigations being carried out.



Sharon Hastie
01/12/2022

UPDATE	GGC Medicines Update
	<p>New blog Click on the following link to access the recently published Medicines Update blog.</p> <ul style="list-style-type: none"> • General overview of oral Proton Pump Inhibitors (PPIs) <i>this is the first in a forthcoming series of PPI blogs</i> <p>Updates</p> <ul style="list-style-type: none"> • HEPMA Update 3– November 2022 • MHRA Drug Safety Update November 2022 • Guideline News November 2022 • Formulary Update November 2022 <p>Updated blogs Click on the following links to access the updated Iron Deficiency Anaemia (IDA) blog series</p> <ul style="list-style-type: none"> • Updated Guideline - Treatment of IDA • Treatment of IDA – Oral Iron Therapy • GGC Medicines: Treatment of IDA - IV iron therapy <p>Other related blogs where content hasn't changed</p> <ul style="list-style-type: none"> • Diagnosis of IDA - Iron Studies Dec 20 • Ferric carboxymaltose (Ferinject®▼) and risk of hypophosphataemia <hr/> <p>Medicines Update blogs are correct at the time of publication. Click here for further information on Medicines Update.</p> <p>If you would like to contribute to Medicines Update, please click here for a guide to blog writing and checklist.</p> <p>If you find these blogs useful, share them with your colleagues.</p> <p>All our blogs can be found on http://www.ggcmedicines.org.uk and anyone can join our mailing list by contacting us at Medicines.Update@ggc.scot.nhs.uk</p> <p>We're also on social media, follow us on:</p> <p>Twitter @NHSGGCMeds</p> <p>Pharmacy Services Communications 12/12/2022</p>

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

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 15th December 2022

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

New in this edition –


- **PHARMACY SERVICES - FESTIVE SUPPORT INFORMATION**
- **FLU SERVICE PARTICIPANTS ONLY - Cold Chain Audit**
- **CPNSS Claim Forms**
- **Nicorette Inhalators**
- **Strep A - Social Media Toolkit from Public Health Scotland**
- **Evaluation of Communication Update**

ACTION	PHARMACY SERVICES - FESTIVE SUPPORT INFORMATION
 Newsletter 2022.docx  Newsletter 2022.pdf  ADRS FAQ V5 Dec 22 (002).pdf  Shortages guidance.pdf  2022-2023 Festive Period Compliance /  PCN Claim Form 2020.doc  Palliative care drugs stocked per Networ	<p>Attached is this year's Christmas Newsletter for the Community Pharmacy Network.</p> <p>In this year's edition:</p> <ul style="list-style-type: none"> - Message from Lead Pharmacist, Primary Care; - Palliative Care Stock information; - Discharge Guidance (see also attached Patient Leaflet); - Supplies of Controlled Drugs. <p>The following are attached as separate documents:</p> <ul style="list-style-type: none"> - ADRS Guidance; - Shortages Guidance; - Patient Information for Discharges; and - Palliative Care Stock List and Claim Form. <p>The Community Pharmacy Development Team wish to take this opportunity to wish the community pharmacy network in GGC a joyful festive season and a peaceful New Year.</p> <p>Janine Glen 13/12/2022</p>

ACTION	FLU SERVICE PARTICIPANTS ONLY - Cold Chain Audit
 Cold Chain Audit 2022.docx Attached	As part of your participation in this year's Flu Programme, please complete the attached audit and return this to: ggc.cpdevteam@nhs.scot, by Tuesday 31st January 2023. Mani Narwan - Contracts Administrator 04/12/2022

ACTION	CPNSS Claim Forms
	A quick reminder from the Community Pharmacy Development Team. Don't lose out on money that is due to you. We can only honour claims up to a maximum of 6 months, if you have any outstanding claim please send them in. For access to the form click on the link provided; https://www.communitypharmacy.scot.nhs.uk/media/5903/cpnss-claim-iform.pdf You have a new support worker Christine Lang who can be contacted on 0141 201 6050 or ggc.cpdevteam@nhs.scot, she will be more than happy to assist you with any questions or queries you may have with filling in the of claim form or if you want any assistance setting up a member of your team to administer the service for you. Wendy McGaugie - Advanced Prescribing Support Dietitian 06/12/2022

ACTION	Nicorette Inhalators
	There is a known issue with Nicorette Inhalators, there is intermittent availability expected over the next few months with no confirmed date of normal supply expected as yet. This supply disruption is due to an element of the product experiencing supply issues at this time. Alison McAuley - Senior Pharmacy Technician, Central Prescribing Team 15/12/2022

ACTION	Step A - Social Media Toolkit from Public Health Scotland
 Step A - Social Media Toolkit.pdf	Please find attached the Step A social media toolkit. Louise McCubbin - Pharmacy and Medicines Division 15/12/2022

ACTION	Evaluation of Communication Update
	Several months ago, we asked the community pharmacy network to give us their views on the last 12 months of the Communications Update. We received 26 responses (thank you so much to those who took the time to complete the survey and provide valuable feedback). The majority of the responses were positive and confirmed that the process continues to work well. There were constructive critical comments as well and we thought it would be useful to provide you with information on how we intend to respond to the suggestions made

FRQUENCY/FORMAT – the majority of responses indicated that the frequency was “Just Right” – 77% - however 23% of respondents felt that the frequency was too often, with comments citing frustration at the repetitive nature of the Thursday edition.

Response: We will retain the twice weekly format as we know that some pharmacists miss information when it first appears in the Tuesday edition. We will however reduce the retention of information in the Thursday edition from four weeks to two weeks (unless the articular has a cut-off date e.g. for training or submission of a PGD). This will serve to reduce duplication.

INDEX – An equal percentage of respondents were aware of the Communications Update Index and Archive, and never knew these resources existed. Of those who were aware of the Index, the majority had used the resource, and had found it useful.

Response: The link to the Communications Update Index and back copies of each Update will be added to the end of the Update.

SPECIFIC ISSUES RAISED: – Specific comments were made around Drug Alerts, with some pharmacists preferring these to be sent separately so that the notification could be used for the GPhC Inspector Service.

Response: From 4th January 2023, we will send all Drug Alerts as separate notifications.

Several respondents felt it would be useful for there to be an Index on each Update showing what items were in each edition.

Response: From 4th January 2023 we will include a listing in each Update showing what items are in each edition.

You should note also that the Communications Update Index is available should you need to access previous articles.

I hope you find these changes useful. Please continue to provide feedback where you think we can make further improvements.

Janine Glen
15/12/2022


REMINDERS AND UPDATES:


REMINDER	Recruitment of Community Pharmacists for Research
	<p>Please see below for an opportunity to take part in an interview study for Aimee Ferguson, a PhD student within the Strathclyde Institute of Pharmacy and Biomedical Sciences, University of Strathclyde.</p> <p>Aimee is interested in why community pharmacists do (or do not) use video consultations with patients. This means you do not need to have experience of using video consultations to take part. If you decide to take part, you will first be asked to complete a short questionnaire which will allow the research team to ensure they are recruiting from a balanced sample of participants. You will then be contacted by Aimee to arrange a suitable date/time for an interview. The interview will take place over video (or telephone if you prefer) and will last no longer than 1 hour.</p> <p>Your participation is voluntary, and all efforts will be made to ensure you are not identifiable in the study.</p> <p>If you are interested in taking part, the link below will take you to the Participant Information Sheet, consent form, and the short questionnaire.</p>

https://stratheng.eu.qualtrics.com/jfe/form/SV_5yDL18oGyQRv8fc

If you have any questions, Aimee can be contacted on: a.ferguson@strath.ac.uk
13/12/2022

REMINDER	GGC Medicines Update
	<p>New blog Click on the following link to access the recently published Medicines Update blog.</p> <ul style="list-style-type: none">• General overview of oral Proton Pump Inhibitors (PPIs) <i>this is the first in a forthcoming series of PPI blogs</i> <p>Updates</p> <ul style="list-style-type: none">• HEPMA Update 3– November 2022• MHRA Drug Safety Update November 2022• Guideline News November 2022• Formulary Update November 2022 <p>Updated blogs Click on the following links to access the updated Iron Deficiency Anaemia (IDA) blog series</p> <ul style="list-style-type: none">• Updated Guideline - Treatment of IDA• Treatment of IDA – Oral Iron Therapy• GGC Medicines: Treatment of IDA - IV iron therapy <p>Other related blogs where content hasn't changed</p> <ul style="list-style-type: none">• Diagnosis of IDA - Iron Studies Dec 20• Ferric carboxymaltose (Ferinject®) and risk of hypophosphataemia <hr/> <p>Medicines Update blogs are correct at the time of publication. Click here for further information on Medicines Update.</p> <p>If you would like to contribute to Medicines Update, please click here for a guide to blog writing and checklist.</p> <p>If you find these blogs useful, share them with your colleagues.</p> <p>All our blogs can be found on http://www.ggcmedicines.org.uk and anyone can join our mailing list by contacting us at Medicines.Update@ggc.scot.nhs.uk</p> <p>We're also on social media, follow us on:</p> <p>Twitter @NHSGGCMeds</p> <p>Pharmacy Services Communications 12/12/2022</p>

REMINDER	Unlicensed/ 'Specials' Requests – Key Messages
 Specials.doc	<p>Please find attached frequently asked questions regarding Specials..</p> <p>Elaine Paton 12/12/2022</p>


REMINDER	Interim Guidance Antibiotic Management of Group A Streptococcus
 GGC Interim guidance - Antibioit	<p>MEMORANDUM</p> <hr/> <p>To: Acute Care Clinicians, GP practices, Community Pharmacies</p> <p>From: NHSGGC Pharmacy Services</p> <p>Date: 7th December 2022</p> <hr/> <p><u>Background</u></p> <p>There is an unusually high number of children with suspected or confirmed GAS infections presenting to primary, secondary and unscheduled care settings across NHS Greater Glasgow and Clyde. This has placed pressure on the medication supply chain across the UK which is being proactively managed by a national and government agencies. However, there are shortages being noted across NHSGGC at this time.</p> <p><u>Interim Local Guidance</u></p> <p>The attached interim guidance has been produced to inform local clinicians and dispensing pharmacists on how to proactively deal with the issue. It will be updated when national advice becomes available. The guidance has been developed by the NHSGGC Paediatric Antimicrobial Management Team and Pharmacy Services informed by knowledge of local and national epidemiology and resistance patterns. It has been approved by the Deputy Medical Directors.</p> <p>General principles:</p> <ul style="list-style-type: none"> · Encourage use of solid oral dosage formulations in older children · Product selection for each drug should follow the priority lists based on age/weight and dosage administered. · Switch to the most appropriate product where available. If not available, switch to an alternative product of the same drug. · Where the drug is not available, any of the drugs contained within the guidance can be substituted. Follow the priority list for formulation as shown. · **Caution in penicillin allergy – use clarithromycin/erythromycin** <p><u>Prescribing / Dispensing in Community Settings</u></p> <p>Under Part 7 of the Drug Tariff (Shortages), pharmacies are permitted to offer an alternative formulation and/or drug where the prescribed medication cannot be supplied. This can be done based on the locally approved guideline without reference to the prescriber.</p> <p>Please note: The memorandum states that pharmacies are permitted to offer an alternative formulation and/or drug where the prescribed medication cannot be supplied.</p> <p>If you require any further information or advice please contact your local pharmacy team or Medicines Information.</p> <p>Alan Harrison 08/12/2022</p>

REMINDER	Using Solid Dosage Form Antibiotics in Children
	You will have seen from information previously circulated that there is a growing concern over the availability of certain antibiotic's especially for the treatment of Strep A infections.

	<p>The guidance issued was to support Pharmacists in making their own clinical decision in the substitution to other available antibiotics.</p> <p>To further aid in this decision-making process, we are supplying further information from the Specialist Pharmacy Service on the ability to crush and dissolve solid form formulations of antibiotics - please click on the link below to gain access to this information.</p> <p>https://www.sps.nhs.uk/articles/using-solid-oral-dosage-form-antibiotics-in-children/</p> <p>Many thanks for your support in this matter</p> <p>Alan Harrison 08/12/2022</p>
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REMINDER	Supply of Medication at Point of Request
	<p>As you will be aware the CP network receives prescriptions via e-mail from numerous NHS Teams in advance of the "hard copy" prescription being sent via Royal Mail.</p> <p>We have previously communicated to the network that patients should be supplied on the basis of the e-mailed request rather than waiting for the paper copy of the prescription to reach you before supplying.</p> <p>We are aware of further impending postal strikes which may add delay to Community Pharmacies receiving prescriptions from OOH and specialist services e.g Hep C, HIV etc.</p> <p>In light of this, we are reiterating our expectation that CPs support patients by supplying medicines at the point of the request being made. The CPD Team will support with any prescriptions that fail to reach you, taking into consideration these prolonged delays.</p> <p>Thank you for your continued co-operation in this matter.</p> <p>Alan Harrison 07/12/2022</p>

REMINDER	Important Valproate Update
	<p>As per the recent GPhC Communication please be aware of your responsibilities when dispensing sodium valproate to women. Remember that boxes of Epilim now have a Contraception and Pregnancy warning card attached to the box that can be easily removed via a perforated edge. Please do not stick the dispensing label onto this warning card but either flip it up or remove it and attach the label to the box underneath. If removed, please ensure that the warning card is provided to the patient"</p> <p>Please see the full update from the GPhC below;</p> <p>Important valproate update (mailchi.mp)</p> <p>Pamela Macintyre 06/12/2022</p>

REMINDER	NES Pharmacy: Prescribing Database
 TPM database process.docx	<p>You will be familiar with our annual data collection processes for the NES prescriber database. These data are used to build the annual Prescribing Report and influences education developments and workforce planning. We appreciate this can be a significant piece of administration and thank you for your efforts in previous years. We are pleased</p>

	<p>to advise that we have developed Turas to allow prescribers to view and update their data themselves. We are communicating directly with pharmacist prescribers to announce our new process, where they are required to update their own data by the end of November. We hope this will have a positive impact on workload for your teams.</p> <p>For this to be successful we would appreciate your support and your views on encouraging prescribers to log onto TURAS and complete this activity before 16th December.</p> <p>A copy of the communication we are sending to prescribers is included below for your interest. If you have any questions please contact pharmacy@nes.scot.nhs.uk</p> <p><i>We have good news! You may be aware that NES maintain a list of prescribers in Scotland to help with education development and workforce planning. These data are traditionally maintained by Health Boards but we now have functionality for you to view and update your own data. This is possible through the Turas Training Management application. By keeping your information up to date, this will allow us to make you aware of the latest opportunities to support your further development.</i></p> <p>Please follow the attached guidance and update your record by 16th December.</p> <p><i>To see how NES uses your information, please see our data privacy statement . If you have any questions please contact pharmacy@nes.scot.nhs.uk</i></p> <p>Louise McCafferty Thomson 05/12/2022</p>
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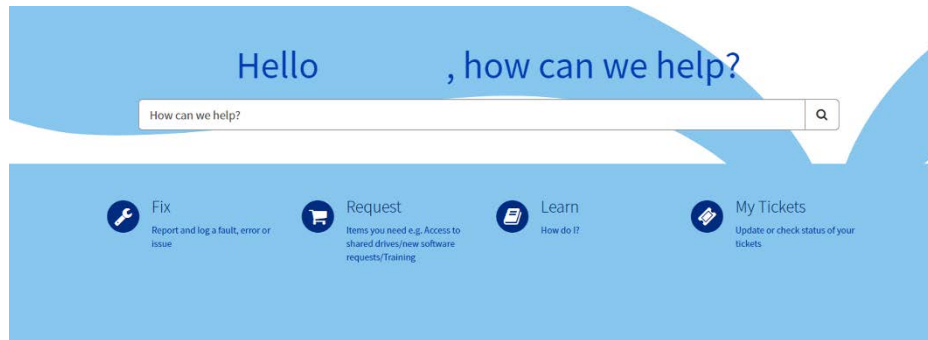
REMINDER	'Specials' Authorisations - Items removed from Scottish Drug Tariff from 1st December 2022
	<p>Please note that the following items have been removed from part 7S of the Scottish Drug Tariff from 1st December 2022.</p> <p>You will now require to seek authorisation from the health board for the following items:</p> <ul style="list-style-type: none"> • Clopidogrel 75mg/5ml Oral Suspension • Zopiclone 3.75mg/5ml Oral Suspension <p>Kathryn Chisholm Pharmacy Technician – Specialist (Central Prescribing Team) 02/12/2022</p>

REMINDER	
	<p><u>Please note our previous communication stated the roll out date for eHealth IT Support was 14th December 2022, this has now been extended to 1st January 2023</u></p> <p>From 1st January 2023 Service Now is the new way for external users to contact eHealth IT Support. Each site has had one Service Now account created with the details issued to the shared mailbox. If you do not know the login details for your site please follow the below steps to reset the password:</p> <p>Go to https://nhsscotland.service-now.com/ehealth Select forgot your password Enter your user name -THIS IS YOUR FULL SHARED MAILBOX ADDRESS Enter your username again (Personal Data Verification Email) - THIS IS YOUR FULL SHARED MAILBOX ADDRESS Select Next, follow the steps You should receive an automated email in your shared mailbox, follow the steps within the email</p>

If you have any problems with this, please contact the Service Now Administrator - ggc.servicenowaccesscs@ggc.scot.nhs.uk stating your name, contractor code/location code/payment code and contact telephone number.

Why use Service Now?

- It's quick and easy to use.
- It can be accessed from anywhere with internet access and you can log a call at a time that's convenient for you.
- Additionally, you can review any updates on your call and see details of the work/investigations being carried out.



Sharon Hastie
01/12/2022

REMINDER



Sent to CPs for checking.xls

PLEASE CHECK - PHARMACIES OPEN CHRISTMAS & NEW YEAR 2022/23

Please find attached information which will be circulated widely to GP Practices, NHS 24 and other healthcare professionals. This details all Community Pharmacies who have indicated that they will be open for the provision of services over the Festive Season.

Please check to ensure that you have not been added inadvertently and to note that any amendments to this information should be forwarded to this office by email to ggc.cpdevteam@nhs.scot (please do not amend the spreadsheet) and **must** be received in this office no later than **Friday 9th December 2022**.

Thank you for your attention to this matter.

Karen Armstrong
29/11/22

REMINDER



Naloxone and IEP Claims Update Nov 22

IMPORTANT CLAIM INFORMATION – Naloxone and / or IEP

From **1st December** (i.e. Nov 22 claim) you will be able to submit your IEP and Naloxone claims electronically via NEO. NEO has been updated to allow this function, if you experience any problems when submitting your claims please email - Adrs.PharmacyTeam@ggc.scot.nhs.uk

We will still accept your paper submission, however from April 2023 claims will only be accepted when submitted via NEO.

Please read the attached guidance for more information

Amanda Laird - ADRS Central Pharmacy Team
29/11/2022





REMINDER	F.A.O. All Pharmacies currently providing ARV/HIV Medication
	<p>The NEO module has now been live for nearly a year.</p> <p>We have undertaken a rolling audit for services provided by those community pharmacies for current patients and this continues to show that usage of the module is low.</p> <p>All pharmacies who currently have patients, and who are not recording information on NEO have been contacted individually. The Pharmacy Champions will also raise this with the pharmacies in their next round of visits (December 2022 – February 2023).</p> <p>You should note, that as previously notified from January 2023 the NEO module will be the sole generator for payments. No payments will be made for services provided during January 2023 and beyond unless these are claimed via the ARV module on NEO.</p> <p>The module is an important tool, allowing the Hospital Pharmacy Team to monitor patient compliance and react to missed doses.</p> <p>If you are currently providing service to an ARV patient, and have not started using the module, I would urge you to do so. A copy of the User Manual can be found here: NHS Community Pharmacy Website (scot.nhs.uk).</p> <p>If you have any queries regarding any aspect of the module, or are looking for guidance on how to use the module, please contact Michelle Cooper in the first instance via: ggc.cpdevteam@nhs.scot.</p> <p>Janine Glen 28/11/2022</p>

REMINDER	CEM_CMO(2022)014 COVID-19 Therapeutic Alert: Treatments for Highest Risk Non-Hospitalised Patients (Adults and Children) with COVID-19
	COVID-19 Therapeutic Alert: Treatments for Highest Risk Non-Hospitalised Patients (Adults and Children) with COVID-19 (scot.nhs.uk)

REMINDER	CEM_CMO(2022)015 COVID-19 Therapeutic Alert: Treatment of Hospital-Onset COVID-19 In Adults and Children
	COVID-19 Therapeutic Alert: Treatment of Hospital-Onset COVID-19 In Adults and Children (scot.nhs.uk)


REMINDER	CEM_CMO(2022)016 COVID-19 Therapeutic Alert: Remdesivir for Patients Hospitalised Due to COVID-19
	COVID-19 Therapeutic Alert: Remdesivir for patients hospitalised due to COVID-19 (scot.nhs.uk)


REMINDER	CEM_CMO(2022)017 COVID-19 Therapeutic Alert: Baricitinib for Patients Hospitalised Due to COVID-19 (Adults and Children Aged 2 Years and Over)
	COVID-19 Therapeutic Alert: Baricitinib for Patients Hospitalised Due to COVID-19 (Adults and Children Aged 2 Years and Over) (scot.nhs.uk)

REMINDER	COVID THERAPEUTIC ALERT 2022 18 - Interleukin-6 inhibitors (tocilizumab or sarilumab) for adult patients hospitalised due to COVID-19
 <p>CEM-CMO-2022-018 (1).pdf</p>  <p>Clinical Guide Therapies for patients</p>  <p>COVID THERAPEUTIC ALERT 2022 18 - INTE</p>  <p>Interim Clinical Commissioning Policy</p>	<p>Please see attached COVID Therapeutic Alert 18 and CMO letter, policy and clinical guide about the use of Interleukin-6 inhibitors (tocilizumab or sarilumab) for adult patients hospitalised due to COVID-19.</p>


REMINDER	Medicine Shortages
	<p>There are multiple different factors when medicine shortages occur these can include manufacturing issues, raw material issues, and distribution issues. Medicine shortages and supply issues unfortunately seem to be increasing in frequency with various factors influencing this. Quotas are being used more frequently at wholesaler level and Pharmacies are often unaware these have been set.</p> <p>There is sometimes, although not always, advice issued from the MHRA or Scottish Government or both. These are called MSN (MHRA) or MSAN's (Scottish Government) these provide information relating to the shortage and the estimated recovery date if known. There may also be a Serious Shortage Protocol (SSP) issued with specific advice for Community Pharmacy. These communications are shared locally via the Community Pharmacy Development Team newsletter.</p> <p>Where items are in short supply, out of stock or only available above tariff cost, this can be reported by the contractor via the Community Pharmacy Scotland shortage reporter (CPS Members Area shortages). This report, along with other information, is used to influence any potential tariff concessions at a national level. The Health Board cannot influence these discussions and would encourage all CPs to report issues to CPS to ensure as much information is available as possible.</p> <p>When a shortage is in effect, we would encourage pharmacies to try all wholesalers available to them; check for all strengths, pack sizes and presentations including branded prior to asking the prescriber for an alternative.</p> <p>The Health Board endeavour to take a proactive approach with shortages, or short supply medication and community pharmacy teams can report potential shortages to us via their clinical mailbox or NHS.scot account to the prescribing team inbox, prescribing@ggc.scot.nhs.uk we can then assess potential for disruption and may follow up with suppliers. We cannot do this for all shortages, however.</p> <p>Elaine Paton 28/11/22</p>


REMINDER	PCA(P) (2022) 32 - Serious Shortage Protocol: Estraderm MX 50 Microgram Patch
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 <p>PCA(P)(2022)32 - SERIOUS SHORTAGE</p>	<p>Please see attached Circular, informing of a Serious Shortage Protocol (SSP) in place for Estraderm MX® 50 microgram patch, from 15 November 2022 to 13 January 2023.</p> <p>25.11.22</p>
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<p>REMINDER</p>	<p>PCA(P) (2022) 33 - Serious Shortage Protocol: Estraderm MX 75 Microgram Patch</p>
 <p>PCA(P)(2022)33 - SERIOUS SHORTAGE</p>	<p>Please see attached Circular, informing of a Serious Shortage Protocol (SSP) in place for Estraderm MX® 75 microgram patch, from 15 November 2022 to 13 January 2023.</p> <p>25.11.22</p>

<p>REMINDER</p>	<p>NHS Circular PCA(P)(2022)34 - PHS poster campaigns update -23 November 2022</p>
	<p>https://www.sehd.scot.nhs.uk/pca/PCA2022(P)34.pdf</p>

<p>REMINDER</p>	<p>CFS General Alert (Patient related)</p>
 <p>Patient Accessing Controlled and Desira</p>	<p>Counter Fraud Services have issued the attached general alert about a patient accessing controlled and desirable medication. I would be grateful if you could cascade this to Community Pharmacies and GP practices for information.</p> <p>As the alert contains patient identifiable information the NHSGGC Caldicott Guardian has approved distribution of this alert.</p> <p>Alan Harrison 21/11/2022</p>

<p>REMINDER</p>	<p>Seasonal Influenza: Use of Antivirals 2022-23</p>
 <p>CMO - Seasonal Influenza - Use of Ai</p>	<p>Please find attached recent intelligence provided by Public Health Scotland (PHS) of increases in laboratory-confirmed influenza incidence and test swab positivity in general practices (GPs), which now suggests sustained community-level influenza transmission in Scotland. This may lead to an increase in numbers of people presenting at GPs with influenza-like illness who are likely to be infected with the influenza virus.</p> <p>As a result GP's have been advised that Tamiflu and Relenza can now be prescribed to treat influenza where clinically indicated.</p> <p>Please be aware of this within the community, in readiness for any prescription which may be presented within your pharmacies.</p> <p>Alan Harrison 22/11/2022</p>




<p>REMINDER</p>	<p>Community Pharmacy Discharge Project</p>
 <p>Discharge Project Flash Report Nov 20</p>	<p>Please find attached the Discharge Project Flash Report for November 2022.</p> <p>Pamela Macintyre 21/11/2022</p>




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

In this edition –







- **ANTIBIOTIC SUPPLY UPDATE SERIOUS SHORTAGE PROTOCOLS ISSUES – 20/12/22**
- **Strep A - Social Media Toolkit from Public Health Scotland**
- **DRUG ALERT - MHRA No. EL (22)A/52- Class 4 Medicines Defect Information: Galderma (U.K.) Limited, Epiduo 0.1% / 2.5% gel (45 g)**
- **PHARMACY SERVICES - FESTIVE SUPPORT INFORMATION**
- **Glasgow Out of Hours (OOH) Professional to Professional Contact Details**
- **All Health Board's in Scotland – Professional to Professional Contact Numbers**
- **FLU SERVICE PARTICIPANTS ONLY - Cold Chain Audit**
- **ARV Module on NEO**
- **Early Warning System (EWS) Cascade**
- **Advance Notification of NHSGGC Webropol Survey for Customer Complaints & Whistleblowing (Patient Rights (Scotland) Act 2011).**
- **Smoking Cessation Training – Campanile Hotel, Tunnel Street, Glasgow - 11th January 2023**
- **GDPR Patient Issues – Amendment from an emailed communication sent out on 7th December 2022.**
- **CPNSS Claim Forms**
- **UPDATED INFORMATION: eHealth IT Support**
- **Nicorette Inhalators**

ACTION	ANTIBIOTIC SUPPLY UPDATE SERIOUS SHORTAGE PROTOCOLS ISSUES
 <p>PCA(P)(2022)35 - SERIOUS SHORTAGE</p>  <p>PCA(P)(2022)36 - SERIOUS SHORTAGE</p>  <p>PCA(P)(2022)37 - SERIOUS SHORTAGE</p>	<p>UPDATED GUIDANCE - SUPPLY OF ANTIBIOTICS - 20/12/2022</p> <p>You will be aware of the NHSGGC guidance that was issued last week to suggest alternative treatment if penicillin V is unavailable. The preferred order of replacement products is clearly defined in the NHSGGC Guidance. GGC Interim guidance - Antibiotics in GAS V10</p> <p>Serious Shortages Protocols (see attached PCA's) have now been issued that allows community pharmacists to substitute an alternative formulation of penicillin V or an alternative antibiotic if all formulations are unavailable. Available online at https://www.nhsbsa.nhs.uk/pharmacies-gp-practices-and-appliance-contractors/serious-shortage-protocols-ssps</p>


Attached	<p>Please ensure that the allergy status of the patient is checked in relation to any medication that is being considered.</p> <p>Prescribers have been asked to include the following phrase as part of the dosage instructions in the antibiotic prescription - “if unavailable substitute as per local Group A Strep guidance”. This will provide authorisation for the pharmacist to use their clinical judgement to provide an alternative antibiotic within NHS GGC guidance.</p> <p>The endorsement "PC" should be used on the prescription when substituting to a product in the guidance document. This will ensure that you are paid appropriately for what has been supplied and that the instruction on the prescription has been followed.</p> <ul style="list-style-type: none"> • Community Pharmacy FAQ Antibiotics in GAS • Memo Group A Strep Treatment Options update <p>Pamela Macintyre Lead Pharmacist - Community Pharmacy Development Team 20/12/2022</p>
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ACTION	Strep A - Social Media Toolkit from Public Health Scotland
 Strep A - Social Media Toolkit.pdf Attached	<p>Please find attached the Step A social media toolkit.</p> <p>Louise McCubbin - Pharmacy and Medicines Division 15/12/2022</p>


ACTION	DRUG ALERT - MHRA No. EL (22)A/52- Class 4 Medicines Defect Information: Galderma (U.K.) Limited, Epiduo 0.1% / 2.5% gel (45 g)
	Class 4 Medicines Defect Information: Galderma (U.K.) Limited, Epiduo 0.1% / 2.5% gel (45 g), EL (22)A/52 - GOV.UK (www.gov.uk)

ACTION	PHARMACY SERVICES - FESTIVE SUPPORT INFORMATION
 Newsletter 2022.docx  Newsletter 2022.pdf  ADRS FAQ V5 Dec 22 (002).pdf  Shortages guidance.pdf  2022-2023 Festive Period Compliance /  Palliative care drugs stocked per Network	<p>Attached is this year's Christmas Newsletter for the Community Pharmacy Network.</p> <p>In this year's edition:</p> <ul style="list-style-type: none"> - Message from Lead Pharmacist, Primary Care; - Palliative Care Stock information; - Discharge Guidance (see also attached Patient Leaflet); - Supplies of Controlled Drugs. <p>The following are attached as separate documents:</p> <ul style="list-style-type: none"> - ADRS Guidance; - Shortages Guidance; - Patient Information for Discharges; and - Palliative Care Stock List and Claim Form. <p>The Community Pharmacy Development Team wish to take this opportunity to wish the community pharmacy network in GGC a joyful festive season and a peaceful New Year.</p> <p>Janine Glen</p>

Attached	13/12/2022
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ACTION	Glasgow Out of Hours (OOH) Professional to Professional Contact Details
 OOH Prof to Prof CP version v2.1.pdf Attached	<p>Please find attached guidance on the use of NHSGGC's OOH's professional to professional line that has been reinstated as of 20th Dec 2022.</p> <p>20/12/2022</p>

ACTION	All Health Board's in Scotland – Professional to Professional Contact Numbers
 Direct Referral contact numbers OOH- Attached	<p>Please find attached information on the professional to professional contact details for all Health Board's in Scotland.</p> <p>20/12/2022</p>

ACTION	FLU SERVICE PARTICIPANTS ONLY - Cold Chain Audit
 Cold Chain Audit 2022.docx Attached	<p>As part of your participation in this year's Flu Programme, please complete the attached audit and return this to: ggc.cpdevteam@nhs.scot, by Tuesday 31st January 2023.</p> <p>Mani Narwan - Contracts Administrator 04/12/2022</p>

ACTION	ARV Module on NEO
	<p>As you will be aware, the Community Pharmacy Development Team (CPDT) undertake a rolling- monthly audit of the ARV module on the NEO platform, which includes measuring completion of information and submission of claims.</p> <p>The Audit continues to show that usage is relatively low in comparison to other modules on the platform i.e. OST and Disulfiram. In addition, we are experiencing a disproportionate level of information being input retrospectively (sometimes weeks after the event). Please see message from Dr Erica Peters (Consultant Physician), Infection Diseases:</p> <p><i>There has been an outbreak of HIV in Glasgow in recent years. A key part of care for those infected is HIV antiretroviral treatment (ARV). If a person infected with HIV takes their medication daily without a break or missed doses they can expect to have a normal life expectancy. It has a better prognosis now than many other common illnesses if treated. Further, if HIV is controlled by good compliance with medication then the chances of passing it on to others can be reduced significantly. Indeed there is good data showing that sexual transmission does not occur if the patient's blood is undetectable as a result of good HIV compliance, referred to as U=U.</i></p> <p><i>We have a dedicated team of doctors, nurses and pharmacists looking after the patients in GG&C infected with HIV and we work very hard to support them, particularly in times of need or crisis. Missing doses of HIV medication needs to be acted on quickly and within the same week. This can have significant health implications for the patient, cause future resistance to future medications and increase the chance of transmission to others. It can also indicate that there are other health or social issues that are behind the patient's inability to attend the community pharmacy.</i></p>

By completing NEO for ARV on the same day you are supporting the care of the individual patient in the most important of ways. This system of using community pharmacies to support the management of HIV care has been recognised as a gold standard across the world and has been shown to be a significant factor in outbreak management. As the clinical lead for the care of these individuals I would encourage you to continue to complete the ARV functions on NEO every day. And on behalf of our patients thanks so much for your efforts in supporting their care.

You should also note, that as previously notified from January 2023 the NEO module will be the sole generator for payments. No payments will be made for services provided during January 2023 and beyond unless these are claimed via the ARV module on NEO.

If you have not already done so, please access the module and begin inputting information for your patient/s with immediate effect. A copy of the User Manual can be found here: [NHS Community Pharmacy Website \(scot.nhs.uk\)](https://www.scot.nhs.uk)

The Community Pharmacy Champions have been given a list of community pharmacies who are currently supporting patients and who aren't currently using the module. They will make direct contact in the next few months to support anyone who continues to struggle. In the meantime, if you require any direct input please contact Michelle Cooper on 0141-201-6041.

Janine Glen - Contracts Manager
20/12/2022

ACTION

Early Warning System (EWS) Cascade



EWS - All HSCPs.pdf

Attached

The Board initiated the Early Warning System (EWS) Cascade on the 8th December 2022 relating to urgent information for Strep A antibiotics.

Of the 29 cascade systems, 19 were successful. This represents a 65% success rate. Please note, this is a 41% increase in the EWS which took place in October 2022. I would like to thank those contractors who contributed to successfully completing the 19 cascades.

On further scrutiny, we identified the following reasons for failure:-

- Unable to get through to the Master Station;
- Pharmacy thought this was a cascade relevant only to their pharmacy chain and didn't follow the CPDT EWS process; and
- Continued to the next pharmacy on the list after being unable to contact the initial pharmacy.

We appreciate that there are often competing priorities within the Pharmacy and that time is precious; however, the Early Warning System is specifically used in emergent situations and the transfer of information is imperative.

I have attached a further copy of each of the Board's HSCP's systems. Please identify your pharmacy within that document and print off the relevant cascade. I would like to reiterate the importance of all pharmacy staff, including locums, knowing and understanding the cascade process and what they will need to do in response to a message. It might therefore be helpful to site this document close to your main telephone.

If there is anything in this cascade process which is unclear, or you would like to discuss further, please do not hesitate to contact me on 0141 201 6041.

Michelle Cooper
20/12/2022

ACTION	Advance Notification of NHSGGC Webropol Survey for Customer Complaints & Whistleblowing (Patient Rights (Scotland) Act 2011).
	<p>This message is advance notification that the next Webropol survey will be emailed to your clinical mailbox, week commencing 26th December 2022 with a closing date of Friday 20th January 2023.</p> <p>I should remind you that the provision of this information is a contractual requirement for pharmacy contractors. You must submit this information even where you have a nil return. Contractors that have not responded by the time the survey closes will be considered in breach of their contract and the Board will need to consider appropriate action to take on an individual case by case basis.</p> <p>Michelle Cooper 20/12/2022</p>

ACTION	Smoking Cessation Training – Campanile Hotel, Tunnel Street, Glasgow - 11th January 2023
	<p>Smoking Cessation Training</p> <p>In order for a Community Pharmacy to become an accredited Quit Your Way Pharmacy it is mandatory for a one day training programme to be completed by pharmacists, locums and support staff – 9am- 3pm (approx)</p> <p>We presently have some places available for the event on the 11th January, 2023.</p> <p>The training will include key elements from the NES Smoking Cessation training pack, together with brief intervention techniques and NRT products. This session is open to all technicians, dispensers and support staff – but not exclusive. Fees will be paid to the pharmacy contractor to cover the costs of staff attending, (as pre-reg students are paid through NES, no need to claim).</p> <p>Please contact us ASAP by phone on <u>0141 201 4945</u>, by e-mail pharmacyhit@ggc.scot.nhs.uk</p> <p>Places will be allocated on a first-come basis and will be confirmed in writing.</p> <p>Lunch will be provided. Please inform us if you do not require lunch or if you have special dietary requirements.</p> <p>Parking is available at the hotel on a first come basis. Please park at the appropriate bays at the hotel and register your car details at the front desk.</p> <p>Annette Robb - Public Health Pharmacy 20/12/2022</p>

ACTION	GDPR Patient Issues – Amendment from an emailed communication sent out on 7th December 2022.
	<p>Updated information regarding individuals NHS email addresses – please see highlighted section in red below.</p> <p>We have, on a number of occasions, over the last few years advised you that GDPR protocols have been breached because of the way that pharmacies have been sending patient identifiable information into Pharmacy Services in order to obtain authorisation for a Specials request.</p> <p>In 2021, this happened 81 times and so far in 2022 it has happened 55 times. These breaches were due to information being submitted on-</p> <ol style="list-style-type: none"> 1. a personal email address e.g. gmail, hotmail etc;

	<p>2. an individual pharmacy business email address; and</p> <p>3. an image supplied as a photograph taken on an individuals personal mobile device sent through their NHS email address e.g. joe.bloggs@nhs.scot</p> <p>For clarity</p> <ul style="list-style-type: none"> • Any nhs.scot email is secure and should be used to scan or transfer patient identifiable information - these routes have end to end encryption that protects the patient information; • Company/Personal emails should not be used - email from either of these which are then forwarded using nhs.scot should not be used; • Photos should not be sent at all regardless of email used; and • Scanned images may be acceptable if they come from a proper scanner and sent via nhs.scot <p>Please ensure that all staff within the pharmacy are briefed on this important GDPR information including Relief and Locum Pharmacists.</p> <p>Alan Harrison 20/12/2022</p>
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ACTION	CPNSS Claim Forms
	<p>A quick reminder from the Community Pharmacy Development Team. Don't lose out on money that is due to you. We can only honour claims up to a maximum of 6 months, if you have any outstanding claim please send them in.</p> <p>For access to the form click on the link provided; https://www.communitypharmacy.scot.nhs.uk/media/5903/cpnss-claim-iform.pdf</p> <p>You have a new support worker Christine Lang who can be contacted on 0141 201 6050 or ggc.cpdevteam@nhs.scot, she will be more than happy to assist you with any questions or queries you may have with filling in the of claim form or if you want any assistance setting up a member of your team to administer the service for you.</p> <p>Wendy McGaugie - Advanced Prescribing Support Dietitian 06/12/2022</p>

IMPORTANT INFORMATION	UPDATED INFORMATION: eHealth IT Support
	<p><u>Please DO NOT use the email highlighted below in red to raise Requests or Incidents, this facility will be available when you get access to your Service Now account.</u></p> <p>From start of January 2023 Service Now is the new way for external users to contact eHealth IT Support. Each site has had one Service Now account created with the details issued to the shared mailbox. If you do not know the login details for your site please follow the below steps to reset the password:</p> <p>Go to https://nhsscotland.service-now.com/ehealth Select forgot your password Enter your user name -THIS IS YOUR FULL SHARED MAILBOX ADDRESS Enter your username again (Personal Data Verification Email) - THIS IS YOUR FULL SHARED MAILBOX ADDRESS Select Next, follow the steps You should receive an automated email in your shared mailbox, follow the steps within the email</p>

If you have any problems with this, please contact the Service Now Administrator - ggc.servicenowaccesscs@ggc.scot.nhs.uk stating your name, contractor code/location code/payment code and contact telephone number.

Why use Service Now?

- It's quick and easy to use.
- It can be accessed from anywhere with internet access and you can log a call at a time that's convenient for you.
- Additionally, you can review any updates on your call and see details of the work/investigations being carried out.



Sharon Hastie
20/12/2022

IMPORTANT INFORMATION	Nicorette Inhalators
	<p>There is a known issue with Nicorette Inhalators, there is intermittent availability expected over the next few months with no confirmed date of normal supply expected as yet. This supply disruption is due to an element of the product experiencing supply issues at this time.</p> <p>Alison McAuley - Senior Pharmacy Technician, Central Prescribing Team 15/12/2022</p>

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



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

New in this edition –

- **NHS Circular PCA(P)(2022) 43 - Amendments to SSPs for Phenoxyethylpenicillin Products and Reactivation of SSP for Estraderm MX 100 mcg patch plus CPO Letter for Building Resilience for the Four- day Public Holiday**
- **Message from NHS24**
- **ANTIBIOTIC SUPPLY UPDATE SERIOUS SHORTAGE PROTOCOLS ISSUES**
- **PHARMACY SERVICES - FESTIVE SUPPORT INFORMATION**
- **FLU SERVICE PARTICIPANTS ONLY - Cold Chain Audit**
- **ANTIVIRAL PROVIDING PHARMACIES ONLY: Paxlovid and Molnupiravir Expiry Date Extension**
- **Nutilus Powder**
- **Message on behalf of Steven Henderson, CEO - Wheatley Housing Group**

<p>ACTION</p>	<p>NHS Circular PCA(P)(2022) 43 - Amendments to SSPs for Phenoxyethylpenicillin Products and Reactivation of SSP for Estraderm MX 100 mcg patch plus CPO Letter for Building Resilience for the Four- day Public Holiday</p>
<p>  Pharmacy and Medicines Division.do  Primary and Community Care Dire Attached </p>	<p>Please find attached papers relating to the recently circulated Serious Shortage Protocols (SSP) for Antibiotic treatment and which also include information on Estraderm.</p> <p>There is also a letter from the Chief Pharmaceutical Officer regarding supporting NHS24 and the OOH service over the New Year Bank holiday weekend which contains information relevant to the supply of Antibiotics via SSP's.</p> <p>We would like to remind everyone that SSP protocols should be followed by ensuring that the substitution to another available antibiotic is done so when a prescription for Phenoxyethylpenicillin is presented for supply. If another antibiotic is requested other than Phenoxyethylpenicillin and the medicine is unavailable, then information should be sought from the prescriber as to what alternatives could be supplied as the prescribed medicine may in some cases not be for a Strep A condition.</p> <p>We would like to thank all Community Pharmacy teams for the huge effort they have produced over the festive period in relation to the trying times we find ourselves in.</p> <p>Alan Harrison 29/11/2022</p>

<p>ACTION</p>	<p>Message from NHS24</p>
	<p>Dear colleague</p>

Many thanks for all the hard work you've put in over the Christmas weekend and public holidays to ensure the public receive the best pharmaceutical care possible. NHS 24 and board OOH services are very grateful to you.

As we now approach the New Year weekend and public holidays, can we ask that if you are working in community pharmacy that you are definitely able to access to the ECS/Portal to support the provision of patient care, especially where people may have lost or run out of medicines. Can you also make sure that you know where in the pharmacy you can find the Prof to Prof/Direct Referral telephone number(s), and use them wherever appropriate to optimise the patient journey and experience. If for any reason you have problems trying to use your local Prof to Prof/Direct Referral number, I'd be grateful if you'd let NHS 24 know by emailing feedback to regionalpharmacyadvisors@nhs24.scot.nhs.uk. This will allow them to follow up on any issues/problems quickly should they arise.

Wishing you and your teams All the Best for 2023!

Dr John McAnaw MRPharmS
29/12/2022

ACTION

ANTIBIOTIC SUPPLY UPDATE SERIOUS SHORTAGE PROTOCOLS ISSUES

UPDATED GUIDANCE - SUPPLY OF ANTIBIOTICS - 21/12/2022


PCA(P)(2022)38 -
SERIOUS SHORTAGE

You will be aware of the NHSGGC guidance that was issued last week to suggest alternative treatment if penicillin V is unavailable. The preferred order of replacement products is clearly defined in the NHSGGC Guidance. [GGC Interim guidance - Antibiotics in GAS V10](#)


PCA(P)(2022)39-
SERIOUS SHORTAGE

Serious Shortages Protocols (see attached PCA's) have now been issued that allows community pharmacists to substitute an alternative formulation of penicillin V or an alternative antibiotic if all formulations are unavailable. Available online at <https://www.nhsbsa.nhs.uk/pharmacies-gp-practices-and-appliance-contractors/serious-shortage-protocols-ssps>


PCA(P)(2022)40-
SERIOUS SHORTAGE


Please ensure that the allergy status of the patient is checked in relation to any medication that is being considered.


PCA(P)(2022)41 -
SERIOUS SHORTAGE

Prescribers have been asked to include the following phrase as part of the dosage instructions in the antibiotic prescription - "**if unavailable substitute as per local Group A Strep guidance**". This will provide authorisation for the pharmacist to use their clinical judgement to provide an alternative antibiotic within NHSGGC guidance.


PCA(P)(2022)42-
SERIOUS SHORTAGE

The endorsement "PC" should be used on the prescription when substituting to a product in the guidance document. This will ensure that you are paid appropriately for what has been supplied and that the instruction on the prescription has been followed.









221221 Community
Pharmacy FAQ Antib

- [Community Pharmacy FAQ Antibiotics in GAS](#)
- [Memo Group A Strep Treatment Options update](#)


221221 GGC Interim
guidance - Antibioti



221221 Memo
Group A Strep Treat


Pamela Macintyre | Lead Pharmacist - Community Pharmacy Development Team
21/12/2022

ACTION	PHARMACY SERVICES - FESTIVE SUPPORT INFORMATION
 Newsletter 2022.docx  Newsletter 2022.pdf  ADRS FAQ V5 Dec 22 (002).pdf  Shortages guidance.pdf  2022-2023 Festive Period Compliance /  PCN Claim Form 2020.doc  Palliative care drugs stocked per Networl	<p>Attached is this year's Christmas Newsletter for the Community Pharmacy Network.</p> <p>In this year's edition:</p> <ul style="list-style-type: none"> - Message from Lead Pharmacist, Primary Care; - Palliative Care Stock information; - Discharge Guidance (see also attached Patient Leaflet); - Supplies of Controlled Drugs. <p>The following are attached as separate documents:</p> <ul style="list-style-type: none"> - ADRS Guidance; - Shortages Guidance; - Patient Information for Discharges; and - Palliative Care Stock List and Claim Form. <p>The Community Pharmacy Development Team wish to take this opportunity to wish the community pharmacy network in GGC a joyful festive season and a peaceful New Year.</p> <p>Janine Glen 13/12/2022</p>


ACTION	FLU SERVICE PARTICIPANTS ONLY - Cold Chain Audit
 Cold Chain Audit 2022.docx	<p>As part of your participation in this year's Flu Programme, please complete the attached audit and return this to: ggc.cpdevteam@nhs.scot, by Tuesday 31st January 2023.</p> <p>Mani Narwan - Contracts Administrator 22/12/2022</p>


ACTION	<u>ANTIVIRAL PROVIDING PHARMACIES ONLY: Paxlovid and Molnupiravir Expiry Date Extension</u>
	<p>Please note that the Department of Health and Social care and Pharmaceutical company MSD, have extended the shelf life of specified batches of Paxlovid 150mg hard capsules, and Lagevrio® (Molnupiravir) 200mg hard capsules.</p> <p>Further information regarding Paxlovid can be found here: Expiry date of Paxlovid (nirmatrelvir and ritonavir) antiviral medication extended - GOV.UK (www.gov.uk)</p> <p>Further information regarding Molnupiravir can be found here: Expiry date of Lagevrio (molnupiravir) antiviral medication extended - GOV.UK (www.gov.uk)</p> <p>Mani Narwan 22/12/22</p>

ACTION	Nutilus Powder
 <p>Nutilus Powder - AAH Stock communi</p>	<p>Please find attached notification of a shortage of supply for Nutilus Powder. This is a non-formulary product within NHSGGC and not Nutilus Clear which is the 1st line preferred product.</p> <p>We are aware approximately 16 patients are prescribed Nutilus Powder and have therefore made arrangements that a supply of Nutilus Powder will be held by the Nutricia Rep Louise Smith. If any community pharmacy requires a supply during the affected period, you can contact Louise directly on 07920478874 or louise.smith@nutricia.com and a supply will be sent next day signed delivery to you.</p> <p>If you have any questions, please contact prescribing support dietitians on 0141 201 6012 or presupdiet@ggc.scot.nhs.uk.</p> <p>Una Cuthbert Dietetic Manager Prescribing. 22/12/2022</p>

ACTION	Message on behalf of Steven Henderson, CEO - Wheatley Housing Group
 <p>WHG Letter to Scottish Health Boar</p>	<p>Please find attached a letter sent on behalf of Steven Henderson, CEO of Wheatley Housing Group, for your attention.</p> <p>Alan Harrison 22/12/2022</p>

REMINDERS AND UPDATES:

REMINDER	Glasgow Out of Hours (OOH) Professional to Professional Contact Details
 <p>OOH Prof to Prof CP version v2.1.pdf</p>	<p>Please find attached guidance on the use of NHSGGC's OOH's professional to professional line that has been reinstated as of 20th Dec 2022.</p> <p>20/12/2022</p>

REMINDER	All Health Board's in Scotland – Professional to Professional Contact Numbers
 <p>Direct Referral contact numbers OOH</p>	<p>Please find attached information on the professional to professional contact details for all Health Board's in Scotland.</p> <p>20/12/2022</p>

REMINDER	ARV Module on NEO
	<p>As you will be aware, the Community Pharmacy Development Team (CPDT) undertake a rolling- monthly audit of the ARV module on the NEO platform, which includes measuring completion of information and submission of claims.</p> <p>The Audit continues to show that usage is relatively low in comparison to other modules on the platform i.e. OST and Disulfiram. In addition, we are experiencing a disproportionate level of information being input retrospectively (sometimes weeks after the event). Please see message from Dr Erica Peters (Consultant Physician), Infection Diseases:</p>

There has been an outbreak of HIV in Glasgow in recent years. A key part of care for those infected is HIV antiretroviral treatment (ARV). If a person infected with HIV takes their medication daily without a break or missed doses they can expect to have a normal life expectancy. It has a better prognosis now than many other common illnesses if treated. Further, if HIV is controlled by good compliance with medication then the chances of passing it on to others can be reduced significantly. Indeed there is good data showing that sexual transmission does not occur if the patient's blood is undetectable as a result of good HIV compliance, referred to as U=U.

We have a dedicated team of doctors, nurses and pharmacists looking after the patients in GG&C infected with HIV and we work very hard to support them, particularly in times of need or crisis. Missing doses of HIV medication needs to be acted on quickly and within the same week. This can have significant health implications for the patient, cause future resistance to future medications and increase the chance of transmission to others. It can also indicate that there are other health or social issues that are behind the patient's inability to attend the community pharmacy.

By completing NEO for ARV on the same day you are supporting the care of the individual patient in the most important of ways. This system of using community pharmacies to support the management of HIV care has been recognised as a gold standard across the world and has been shown to be a significant factor in outbreak management. As the clinical lead for the care of these individuals I would encourage you to continue to complete the ARV functions on NEO every day. And on behalf of our patients thanks so much for your efforts in supporting their care.

You should also note, that as previously notified from January 2023 the NEO module will be the sole generator for payments. No payments will be made for services provided during January 2023 and beyond unless these are claimed via the ARV module on NEO.

If you have not already done so, please access the module and begin inputting information for your patient/s with immediate effect. A copy of the User Manual can be found here: [NHS Community Pharmacy Website \(scot.nhs.uk\)](https://www.scot.nhs.uk)

The Community Pharmacy Champions have been given a list of community pharmacies who are currently supporting patients and who aren't currently using the module. They will make direct contact in the next few months to support anyone who continues to struggle. In the meantime, if you require any direct input please contact Michelle Cooper on 0141-201-6041.

Janine Glen - Contracts Manager
20/12/2022

REMINDER

Early Warning System (EWS) Cascade



EWS - All HSCPs.pdf

The Board initiated the Early Warning System (EWS) Cascade on the 8th December 2022 relating to urgent information for Strep A antibiotics.

Of the 29 cascade systems, 19 were successful. This represents a 65% success rate. Please note, this is a 41% increase in the EWS which took place in October 2022. I would like to thank those contractors who contributed to successfully completing the 19 cascades.

On further scrutiny, we identified the following reasons for failure:-

- Unable to get through to the Master Station;
- Pharmacy thought this was a cascade relevant only to their pharmacy chain and didn't follow the CPDT EWS process; and
- Continued to the next pharmacy on the list after being unable to contact the initial pharmacy.

	<p>We appreciate that there are often competing priorities within the Pharmacy and that time is precious; however, the Early Warning System is specifically used in emergent situations and the transfer of information is imperative.</p> <p>I have attached a further copy of each of the Board's HSCP's systems. Please identify your pharmacy within that document and print off the relevant cascade. I would like to reiterate the importance of all pharmacy staff, including locums, knowing and understanding the cascade process and what they will need to do in response to a message. It might therefore be helpful to site this document close to your main telephone.</p> <p>If there is anything in this cascade process which is unclear, or you would like to discuss further, please do not hesitate to contact me on 0141 201 6041.</p> <p>Michelle Cooper 20/12/2022</p>
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REMINDER	Smoking Cessation Training – Campanile Hotel, Tunnel Street, Glasgow - 11th January 2023
	<p>Smoking Cessation Training</p> <p>In order for a Community Pharmacy to become an accredited Quit Your Way Pharmacy it is mandatory for a one day training programme to be completed by pharmacists, locums and support staff – 9am- 3pm (approx)</p> <p>We presently have some places available for the event on the 11th January, 2023.</p> <p>The training will include key elements from the NES Smoking Cessation training pack, together with brief intervention techniques and NRT products. This session is open to all technicians, dispensers and support staff – but not exclusive. Fees will be paid to the pharmacy contractor to cover the costs of staff attending, (as pre-reg students are paid through NES, no need to claim).</p> <p>Please contact us ASAP by phone on <u>0141 201 4945</u>, by e-mail pharmacyhit@ggc.scot.nhs.uk</p> <p>Places will be allocated on a first-come basis and will be confirmed in writing.</p> <p>Lunch will be provided. Please inform us if you do not require lunch or if you have special dietary requirements.</p> <p>Parking is available at the hotel on a first come basis. Please park at the appropriate bays at the hotel and register your car details at the front desk.</p> <p>Annette Robb - Public Health Pharmacy 20/12/2022</p>

REMINDER	GDPR Patient Issues – Amendment from an emailed communication sent out on 7th December 2022.
	<p>Updated information regarding individuals NHS email addresses – please see highlighted section in red below.</p> <p>We have, on a number of occasions, over the last few years advised you that GDPR protocols have been breached because of the way that pharmacies have been sending patient identifiable information into Pharmacy Services in order to obtain authorisation for a Specials request.</p> <p>In 2021, this happened 81 times and so far in 2022 it has happened 55 times. These breaches were due to information being submitted on-</p>

1. a personal email address e.g. gmail, hotmail etc;
2. an individual pharmacy business email address; and
3. an image supplied as a photograph taken on an individuals personal mobile device sent through their NHS email address e.g. joe.bloggs@nhs.scot

For clarity

- Any nhs.scot email is secure and should be used to scan or transfer patient identifiable information - these routes have end to end encryption that protects the patient information;
- Company/Personal emails should not be used - email from either of these which are then forwarded using nhs.scot should not be used;
- Photos should not be sent at all regardless of email used; and
- Scanned images may be acceptable if they come from a proper scanner and sent via nhs.scot

Please ensure that all staff within the pharmacy are briefed on this important GDPR information including Relief and Locum Pharmacists.

Alan Harrison
20/12/2022

REMINDER

UPDATED INFORMATION: eHealth IT Support

Please DO NOT use the email highlighted below in red to raise Requests or Incidents. This facility will be available when you get access to your Service Now account.

From start of January 2023 Service Now is the new way for external users to contact eHealth IT Support. Each site has had one Service Now account created with the details issued to the shared mailbox. If you do not know the login details for your site please follow the below steps to reset the password:

Go to <https://nhsscotland.service-now.com/ehealth>

Select forgot your password

Enter your user name - **THIS IS YOUR FULL SHARED MAILBOX ADDRESS**

Enter your username again (Personal Data Verification Email) - **THIS IS YOUR FULL SHARED MAILBOX ADDRESS**

Select Next, follow the steps

You should receive an automated email in your shared mailbox, follow the steps within the email

If you have any problems with this, please contact the Service Now Administrator - ggc.servicenowaccesscs@ggc.scot.nhs.uk stating your name, contractor code/location code/payment code and contact telephone number.


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- It can be accessed from anywhere with internet access and you can log a call at a time that's convenient for you.
- Additionally, you can review any updates on your call and see details of the work/investigations being carried out.



	Sharon Hastie 20/12/2022
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REMINDER	Nicorette Inhalators
	<p>There is a known issue with Nicorette Inhalators, there is intermittent availability expected over the next few months with no confirmed date of normal supply expected as yet. This supply disruption is due to an element of the product experiencing supply issues at this time.</p> <p>Alison McAuley - Senior Pharmacy Technician, Central Prescribing Team 15/12/2022</p>

REMINDER	Strep A - Social Media Toolkit from Public Health Scotland
 Strep A - Social Media Toolkit.pdf	<p>Please find attached the Step A social media toolkit.</p> <p>Louise McCubbin - Pharmacy and Medicines Division 15/12/2022</p>

REMINDER	Recruitment of Community Pharmacists for Research
	<p>Please see below for an opportunity to take part in an interview study for Aimee Ferguson, a PhD student within the Strathclyde Institute of Pharmacy and Biomedical Sciences, University of Strathclyde.</p> <p>Aimee is interested in why community pharmacists do (or do not) use video consultations with patients. This means you do not need to have experience of using video consultations to take part. If you decide to take part, you will first be asked to complete a short questionnaire which will allow the research team to ensure they are recruiting from a balanced sample of participants. You will then be contacted by Aimee to arrange a suitable date/time for an interview. The interview will take place over video (or telephone if you prefer) and will last no longer than 1 hour.</p> <p>Your participation is voluntary, and all efforts will be made to ensure you are not identifiable in the study.</p> <p>If you are interested in taking part, the link below will take you to the Participant Information Sheet, consent form, and the short questionnaire.</p> <p>https://stratheng.eu.qualtrics.com/jfe/form/SV_5yDL18oGyQRv8fc</p> <p>If you have any questions, Aimee can be contacted on: a.ferguson@strath.ac.uk 13/12/2022</p>

REMINDER	GGC Medicines Update
	<p>New blog Click on the following link to access the recently published Medicines Update blog.</p> <ul style="list-style-type: none"> • General overview of oral Proton Pump Inhibitors (PPIs) <i>this is the first in a forthcoming series of PPI blogs</i> <p>Updates</p> <ul style="list-style-type: none"> • HEPMA Update 3– November 2022 • MHRA Drug Safety Update November 2022 • Guideline News November 2022

- [Formulary Update November 2022](#)

Updated blogs

Click on the following links to access the updated Iron Deficiency Anaemia (IDA) blog series

- [Updated Guideline - Treatment of IDA](#)
- [Treatment of IDA – Oral Iron Therapy](#)
- [GGC Medicines: Treatment of IDA - IV iron therapy](#)

Other related blogs where content hasn't changed

- [Diagnosis of IDA - Iron Studies Dec 20](#)
- [Ferric carboxymaltose \(Ferinject®\) and risk of hypophosphataemia](#)

Medicines Update blogs are correct at the time of publication. Click [here](#) for further information on Medicines Update.

If you would like to contribute to Medicines Update, please click [here](#) for a guide to blog writing and checklist.

If you find these blogs useful, share them with your colleagues.

All our blogs can be found on <http://www.ggcmedicines.org.uk> and anyone can join our mailing list by contacting us at Medicines.Update@ggc.scot.nhs.uk

We're also on social media, follow us on:

Twitter [@NHSGGCMeds](#)

Pharmacy Services Communications
12/12/2022

REMINDER

Unlicensed/ 'Specials' Requests – Key Messages



Specials.doc

Please find attached frequently asked questions regarding Specials..

Elaine Paton
12/12/2022

REMINDER

Using Solid Dosage Form Antibiotics in Children

You will have seen from information previously circulated that there is a growing concern over the availability of certain antibiotic's especially for the treatment of Strep A infections. The guidance issued was to support Pharmacists in making their own clinical decision in the substitution to other available antibiotics.

To further aid in this decision-making process, we are supplying further information from the Specialist Pharmacy Service on the ability to crush and dissolve solid form formulations of antibiotics - please click on the link below to gain access to this information.

<https://www.sps.nhs.uk/articles/using-solid-oral-dosage-form-antibiotics-in-children/>


Many thanks for your support in this matter

Alan Harrison
08/12/2022

REMINDER	Supply of Medication at Point of Request
	<p>As you will be aware the CP network receives prescriptions via e-mail from numerous NHS Teams in advance of the “hard copy” prescription being sent via Royal Mail.</p> <p>We have previously communicated to the network that patients should be supplied on the basis of the e-mailed request rather than waiting for the paper copy of the prescription to reach you before supplying.</p> <p>We are aware of further impending postal strikes which may add delay to Community Pharmacies receiving prescriptions from OOH and specialist services e.g Hep C, HIV etc.</p> <p>In light of this, we are reiterating our expectation that CPs support patients by supplying medicines at the point of the request being made. The CPD Team will support with any prescriptions that fail to reach you, taking into consideration these prolonged delays.</p> <p>Thank you for your continued co-operation in this matter.</p> <p>Alan Harrison 07/12/2022</p>

REMINDER	CPNSS Claim Forms
	<p>A quick reminder from the Community Pharmacy Development Team. Don't lose out on money that is due to you. We can only honour claims up to a maximum of 6 months, if you have any outstanding claim please send them in.</p> <p>For access to the form click on the link provided; https://www.communitypharmacy.scot.nhs.uk/media/5903/cpnss-claim-iform.pdf</p> <p>You have a new support worker Christine Lang who can be contacted on 0141 201 6050 or ggc.cpdevteam@nhs.scot, she will be more than happy to assist you with any questions or queries you may have with filling in the of claim form or if you want any assistance setting up a member of your team to administer the service for you.</p> <p>Wendy McGaugie - Advanced Prescribing Support Dietitian 06/12/2022</p>

REMINDER	Important Valproate Update
	<p>As per the recent GPhC Communication please be aware of your responsibilities when dispensing sodium valporate to women. Remember that boxes of Epilim now have a Contraception and Pregnancy warning card attached to the box that can be easily removed via a perforated edge. Please do not stick the dispensing label onto this warning card but either flip it up or remove it and attach the label to the box underneath. If removed, please ensure that the warning card is provided to the patient"</p> <p>Please see the full update from the GPhC below;</p> <p>Important valproate update (mailchi.mp)</p> <p>Pamela Macintyre 06/12/2022</p>

REMINDER	NES Pharmacy: Prescribing Database
 <p>TPM database process.docx</p>	<p>You will be familiar with our annual data collection processes for the NES prescriber database. These data are used to build the annual Prescribing Report and influences education developments and workforce planning. We appreciate this can be a significant piece of administration and thank you for your efforts in previous years. We are pleased to advise that we have developed Turas to allow prescribers to view and update their data themselves. We are communicating directly with pharmacist prescribers to announce our new process, where they are required to update their own data by the end of November. We hope this will have a positive impact on workload for your teams.</p> <p>For this to be successful we would appreciate your support and your views on encouraging prescribers to log onto TURAS and complete this activity before 16th December.</p> <p>A copy of the communication we are sending to prescribers is included below for your interest. If you have any questions please contact pharmacy@nes.scot.nhs.uk</p> <p><i>We have good news! You may be aware that NES maintain a list of prescribers in Scotland to help with education development and workforce planning. These data are traditionally maintained by Health Boards but we now have functionality for you to view and update your own data. This is possible through the Turas Training Management application. By keeping your information up to date, this will allow us to make you aware of the latest opportunities to support your further development.</i></p> <p>Please follow the attached guidance and update your record by 16th December.</p> <p>To see how NES uses your information, please see our data privacy statement . If you have any questions please contact pharmacy@nes.scot.nhs.uk</p> <p>Louise McCafferty Thomson 05/12/2022</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

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