


## Community Pharmacy Communication Update



Date: Thursday 2<sup>nd</sup> March 2023




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


### REMINDERS AND UPDATES:

REMINDER	Pharmacy Opening Hours for Public Holidays 2023
 <p>Public Holidays iProforma 2023.pdf</p>	<p>The public holidays for 2023/24 have now been agreed by the NHS GGC Area Partnership Forum and CP GGC, with the exception of The Kings Coronation on 8th May 2023. We are relatively certain that the 8th May 2023 will included for contractors and will advise you when the final decision has been made. A list has previously been circulated in the Communications Update and can also be found on our website at:</p> <p><a href="https://www.communitypharmacy.scot.nhs.uk/nhs-boards/nhs-greater-glasgow-clyde/public-holidays/">https://www.communitypharmacy.scot.nhs.uk/nhs-boards/nhs-greater-glasgow-clyde/public-holidays/</a></p> <p>This will now allow the Board to develop their scheme to ensure that pharmaceutical services are available within its area at all reasonable times. As you will be aware, part of this process involves the collation, and publication of pharmaceutical services available during public holidays.</p> <p>Over the last two years we have consolidated this exercise and sought information from contractors for all public holidays up to and including the September Weekend. This exercise has worked relatively well, given that the provision of services over public holidays is relatively static with the majority of contractors having a consistent approach to opening/closing.</p> <p><b><u>Due to the relatively consistent approach the CP network has to opening on Public Holidays, we will continue to set the default position for all community pharmacies as being closed on all public holidays (up to and including September weekend). As such, you will only need to complete the attached pro-forma if you intend to OPEN on any of the holidays. Please return by 10th March 2023.</u></b></p> <p>Hopefully, this will reduce the workload for pharmacies.</p> <p><b>PLEASE DO NOT SUBMIT THE PRO-FORMA IF YOU ARE A BRANCH OF: BOOTS, LLOYDS, WELL, ROWLANDS OR ANY OTHER CHAIN THAT OPERATES A CENTRAL NOTIFICATION PROCESS (IF YOU ARE IN ANY DOUBT PLEASE CONTACT <a href="mailto:ggc.cpdevteam@nhs.scot">ggc.cpdevteam@nhs.scot</a></b></p> <p>As in previous years, we will provide a draft list for each holiday, prior to releasing the information for wider distribution. This will provide contractors with the opportunity to make any adjustments in the unlikely event of a change.</p> <p>For those pharmacies opening on any of the public holidays appearing on the pro-forma, please complete the attached interactive pdf and return to <a href="mailto:ggc.cpdevteam@nhs.scot">ggc.cpdevteam@nhs.scot</a>.</p> <p>Thank you for your co-operation in this matter.</p> <p>Janine Glen - Contracts Manager 28/02/2023</p>

<b>REMINDER</b>	<b>Pharmaceutical Waste Webpage LIVE</b>
 <p>How to use Pharm Waste Bin.pdf</p>  <p>Service Specification - Feb 23.pdf</p>	<p><b><u>In addition to our “Pharmaceutical Waste – Requesting an Ad Hoc Uplift” Communication provided on Tuesday 7<sup>th</sup> February.</u></b></p> <p>We have recently been developing the “Pharmaceutical Waste” page on our website and I can confirm this is now live.</p> <p>Please visit the page here: <a href="https://www.scot.nhs.uk">NHS Community Pharmacy Website (scot.nhs.uk)</a> for contact details to raise any pharmaceutical waste queries.</p> <p>We have also updated the attached Service Specification. Please refer to this document for any queries or information relating to uplift and disposal of patient returned medicines (pharmaceutical waste) from community pharmacies.</p> <p>Mani Narwan - Contracts Administrator 28/02/2023</p>

<b>REMINDER</b>	<b>Slo Milkshakes - Shortage</b>
	<p>At present, there is a shortage of Slo Milkshakes Level 1, 2 and 3. The only products available at present are Slo Milkshake Level 1 Chocolate and Level 3 The company hope that the Level 2 banana flavour will be back in stock next week with Level 2 strawberry returning the following week.</p> <p>In the interim please contact the patient’s managing dietitian for suitable alternatives. These contact details will be on the patient’s CPNSS paperwork if registered for this service. Alternatively, contact the prescribing support dietitians on 0141 201 6012 or <a href="mailto:presupdiet@ggc.scot.nhs.uk">presupdiet@ggc.scot.nhs.uk</a> for support.</p> <p>Una Cuthbert - Dietetic Manger Prescribing 27/02/2023</p>

<b>REMINDER</b>	<b>MEMORANDUM: HEPMA/IDL Integration</b>
 <p>Memo HEPMA Orion IDL integratio</p>	<p>Please find attached Memo</p> <p>Pamela MacIntyre 28/02/2023</p>

<b>REMINDER</b>	<b>MEMORANDUM: Group A Strep: retirement of NHSGGC guidance</b>
 <p>GAS MEMO - Retirement of NHS G</p>	<p>Please find attached Memo</p> <p>Audrey Thompson 28/02/2023</p>

<b>REMINDER</b>	<b>FOR SALE: Lec Undercounter Medical Fridge</b>
	<p>Please see below, two year old medical fridge looking for a new home.</p> <p>Excellent condition. New £1300</p>


**Selling for £400- Collection Whiteinch.**



Please contact Dr Maureen Hepburn at Shaftesbury Medical Practice on 07588078278 if interested.

Dr Maureen Hepburn  
28/02/2023

<b>REMINDER</b>	<b>Important Reminder – Update to Pharmacy Claims Submission Process - Naloxone and/or IEP Service Provision</b>
	<p>From 1st December (i.e. Nov 22 claim) IEP and Naloxone claims have been able to be submitted electronically via NEO in a similar way as to OST and Disulfiram. We are still accepting paper submissions / scanned NEO reports for payment, however <b>from April 2023, claims will ONLY be accepted when submitted via NEO using the updated process.</b> Please read the attached guidance for more information.</p> <p>If you experience any problems when submitting your claims please email - <a href="mailto:Adrs.PharmacyTeam@ggc.scot.nhs.uk">Adrs.PharmacyTeam@ggc.scot.nhs.uk</a></p> <p>Amanda Laird - Senior Advanced Pharmacist / Alcohol and Drug Recovery Services 27/02/2023</p>

<b>REMINDER</b>	<b>MEMORANDUM: Submission of Private Prescriptions for Controlled Drugs to NSS</b>
 PPCD Memo Feb 2023.pdf	<p>Please find attached memo.</p> <p>Mantej Chahal - Lead Pharmacist - Controlled Drug Governance 27/02/2023</p>

<b>REMINDER</b>	<b>Unlawful Activity Reported - Cold Calling Vulnerable/Elderly - Nomad Delivery Charges</b>
	<p>We have just received a report from one of our community pharmacy colleagues in Fife advising that one of their patients, (89 Yr old male on an MCA/Nomad™) was contacted today by someone claiming to be from his community pharmacy.</p>

	<p>The person said the purpose of the call was because the pharmacy would now have to charge for his deliveries. The person making the call was polite and very believable and was requesting bank details from the patient for ease of future payment.</p> <p>Luckily the patient's daughter was present, she hung up and called the pharmacy to check. The pharmacy confirmed it was a fraudulent call.</p> <p>The patient and the pharmacy have individually reported this incident to Crimestoppers. We would recommend that any GGC pharmacy experiencing a similar situation, should also make a report to Crimestoppers so that the situation can be monitored.</p> <p>Alan Harrison 21/02/2023</p>
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REMINDER	Timely Dispensing of Palliative Care Prescriptions
	<p>Unfortunately, within NHS GGC we continue to receive reports of family members having to travel between several community pharmacies to get prescriptions dispensed. This is especially upsetting in the context of end-of-life care when any time spent away from their family member will be critical.</p> <p>The first community pharmacy approached should always attempt to fill the prescription rather than just sending carers on their way. This is exactly the reason why the Community Pharmacy Palliative Care Network was established in 1999 and now extends to 69 pharmacies spread across the Health Board.</p> <p>If you are a non-network pharmacy, please ensure that you are aware of where your nearest network pharmacies are located and use them to access stock (especially injectable medicines) if you aren't able to provide them yourself within the needed timeframe.</p> <p>If transport is an issue, then network pharmacies and specialist palliative care pharmacists can access Eagle Couriers to help with this.</p> <p>Leaflets on the network have been previously distributed to all community pharmacies, but if you would like another copy please contact: Elayne Harris (Macmillan Lead Pharmacist) 07876 478140; <a href="mailto:elayne.harris@ggc.scot.nhs.uk">elayne.harris@ggc.scot.nhs.uk</a></p> <p>Elayne, Susan or Carolyn can also be contacted if you have any questions or queries about your palliative care prescriptions.</p> <p>Susan Addie (Specialist Palliative Care Pharmacist) 07880 786659; <a href="mailto:susan.addie@ggc.scot.nhs.uk">susan.addie@ggc.scot.nhs.uk</a> Carolyn Mackay (Specialist Palliative Care Pharmacist) 07775 012560; <a href="mailto:carolyn.mackay@ggc.scot.nhs.uk">carolyn.mackay@ggc.scot.nhs.uk</a></p> <p>Elayne Harris – Macmillan Lead Pharmacist 21/02/2023</p>

REMINDER	Glasgow Recovery Communities
	<p>A number of weekly recovery cafes and groups take place across Glasgow City, allowing individuals the opportunity to access a number of different activities and support.</p> <p>Please consider displaying the attached poster(s) of the events in your area.</p>



NERC - Weekly  
Program February C



Weekly Drop  
Ins.pdf



SCRN Weekly  
Planner - February 2

Amanda Laird - ADRS Central Pharmacy Team  
21/02/2023

### **Communication Update Index link**

[INDEX - Community Pharmacy Communications Updates](#)

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## Community Pharmacy Communication Update


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In this edition –

- **UPDATE: Pharmacy Opening Hours for Public Holidays 2023**
- **Controlled Drugs - Resources and Information**
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- **Shortages**
- **Disulfiram Shortage**
- **Opiate Substitution Therapy and Disulfiram Services**
- **Approved List V21 - from 1 March 2023**
- **Nutilus Powder**
- **SLo Milkshakes**

<p><b>URGENT ACTION</b></p>	<p><b>UPDATE: Pharmacy Opening Hours for Public Holidays 2023</b></p>
<p> Public Holidays iProforma 2023.pdf Attached</p>	<p><b><u><i>We can now confirm The Kings Coronation on 8th May 2023 will be a public holiday for contractors.</i></u></b></p> <p>The public holidays for 2023/24 have now been agreed by the NHS GGC Area Partnership Forum and CP GGC.</p> <p>A list has previously been circulated in the Communications Update and can also be found on our website at: <a href="https://www.communitypharmacy.scot.nhs.uk/nhs-boards/nhs-greater-glasgow-clyde/public-holidays/">https://www.communitypharmacy.scot.nhs.uk/nhs-boards/nhs-greater-glasgow-clyde/public-holidays/</a></p> <p>This will now allow the Board to develop their scheme to ensure that pharmaceutical services are available within its area at all reasonable times. As you will be aware, part of this process involves the collation, and publication of pharmaceutical services available during public holidays.</p> <p>Over the last two years we have consolidated this exercise and sought information from contractors for all public holidays up to and including the September Weekend. This exercise has worked relatively well, given that the provision of services over public holidays is relatively static with the majority of contractors having a consistent approach to opening/closing.</p> <p><b><u><i>Due to the relatively consistent approach the CP network has to opening on Public Holidays, we will continue to set the default position for all community pharmacies as being closed on all public holidays (up to and including September weekend). As such, you will only need to complete the attached pro-forma if you intend to OPEN on any of the holidays. Please return by 10th March 2023.</i></u></b></p> <p>Hopefully, this will reduce the workload for pharmacies.</p> <p><b>PLEASE DO NOT SUBMIT THE PRO-FORMA IF YOU ARE A BRANCH OF: BOOTS, LLOYDS, WELL, ROWLANDS OR ANY OTHER CHAIN THAT OPERATES A CENTRAL NOTIFICATION PROCESS (IF YOU ARE IN ANY DOUBT PLEASE CONTACT <a href="mailto:ggc.cpdevteam@nhs.scot">ggc.cpdevteam@nhs.scot</a></b></p>

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

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

Thank you for your co-operation in this matter.

Janine Glen - Contracts Manager  
28/02/2023

## ACTION

### Controlled Drugs - Resources and Information

The CDAO Network information that previously sat on the Knowledge Network has now been moved to the Knowledge Hub (Khub).

This is free to join and application for a login can be accessed on the link below. Once in, you will see a box in the top right hand corner inviting you to sign up which leads to a short application process. Please note, it may take a couple of days for access to be enabled.

When you have your log in, go to the home page and search for Controlled Drugs. This will lead you to the relevant page: <https://khub.net/>

Mantej Chahal - Lead Pharmacist - Controlled Drug Governance, Prisons & Police Custody  
07/02/2023

## ACTION

### Reporting Controlled Drug Incidents



Reporting Incidents, Near Miss



Memo for CPs re new CD Incident Rej

Attached

All healthcare professionals have a statutory duty to report any incidents, errors or concerns, however minor, regarding the management of Controlled Drugs (CDs) to the NHS Board Controlled Drugs Accountable Officer (CDAO).

An electronic Controlled Drug Incident Reporting Form is now live and should be used to report any CD concerns/incidents from **1st March 2023**. The form can be accessed via this link <https://forms.office.com/r/4TWawRnRn6>

There is an option to print/save the form at the end and please ensure that you retain a copy for your records.

The CD Governance Team will accept reports on the old Word version of the form until the end of April, after which we would ask community pharmacy colleagues to use the electronic form only.

Below is an overview of the information we ask for on the form:

- The full name, address and contractor code of the pharmacy; including contact details of the relevant person to contact should more information be required;
- The type of incident - this provides trend information;
- The drug(s) and formulation involved - allows us to identify if a problem is occurring with a particular drug/ brand/ formulation;
- A summary of the event, stating clearly what happened, why it happened and who was involved. If patient safety was at risk then details should also be included;

	<ul style="list-style-type: none"> <li>· Details of the immediate actions taken to resolve the situation;</li> <li>· Details of the actions that will be taken to prevent this from happening again; and</li> <li>· The learning acquired from investigation of the incident within the pharmacy.</li> </ul> <p>Further information on reporting incidents and concerns relating to CDs can be found in the attached Guide. If you have any questions about completing the new form or around controlled drugs in general, please e-mail <a href="mailto:cdgovernance@ggc.scot.nhs.uk">cdgovernance@ggc.scot.nhs.uk</a> or telephone 0141 201 6033</p> <p>Mantej Chahal - Lead Pharmacist - Controlled Drug Governance, Prisons &amp; Police Custody 07/03/2023</p>
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<b>ACTION</b>	<b>Public Health Posters</b>
	<p>Scottish Government have advised that the antimicrobial resistance public health poster, planned for this month, is not going ahead. Pharmacies should continue to display their existing poster (which should be women's heart health) until further notice.</p> <p>Alan Harrison 07/02/2023</p>

<b>ACTION</b>	<b>Adverse Weather Warning</b>
	<p>As you may have seen from the news, and recent weather reports, it is likely that there will be a cold snap towards the end of the week, with temperatures dropping well below freezing and predicted snow showers from Thursday onwards. We would ask that community pharmacies ensure their Business Continuity Plans are up to date and all relevant information contained within them is accurate.</p> <p>Alan Harrison 07/03/2023</p>

<b>IMPORTANT INFORMATION</b>	<b>Shortages</b>
	<p>We would like to thank you for your ongoing efforts to source medicines in what are unprecedented times for shortages. Not only is there an increasing number of lines unavailable, we are fully aware that in some instances the costs of products have increased significantly (in some cases up to 6 or 7 times their previous prices).</p> <p>You will all hopefully have seen the recent circular, which has increased the tariff costs of a number of medicines, to help support these increases. These increases have been actioned and put in place from the end of February.</p> <p>We would like to remind everyone that, in all instances where medicines cannot be obtained at tariff costs, you should be recording this through the CPS shortages website at the link below, and, wherever possible supply the medicines to ensure continuity of care of the patient.</p> <p><a href="#">CPS Members Area   Shortages</a></p> <p>There is also the CPS shortages guidance which was produced a couple of years ago, and should be used as a tool to help teams negotiate their way when medicines are unavailable.</p>



[Copy of Medicines Shortages Guidance \(squarespace.com\)](https://www.squarespace.com)

If medicines are totally unavailable, then to support decisions being made around continuity of care, it would be extremely helpful to all involved, if available alternatives are highlighted to GP practices when trying to obtain a new prescription.

Thanks once again for all the work you are doing to maintain continuity of care for the patients within NHS GGC.

Alan Harrison

07/03/2023

**IMPORTANT INFORMATION**

**Disulfiram Shortage**



Disulfiram Shortage  
Community Pharmac

Attached

Following on from the email sent on the 23<sup>rd</sup> of February 2023, relating to the ongoing Disulfiram Shortage, please find attached updated GGC Community Pharmacy Guidance.

In summary:

**Licensed Stock**

- Teva, Brown & Burk, Disulfiram 200mg product potentially available the middle of March.

**Unlicensed Stock**

- Clinigen, no longer have stock of the Disulfiram 250mg product.
- Ethigen expect stock of Disulfiram 200mg tablets on the 12<sup>th</sup> of March 2023.
- Target Healthcare currently have stock of Disulfiram 200mg Capsules (NB. Capsule Formulation & 3 month expiry).

Mary Clare Madden - Lead Pharmacist

07/03/2023

**IMPORTANT INFORMATION**

**Opiate Substitution Therapy and Disulfiram Services**

The Service Level Agreements for the two services mentioned above expire at the end of March 2023.

Pharmacy Services continues to work with the ADRS Pharmacy Team and CP GGC to develop a consolidated SLA encompassing all Harm Reduction Services. It is hoped that this will be finalised by the end of financial year 2023/2024. As such it has been agreed to extend the current Agreements for a further period of 1 year (pending completion of the comprehensive review).

There is no need for you to re-sign your commitment to provide these services, as nothing has changed from the original Agreements.

The Agreements have been updated to reflect the extended expiry date. Copies can be found at the following links:

[OST](#)

[Disulfiram](#)

07/03/2023

<b>IMPORTANT INFORMATION</b>	<b>Approved List V21 - from 1 March 2023</b>
 Approved List V21 - from 1 March 2023.doc	<p>For information, the attached updated version of the Approved List will be published on the SHOW website tomorrow, replacing the existing version at <a href="https://www.publications.scot.nhs.uk/details.asp?PublicationID=7020">https://www.publications.scot.nhs.uk/details.asp?PublicationID=7020</a></p> <p>The only change this month is to add a product to NHS Tayside's emollients list.</p> <p>Elaine Muirhead - Policy Development Manager 07/03/2023</p>

<b>IMPORTANT INFORMATION</b>	<b>Nutilus Powder</b>
	<p>Please find attached information from Nutricia on the discontinuation of Nutilus Powder. This product is non formulary in NHSGGC.</p> <p>This product is prescribed for a small number of patients and relevant health professionals have been working with these individuals to find suitable alternatives. If you have any patient presenting with a prescription for this product.</p> <p>Please contact the prescribing support dietitians on 0141 201 6012/ <a href="mailto:presupdiet@ggc.scot.nhs.uk">presupdiet@ggc.scot.nhs.uk</a> so that we can support the patient to move to an appropriate alternative when supplies of this product cease in March 23.</p> <p>Una Cuthbert - Dietetic Manager Prescribing 07/03/2023</p>

<b>UPDATE</b>	<b>SLo Milkshakes</b>
	<p><b>Further update on shortage of SLo Milkshakes.</b></p> <p>Slo Milkshakes, Banana level 1 and 2, will be replenished at the wholesalers by the week beginning Monday 6<sup>th</sup> March. Chocolate level 1 &amp; 2, will be replenished week commencing 13th March and Strawberry level 1 &amp; 2, will be available in approx 3 weeks.</p> <p>If any community pharmacies are struggling with supply, they should contact the company direct on 03452222 205 and they may be able to support with some direct supply. This will not incur any postage charges. If an alternative product is required for an individual patient please contact the patients' managing Dietitian, contact details can be found on the CPNSS ONS request form.</p> <p>Una Cuthbert - Dietetic Manger Prescribing 07/03/2023</p>

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REMINDER	Reporting Controlled Drug Incidents
 <p>Reporting Incidents, Near Miss</p>  <p>Memo for CPs re new CD Incident Re</p>	<p>All healthcare professionals have a statutory duty to report any incidents, errors or concerns, however minor, regarding the management of Controlled Drugs (CDs) to the NHS Board Controlled Drugs Accountable Officer (CDAO).</p> <p>An electronic Controlled Drug Incident Reporting Form is now live and should be used to report any CD concerns/incidents from <b>1st March 2023</b>. The form can be accessed via this link <a href="https://forms.office.com/r/4TWawRnRn6">https://forms.office.com/r/4TWawRnRn6</a></p> <p>There is an option to print/save the form at the end and please ensure that you retain a copy for your records.</p> <p>The CD Governance Team will accept reports on the old Word version of the form until the end of April, after which we would ask community pharmacy colleagues to use the electronic form only.</p> <p>Below is an overview of the information we ask for on the form:</p> <ul style="list-style-type: none"> <li>· The full name, address and contractor code of the pharmacy; including contact details of the relevant person to contact should more information be required;</li> <li>· The type of incident - this provides trend information;</li> <li>· The drug(s) and formulation involved - allows us to identify if a problem is occurring with a particular drug/ brand/ formulation;</li> <li>· A summary of the event, stating clearly what happened, why it happened and who was involved. If patient safety was at risk then details should also be included;</li> <li>· Details of the immediate actions taken to resolve the situation;</li> <li>· Details of the actions that will be taken to prevent this from happening again; and</li> <li>· The learning acquired from investigation of the incident within the pharmacy.</li> </ul> <p>Further information on reporting incidents and concerns relating to CDs can be found in the attached Guide. If you have any questions about completing the new form or around controlled drugs in general, please e-mail <a href="mailto:cdgovernance@ggc.scot.nhs.uk">cdgovernance@ggc.scot.nhs.uk</a> or telephone 0141 201 6033</p> <p>Mantej Chahal - Lead Pharmacist - Controlled Drug Governance, Prisons &amp; Police Custody</p>

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Alan Harrison  
07/03/2023

**REMINDER**

**Shortages**

We would like to thank you for your ongoing efforts to source medicines in what are unprecedented times for shortages. Not only is there an increasing number of lines unavailable, we are fully aware that in some instances the costs of products have increased significantly (in some cases up to 6 or 7 times their previous prices).

You will all hopefully have seen the recent circular, which has increased the tariff costs of a number of medicines, to help support these increases. These increases have been actioned and put in place from the end of February.

We would like to remind everyone that, in all instances where medicines cannot be obtained at tariff costs, you should be recording this through the CPS shortages website at the link below, and, wherever possible supply the medicines to ensure continuity of care of the patient.

[CPS Members Area | Shortages](#)

There is also the CPS shortages guidance which was produced a couple of years ago, and should be used as a tool to help teams negotiate their way when medicines are unavailable.

[Copy of Medicines Shortages Guidance \(squarespace.com\)](#)


If medicines are totally unavailable, then to support decisions being made around continuity of care, it would be extremely helpful to all involved, if available alternatives are highlighted to GP practices when trying to obtain a new prescription.

Thanks once again for all the work you are doing to maintain continuity of care for the patients within NHS GGC.

Alan Harrison  
07/03/2023



<b>REMINDER</b>	<b>Disulfiram Shortage</b>
 <p>Disulfiram Shortage Community Pharmac</p>	<p>Following on from the email sent on the 23<sup>rd</sup> of February 2023, relating to the ongoing Disulfiram Shortage, please find attached updated GGC Community Pharmacy Guidance.</p> <p>In summary:</p> <p><b><u>Licensed Stock</u></b></p> <ul style="list-style-type: none"> <li>· Teva, Brown &amp; Burk, Disulfiram 200mg product potentially available the middle of March.</li> </ul> <p><b><u>Unlicensed Stock</u></b></p> <ul style="list-style-type: none"> <li>· Clinigen, no longer have stock of the Disulfiram 250mg product.</li> <li>· Ethigen expect stock of Disulfiram 200mg tablets on the 12<sup>th</sup> of March 2023.</li> <li>· Target Healthcare currently have stock of Disulfiram 200mg Capsules (NB. Capsule Formulation &amp; 3 month expiry).</li> </ul> <p>Mary Clare Madden - Lead Pharmacist 07/03/2023</p>

<b>REMINDER</b>	<b>Opiate Substitution Therapy and Disulfarim Services</b>
	<p>The Service Level Agreements for the two services mentioned above expire at the end of March 2023.</p> <p>Pharmacy Services continues to work with the ADRS Pharmacy Team and CP GGC to develop a consolidated SLA encompassing all Harm Reduction Services. It is hoped that this will be finalised by the end of financial year 2023/2024. As such it has been agreed to extend the current Agreements for a further period of 1 year (pending completion of the comprehensive review).</p> <p>There is no need for you to re-sign your commitment to provide these services, as nothing has changed from the original Agreements.</p> <p>The Agreements have been updated to reflect the extended expiry date. Copies can be found at the following links:</p> <p><a href="#">OST</a></p> <p><a href="#">Disulfarim</a></p> <p>07/03/2023</p>

<b>REMINDER</b>	<b>Approved List V21 - from 1 March 2023</b>
 <p>Approved List V21 - from 1 March 2023.doc</p>	<p>For information, the attached updated version of the Approved List will be published on the SHOW website tomorrow, replacing the existing version at <a href="https://www.publications.scot.nhs.uk/details.asp?PublicationID=7020">https://www.publications.scot.nhs.uk/details.asp?PublicationID=7020</a></p> <p>The only change this month is to add a product to NHS Tayside's emollients list.</p> <p>Elaine Muirhead - Policy Development Manager 07/03/2023</p>

<b>REMINDER</b>	<b>Nutilus Powder</b>
	<p>Please find attached information from Nutricia on the discontinuation of Nutilus Powder. This product is non formulary in NHSGGC.</p> <p>This product is prescribed for a small number of patients and relevant health professionals have been working with these individuals to find suitable alternatives. If you have any patient presenting with a prescription for this product.</p> <p>Please contact the prescribing support dietitians on 0141 201 6012/ <a href="mailto:presupdiet@ggc.scot.nhs.uk">presupdiet@ggc.scot.nhs.uk</a> so that we can support the patient to move to an appropriate alternative when supplies of this product cease in March 23.</p> <p>Una Cuthbert - Dietetic Manager Prescribing 07/03/2023</p>

<b>REMINDER</b>	<b>SLo Milkshakes</b>
	<p><b>Further update on shortage of SLo Milkshakes.</b></p> <p>SLo Milkshakes, Banana level 1 and 2, will be replenished at the wholesalers by week beginning Monday 6<sup>th</sup> March. Chocolate level 1 &amp; 2, will be replenished week commencing 13<sup>th</sup> March and Strawberry level 1 &amp; 2, will be available in approx 3 weeks.</p> <p>If any community pharmacies are struggling with supply, they should contact the company direct on 03452222 205 who may be able to support with a direct supply. This will not incur any postage charges.</p> <p>If an alternative product is required for an individual patient please contact the patients' managing Dietitian. Contact details can be found on the CPNSS ONS request form.</p> <p>Una Cuthbert - Dietetic Manger Prescribing 07/03/2023</p>

<b>REMINDER</b>	<b>Pharmaceutical Waste Webpage LIVE</b>
 How to use Pharm Waste Bin.pdf   Service Specification - Feb 23.pdf	<p><b><u>In addition to our “Pharmaceutical Waste – Requesting an Ad Hoc Uplift” Communication provided on Tuesday 7<sup>th</sup> February.</u></b></p> <p>We have recently been developing the “Pharmaceutical Waste” page on our website and I can confirm this is now live.</p> <p>Please visit the page here: <a href="https://www.scot.nhs.uk">NHS Community Pharmacy Website (scot.nhs.uk)</a> for contact details to raise any pharmaceutical waste queries.</p> <p>We have also updated the attached Service Specification. Please refer to this document for any queries or information relating to uplift and disposal of patient returned medicines (pharmaceutical waste) from community pharmacies.</p> <p>Mani Narwan - Contracts Administrator 28/02/2023</p>

<b>REMINDER</b>	<b>MEMORANDUM: HEPMA/IDL Integration</b>
	Please find attached Memo



Memo HEPMA  
Orion IDL integratio

Pamela MacIntyre  
28/02/2023

**REMINDER**

**MEMORANDUM: Group A Strep: retirement of NHSGGC guidance**



GAS MEMO -  
Retiement of NHS G

Please find attached Memo

Audrey Thompson  
28/02/2023

**REMINDER**

**FOR SALE: Lec Undercounter Medical Fridge**

Please see below, two year old medical fridge looking for a new home.

Excellent condition. New £1300

**Selling for £400- Collection Whiteinch.**



Please contact Dr Maureen Hepburn at Shaftesbury Medical Practice on 07588078278 if interested.

Dr Maureen Hepburn  
28/02/2023

**REMINDER**

**Important Reminder – Update to Pharmacy Claims Submission Process - Naloxone and/or IEP Service Provision**

From 1st December (i.e. Nov 22 claim) IEP and Naloxone claims have been able to be submitted electronically via NEO in a similar way as to OST and Disulfiram. We are still accepting paper submissions / scanned NEO reports for payment, however **from April 2023, claims will ONLY be accepted when submitted via NEO using the updated process.** Please read the attached guidance for more information.

If you experience any problems when submitting your claims please email - [Adrs.PharmacyTeam@ggc.scot.nhs.uk](mailto:Adrs.PharmacyTeam@ggc.scot.nhs.uk)

Amanda Laird - Senior Advanced Pharmacist / Alcohol and Drug Recovery Services



27/02/2023

**REMINDER**

**MEMORANDUM: Submission of Private Prescriptions for Controlled Drugs to NSS**



PPCD Memo Feb  
2023.pdf

Please find attached memo.

Mantej Chahal - Lead Pharmacist - Controlled Drug Governance  
27/02/2023

**Communication Update Index link**

[INDEX - Community Pharmacy Communications Updates](#)

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

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



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


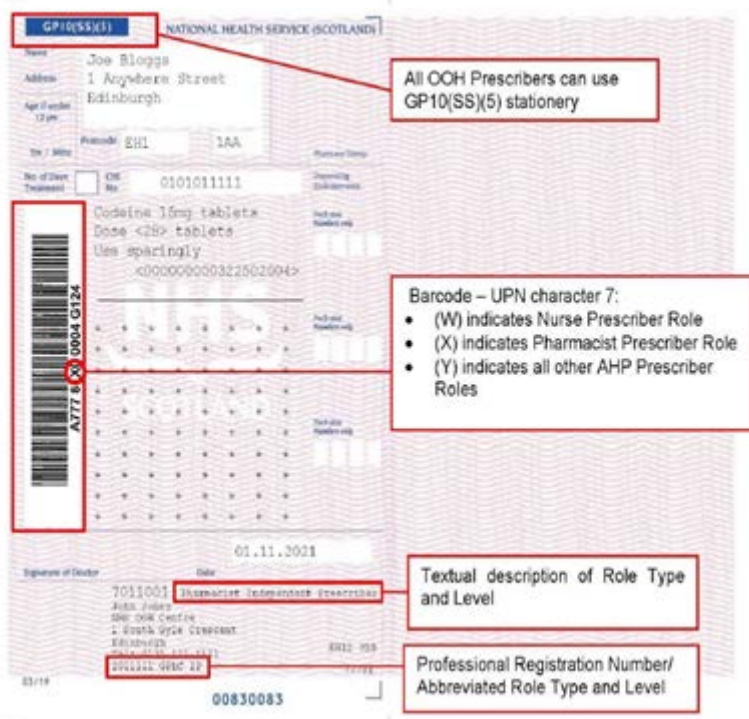
In this edition –

- **FLU SERVICE 22/23 PARTICIPATING PHARMACIES ONLY: End Date for Flu Vaccination programme for 2022/23**
- **PCA (P)(2023) 09 - Extension To Serious Shortage Protocols (SSPs) For Phenoxymethylpenicillin Products And Sandrena® Gel Sachets**
- **PCA (P)(2023) 10 - Serious Shortage Protocol: Paracetamol Suppositories 120mg**
- **OOH Prescriptions**
- **FOR ACTION: Time Limited Offer for Support to Purchase Class III Medical Scales**
- **Codeine Linctus and Promethazine (Phenergan)**
- **Important News! CPNSS Monitoring does includes Care Home Patients**
- **Service Now**
- **LOCUM ACCESS TO CLINICAL MAILBOXES/CLINICAL PORTAL**
- **The Dexcom One Transmitter will move onto the Drug Tariff as of the 1st March**
- **Early Warning System Process**



ACTION	<b>FLU SERVICE 22/23 PARTICIPATING PHARMACIES ONLY: End Date for Flu Vaccination Programme for 2022/23</b>
	<p>I would like to take this opportunity to thank you for the part you have played in the Flu Vaccination Programme for 2022/23.</p> <p>3300 vaccinations have been completed throughout the CP network over the 6-month period that the service has been in place. We had 120 pharmacies actively take part covering all parts of NHS GGC.</p> <p>The current programme will cease on <b>Friday 31<sup>st</sup> March</b>, with no access to flu vaccines for patients available thereafter. With this in mind I would like to ask that all residual stock of vaccines after this date are placed within your normal patient returned medicine waste bins for destruction.</p> <p>Our team is currently liaising with our waste contractors to arrange the uplift of the clinical sharps bins that were provided for depositing administered vaccines. Further information will be sent out in due course.</p> <p>There will now be a review period for the whole vaccination program with a view to deciding what 2023/24 will look like.</p> <p>We are looking to determine the number of unused vaccines within the community as part of our review period. If you could please complete the Electronic Form: <a href="https://forms.office.com/e/wJzPujReeu">https://forms.office.com/e/wJzPujReeu</a> this will allow us to forecast for the 2023/24 program.</p> <p>Once again, a huge thanks for your input this flu season.</p> <p>Alan Harrison 13/03/2023</p>

<b>ACTION</b>	<b>PCA (P)(2023) 09 - Extension To Serious Shortage Protocols (SSPs) For Phenoxymethylpenicillin Products And Sandrena® Gel Sachets</b>
	<a href="https://www.sehd.scot.nhs.uk/pca/PCA2023(P)09.pdf">https://www.sehd.scot.nhs.uk/pca/PCA2023(P)09.pdf</a> 10/03/2023

<b>ACTION</b>	<b>PCA (P)(2023) 10 - Serious Shortage Protocol: Paracetamol Suppositories 120mg</b>
	<a href="https://www.sehd.scot.nhs.uk/pca/PCA2023(P)10.pdf">https://www.sehd.scot.nhs.uk/pca/PCA2023(P)10.pdf</a> 10/03/2023

<b>ACTION</b>	<b>OOH Prescriptions</b>
 Circular PCA(M)(2021)13 and Attached	<p>As part of the introduction of the Electronic Transfer of Prescriptions from Out of Hours Centres (see PCA(M)(2021)13 - attached) a change was made to the prescription stationary that was to be used.</p> <p>As a result, <u>ALL</u> prescribers working in Out of Hours Centres - regardless of their professional designation - should use the GP10(SS)5 form (see below for image).</p> <p>Therefore, a replacement prescription is <u>not</u> required if you receive a prescription signed by a NMP e.g. a Nurse.</p> <div style="text-align: center;">  </div> <p>The image shows a GP10(SS)5 form with several annotations:</p> <ul style="list-style-type: none"> <li><b>All OOH Prescribers can use GP10(SS)5 stationary</b> (pointing to the form title)</li> <li><b>Barcode – UPN character 7:</b> <ul style="list-style-type: none"> <li>(W) indicates Nurse Prescriber Role</li> <li>(X) indicates Pharmacist Prescriber Role</li> <li>(Y) indicates all other AHP Prescriber Roles</li> </ul> </li> <li><b>Textual description of Role Type and Level</b> (pointing to 'Independent Prescriber')</li> <li><b>Professional Registration Number/ Abbreviated Role Type and Level</b> (pointing to '00830083')</li> </ul> <p>Pamela Macintyre – Lead Pharmacist  14/03/2023</p>

<b>ACTION</b>	<b>FOR ACTION: Time Limited Offer for Support to Purchase Class III Medical Scales</b>
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 Flyer.pdf   Class 3 Scales Claim Form.docx  Attached	<p><b>Branches of Boots, Gilbrides, Lloyds, M&amp;D Green, Rowlands and Well are not required to order scales at this point as a separate email will be sent to your Area Managers to co-ordinate centrally.</b></p> <p>Many pharmacies have enquired about support to purchase Class III medical scales to support patient weight monitoring as part of the delivery of CPNSS and GFFS. We are delighted to be able to offer a 25% discounted rate for this equipment from Marsden for the M-430 model and in addition if you send a copy of the invoice to the Community Pharmacy Development Team before the 28th April 2023, we will reimburse you with £100 towards the cost of the scales. The discounted cost for one set of scales is £157.50 + £14 delivery excl VAT.</p> <p>To access this payment, please complete all sections of the attached proforma and submit this along with a supporting invoice to <a href="mailto:ggg.cpdevteam@ggc.scot.nhs.uk">ggg.cpdevteam@ggc.scot.nhs.uk</a>.</p> <p><b>Please note any claims submitted after 28<sup>th</sup> April 2023 will not be processed.</b></p> <p>Una Cuthbert 14/03/2022</p>
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<b>ACTION</b>	<b>Codeine Linctus and Promethazine (Phenergan)</b>
	<p>We are being made aware of increasing requests within community pharmacies for Codeine Linctus and Promethazine (Phenergan). It appears there is a growing trend to combine the two products to make a cocktail that is being used to "get high". This has been highlighted in National media as well as trending on the social media platform TikTok.</p> <p>We would ask you to be extra vigilant when requests for these products are being made and that the normal governance processes around the sale of these medicines are being followed.</p> <p>Alan Harrison - Lead Pharmacist for Community Care 09/03/2023</p>

<b>IMPORTANT INFORMATION</b>	<b>Important News! CPNSS Monitoring does includes Care Home Patients</b>
	<p>Are you aware that you could be claiming for monitoring care home patients?</p> <p>If you have been asked by a Dietitian to take over the monitoring of a patient they will have provided you with a monitoring care plan. You are entitled to make a claim for initial registration and monthly monitoring of that patient.</p> <p>If the answer is yes, you can make claims in arrears up to 6 months. Simply complete the claim form and email it to <a href="mailto:ggg.cpdevteam@nhs.scot">ggg.cpdevteam@nhs.scot</a></p> <p>If you have any questions regarding this aspect of the service please contact Wendy McGaugie on 0141-201-6012.</p> <p>Wendy McGaugie 14/03/2023</p>

<b>IMPORTANT INFORMATION</b>	<b>Service Now</b>
	<p><b>We are pleased to announce the launch of Service Now was a success. This new way of contacting us is quick and easy to use, saving you valuable time reporting an issue or requesting help.</b></p>

Every Pharmacy, Dental and Optometry site within NHS GGC has been provided with a single account for all staff members within your site to use.

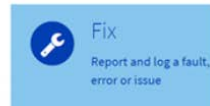
So far, 250 sites have contacted us, reporting 200 incidents and we have received 95 requests for help.

**To maximise the benefits of Service Now;**

1. Use the knowledge base to see if there is an answer to your query.
2. If there is no answer to your query select the correct type of contact;

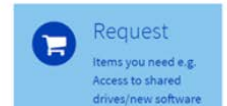
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*Fix, use to report an incident such as software not working correctly.*



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*Request, use to request an account or access to software.*



Selecting Fix or Request correctly helps ensure the call is routed to the correct team, and providing as much detailed information as you can allows us to resolve your issue in the quickest time possible.

**Remember!** Complete the Service Now form using the details of the person who is experiencing the issue or requesting help.

**If you have yet to contact us** using the new Service Now web page, details of your Service Now account were sent to your shared mailbox, if the account has not been accessed by anyone in your practice follow the instructions below.

- Go to <https://nhsscotland.service-now.com/ehealth>
- Select forgot your password
- Enter your user name - THIS IS YOUR FULL NHS SHARED MAILBOX ADDRESS
- Enter your username again (Personal Data Verification Email) - THIS IS YOUR FULL NHS 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 tried and are unable to access Service Now please email [ggc.servicenowaccesscs@ggc.scot.nhs.uk](mailto:ggc.servicenowaccesscs@ggc.scot.nhs.uk)

Below are links to videos on how to use Service Now.

[How to access your account](#)

[Logging on and updating your details](#)

[How to log a call](#)

[How to reset your password](#)

13/03/2023

**IMPORTANT INFORMATION**

**LOCUM ACCESS TO CLINICAL MAILBOXES/CLINICAL PORTAL**

Consistent feedback from NHS24/OOH suggests that one of the main barriers to obtaining optimum pharmacy coverage in the Out of Hours' period is the lack of pharmacy staff who have access to the clinical mailbox and/or Clinical Portal.

This was further exacerbated by the fact that Locum Pharmacists could only log a ticket through Service Now while they were in a pharmacy (every pharmacy has its own log in details).

In an attempt to improve the process, Community Pharmacy Development Team (CPDT) agreed to act as a conduit between the Locum and Service Now to submit requests on the Locum's behalf and negate the need for them to be in the pharmacy.

Noted below are types of requests that can be made via CPDT:

- Reset nhs.scot email address/Clinical Portal passwords;
- Set up new nhs.scot email address
- Access to Clinical Mailbox

When a Locum Pharmacist knows they will be working in a particular pharmacy or a community pharmacy is aware a Locum will be working in their pharmacy, they can make contact with the CPDT - [ggc.cpdevteam@nhs.scot](mailto:ggc.cpdevteam@nhs.scot) for a ticket to be raised with IT on the Locum/pharmacy's behalf.

The Locum/pharmacy must ensure the following information is provided:

1. The Locums name;
2. GPhC number;
3. Mobile telephone number;
4. NHS.scot email address (if applicable);
5. The name of the pharmacy the Locum will be working in; and
6. Clear indication of request being made

Once CPDT have raised the ticket, IT will liaise directly with the Locum Pharmacist. This process is available with immediate effect.

Trish Cawley  
14/03/2023

IMPORTANT INFORMATION	The Dexcom One Transmitter will move onto the Drug Tariff as of the 1st March
	<p>We have advised the teams in General Practice of the change.</p> <p>Addition to GP system dictionaries may take up to 2 months. <b>In the meantime any requests will need to be handwritten.</b> GP practice computer system suppliers only update their dictionaries on a monthly basis therefore there will be a delay potentially of 2 months until we see these changes in the Clinical systems.</p> <p>This should see all <b>new patients</b> issued with a prescription for: one "Dexcom One" transmitter in addition to the 3-month supply of "Dexcom One" Sensors with directions "Replace sensor every 10 days."</p> <p><b>We recommend that patients be given one transmitter and 9 sensors at a time, which would require a repeat prescription (3 boxes) every three months.</b></p> <p><b>Existing patients</b> will have the Dexcom One Transmitter added onto their medication records for future prescriptions.</p> <p>Pharmacies may need to request a Transmitter prescription if patients records have not yet been updated.</p> <p><b>Please Note</b> Faulty sensors should be replaced by the manufacturer (Dexcom) <b>The patient should obtain one free of charge via the tech support online portal <a href="#">Dexcom Support Portal</a> or directly from Dexcom (0800 031 5763). These should not be requested via</b></p>

**prescription.** Patients should only require 36 sensors per year. If patients request higher numbers, this should prompt a conversation with the patient

**Further information:**

**Dexcom One** is a real-time continuous glucose monitoring technology which provides glucose results without requiring a finger prick. The system comprises an adhesive sensor (worn for 10 days at a time), a transmitter which lasts for 90 days and a hand-held receiver or smart phone app. Blood glucose results are transmitted automatically to the receiver and/or app via Bluetooth technology. Eligible patients will be provided with a starter pack which one sensor (which lasts 10 days) at their clinic. After that, sensors will need to be issued on prescription.

Diabetes teams will continue to monitor that patients are using the system appropriately and reflecting on glucose data to make appropriate treatment adjustments.

If the patient had previously been prescribed Freestyle Libre2 this will be removed from the patient's repeat prescription.

Patients will still need a supply of blood glucose monitoring strips, but in most cases their total strip consumption should reduce. Current DVLA requirements for driving state that flash and real-time glucose monitoring readings are acceptable only for category 1 licence holders (car and motorcycle) but drivers must also test a finger prick glucose if they have symptoms of hypoglycaemia, or the **Dexcom One** reading is below 4 mmol/L. Dexcom One readings are not accepted by the DVLA for category 2 (HGV and PSV) licence holders and these drivers must continue to provide evidence of finger prick glucose checks every 2 hours when driving.

Blood glucose test strips should be supplied as recommended by the secondary care diabetes teams in accordance with the 2022 NHS GG&C Blood Glucose & Ketone Meter formulary for use in adults.

Sheila Tennant - HSCP Lead Pharmacist  
09/03/2023

**IMPORTANT INFORMATION**

**Early Warning System Process**

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.

**As a reminder, this cascade system can be started by either a Board officer or any community pharmacist and must be completed on each occasion. If you are the person initiating the cascade you need to provide your name and contact details so that the pharmacy at the end of the cascade knows whom to get back to.**

Anyone initiating the system should telephone the master station clearly relaying the message that is required for circulation. The master station will start the chain of calls by telephoning the next pharmacy on the list, who will telephone the next pharmacy and so forth until the last pharmacy calls the Master Station. When the Master Station receives a call from the last pharmacy in the cascade, it should contact the person who initiated the cascade thus completing the cycle. It is essential that pharmacies follow this cascade in the specified order to ensure that all pharmacies receive the message and that the communication is successfully exchanged throughout each HSCP System.

Closed pharmacies should be bypassed however; it would be helpful to telephone them with the message once they reopen. In these instances, please advise that you have already passed on the message to the pharmacy they were expected to contact, which will stop unnecessary calls.


09/03/2023



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

**REMINDERS AND UPDATES:**

REMINDER	FLU SERVICE 22/23 PARTICIPATING PHARMACIES ONLY: End Date for Flu Vaccination Programme for 2022/23
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REMINDER	OOH Prescriptions
 <p>Circular PCA(M)(2021)13 and</p>	<p>As part of the introduction of the Electronic Transfer of Prescriptions from Out of Hours Centres (see PCA(M)(2021)13 - attached) a change was made to the prescription stationary that was to be used.</p> <p>As a result, <u>ALL</u> prescribers working in Out of Hours Centres - regardless of their professional designation - should use the GP10(SS)5 form (see below for image).</p> <p>Therefore, a replacement prescription is <u>not</u> required if you receive a prescription signed by a NMP e.g. a Nurse.</p>



**GP10(SS)(5)** NATIONAL HEALTH SERVICE (SCOTLAND)

Name: Joe Bloggs  
Address: 1 Anywhere Street, Edinburgh  
Age of under: 12 yrs  
Sex: Males  
Personal: EH1 1AA  
Patient Group:   
No of Items:   
Treatment:   
OS: 0101011111  
Prescribing Subcategory:   
Codeine 15mg tablets  
Dose <25> tablets  
Use sparingly  
<00000000322502004>

Barcode – UPN character 7:  
 • (W) indicates Nurse Prescriber Role  
 • (X) indicates Pharmacist Prescriber Role  
 • (Y) indicates all other AHP Prescriber Roles

01.11.2021  
 Signature of Doctor: 7011001 Pharmacist Independent Prescriber  
 Date: 01.11.2021  
 Professional Registration Number/Abbreviated Role Type and Level: 00830083

Pamela Macintyre – Lead Pharmacist  
14/03/2023

**REMINDER**

**FOR ACTION: Time Limited Offer for Support to Purchase Class III Medical Scales**



Flyer.pdf



Class 3 Scales Claim Form.docx

**Branches of Boots, Gilbrides, Lloyds, M&D Green, Rowlands and Well are not required to order scales at this point as a separate email will be sent to your Area Managers to co-ordinate centrally.**

Many pharmacies have enquired about support to purchase Class III medical scales to support patient weight monitoring as part of the delivery of CPNSS and GFFS. We are delighted to be able to offer a 25% discounted rate for this equipment from Marsden for the M-430 model and in addition if you send a copy of the invoice to the Community Pharmacy Development Team before the 28th April 2023, we will reimburse you with £100 towards the cost of the scales. The discounted cost for one set of scales is £157.50 + £14 delivery excl VAT.

To access this payment, please complete all sections of the attached proforma and submit this along with a supporting invoice to [ggg.cpdevteam@ggc.scot.nhs.uk](mailto:ggg.cpdevteam@ggc.scot.nhs.uk).

**Please note any claims submitted after 28<sup>th</sup> April 2023 will not be processed.**

Una Cuthbert  
14/03/2022

**REMINDER**

**Codeine Linctus and Promethazine (Phenergan)**

We are being made aware of increasing requests within community pharmacies for Codeine Linctus and Promethazine (Phenergan). It appears there is a growing trend to combine the two products to make a cocktail that is being used to "get high". This has been highlighted in National media as well as trending on the social media platform TikTok.

We would ask you to be extra vigilant when requests for these products are being made and that the normal governance processes around the sale of these medicines are being followed.

Alan Harrison - Lead Pharmacist for Community Care  
09/03/2023

REMINDER

**Important News! CPNSS Monitoring does includes Care Home Patients**

Are you aware that you could be claiming for monitoring care home patients?

If you have been asked by a Dietitian to take over the monitoring of a patient they will have provided you with a monitoring care plan. You are entitled to make a claim for initial registration and monthly monitoring of that patient.

If the answer is yes, you can make claims in arrears up to 6 months. Simply complete the claim form and email it to [ggc.cpdevteam@nhs.scot](mailto:ggc.cpdevteam@nhs.scot)

If you have any questions regarding this aspect of the service please contact Wendy McGaugie on 0141-201-6012.

Wendy McGaugie  
14/03/2023

REMINDER

**Service Now**

**We are pleased to announce the launch of Service Now was a success. This new way of contacting us is quick and easy to use, saving you valuable time reporting an issue or requesting help.**

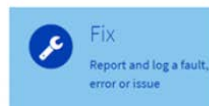
Every Pharmacy, Dental and Optometry site within NHS GGC has been provided with a single account for all staff members within your site to use.

So far, 250 sites have contacted us, reporting 200 incidents and we have received 95 requests for help.

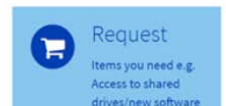
**To maximise the benefits of Service Now;**

1. Use the knowledge base to see if there is an answer to your query.
2. If there is no answer to your query select the correct type of contact;

*Fix, use to report an incident such as software not working correctly.*



*Request, use to request an account or access to software.*



Selecting Fix or Request correctly helps ensure the call is routed to the correct team, and providing as much detailed information as you can allows us to resolve your issue in the quickest time possible.

**Remember!** Complete the Service Now form using the details of the person who is experiencing the issue or requesting help.

**If you have yet to contact us** using the new Service Now web page, details of your Service Now account were sent to your shared mailbox, if the account has not been accessed by anyone in your practice follow the instructions below.

- Go to <https://nhsscotland.service-now.com/ehealth>
- Select forgot your password

- Enter your user name - THIS IS YOUR FULL NHS SHARED MAILBOX ADDRESS
- Enter your username again (Personal Data Verification Email) - THIS IS YOUR FULL NHS 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 tried and are unable to access Service Now please email [ggc.servicenowaccesscs@ggc.scot.nhs.uk](mailto:ggc.servicenowaccesscs@ggc.scot.nhs.uk)

Below are links to videos on how to use Service Now.

[How to access your account](#)

[Logging on and updating your details](#)

[How to log a call](#)

[How to reset your password](#)

14/03/2023

REMINDER	LOCUM ACCESS TO CLINICAL MAILBOXES/CLINICAL PORTAL
	<p>Consistent feedback from NHS24/OOH suggests that one of the main barriers to obtaining optimum pharmacy coverage in the Out of Hours' period is the lack of pharmacy staff who have access to the clinical mailbox and/or Clinical Portal.</p> <p>This was further exacerbated by the fact that Locum Pharmacists could only log a ticket through Service Now while they were in a pharmacy (every pharmacy has its own log in details).</p> <p>In an attempt to improve the process, Community Pharmacy Development Team (CPDT) agreed to act as a conduit between the Locum and Service Now to submit requests on the Locum's behalf and negate the need for them to be in the pharmacy.</p> <p>Noted below are types of requests that can be made via CPDT:</p> <ul style="list-style-type: none"> <li>• Reset nhs.scot email address/Clinical Portal passwords;</li> <li>• Set up new nhs.scot email address</li> <li>• Access to Clinical Mailbox</li> </ul> <p>When a Locum Pharmacist knows they will be working in a particular pharmacy or a community pharmacy is aware a Locum will be working in their pharmacy, they can make contact with the CPDT - <a href="mailto:ggc.cpdevteam@nhs.scot">ggc.cpdevteam@nhs.scot</a> for a ticket to be raised with IT on the Locum/pharmacy's behalf.</p> <p>The Locum/pharmacy must ensure the following information is provided:</p> <ol style="list-style-type: none"> <li>1. The Locums name;</li> <li>2. GPhC number;</li> <li>3. Mobile telephone number;</li> <li>4. NHS.scot email address (if applicable);</li> <li>5. The name of the pharmacy the Locum will be working in; and</li> <li>6. Clear indication of request being made</li> </ol> <p>Once CPDT have raised the ticket, IT will liaise directly with the Locum Pharmacist.</p> <p>This process is available with immediate effect.</p> <p>Trish Cawley 14/03/2023</p>

**REMINDER****The Dexcom One Transmitter will move onto the Drug Tariff as of the 1st March**

We have advised the teams in General Practice of the change.

Addition to GP system dictionaries may take up to 2 months. **In the meantime any requests will need to be handwritten.** GP practice computer system suppliers only update their dictionaries on a monthly basis therefore there will be a delay potentially of 2 months until we see these changes in the Clinical systems.

This should see all **new patients** issued with a prescription for: one "Dexcom One" transmitter in addition to the 3-month supply of "Dexcom One" Sensors with directions "Replace sensor every 10 days."

**We recommend that patients be given one transmitter and 9 sensors at a time, which would require a repeat prescription (3 boxes) every three months.**

**Existing patients** will have the Dexcom One Transmitter added onto their medication records for future prescriptions.

Pharmacies may need to request a Transmitter prescription if patients records have not yet been updated.

**Please Note**

Faulty sensors should be replaced by the manufacturer (Dexcom) **The patient should obtain one free of charge via the tech support online portal [Dexcom Support Portal](#) or directly from Dexcom (0800 031 5763). These should not be requested via prescription.** Patients should only require 36 sensors per year. If patients request higher numbers, this should prompt a conversation with the patient

**Further information:**

**Dexcom One** is a real-time continuous glucose monitoring technology which provides glucose results without requiring a finger prick. The system comprises an adhesive sensor (worn for 10 days at a time), a transmitter which lasts for 90 days and a hand-held receiver or smart phone app. Blood glucose results are transmitted automatically to the receiver and/or app via Bluetooth technology. Eligible patients will be provided with a starter pack which one sensor (which lasts 10 days) at their clinic. After that, sensors will need to be issued on prescription.

Diabetes teams will continue to monitor that patients are using the system appropriately and reflecting on glucose data to make appropriate treatment adjustments.

If the patient had previously been prescribed Freestyle Libre2 this will be removed from the patient's repeat prescription.



Patients will still need a supply of blood glucose monitoring strips, but in most cases their total strip consumption should reduce. Current DVLA requirements for driving state that flash and real-time glucose monitoring readings are acceptable only for category 1 licence holders (car and motorcycle) but drivers must also test a finger prick glucose if they have symptoms of hypoglycaemia, or the **Dexcom One** reading is below 4 mmol/L. Dexcom One readings are not accepted by the DVLA for category 2 (HGV and PSV) licence holders and these drivers must continue to provide evidence of finger prick glucose checks every 2 hours when driving.

Blood glucose test strips should be supplied as recommended by the secondary care diabetes teams in accordance with the 2022 NHS GG&C Blood Glucose & Ketone Meter formulary for use in adults.

Sheila Tennant - HSCP Lead Pharmacist  
14/03/2023

REMINDER	Early Warning System Process
	<p>I would like to reiterate the importance of all pharmacy staff, including locums, knowing and understanding the cascade process and what they will need to do in response to a message.</p> <p>As a reminder, this cascade system can be started by either a Board officer or any community pharmacist and must be completed on each occasion. If you are the person initiating the cascade you need to provide your name and contact details so that the pharmacy at the end of the cascade knows whom to get back to.</p> <p>Anyone initiating the system should telephone the master station clearly relaying the message that is required for circulation. The master station will start the chain of calls by telephoning the next pharmacy on the list, who will telephone the next pharmacy and so forth until the last pharmacy calls the Master Station. When the Master Station receives a call from the last pharmacy in the cascade, it should contact the person who initiated the cascade thus completing the cycle. It is essential that pharmacies follow this cascade in the specified order to ensure that all pharmacies receive the message and that the communication is successfully exchanged throughout each HSCP System.</p> <p>Closed pharmacies should be bypassed however; it would be helpful to telephone them with the message once they reopen. In these instances, please advise that you have already passed on the message to the pharmacy they were expected to contact, which will stop unnecessary calls.</p> <p>14/03/2023</p>

REMINDER	Controlled Drugs - Resources and Information
	<p>The CDAO Network information that previously sat on the Knowledge Network has now been moved to the Knowledge Hub (Khub).</p> <p>This is free to join and application for a login can be accessed on the link below. Once in, you will see a box in the top right hand corner inviting you to sign up which leads to a short application process. Please note, it may take a couple of days for access to be enabled.</p> <p>When you have your login, go to the home page and search for Controlled Drugs. This will lead you to the relevant page: <a href="https://khub.net/">https://khub.net/</a></p> <p>Mantej Chahal - Lead Pharmacist - Controlled Drug Governance, Prisons &amp; Police Custody 07/02/2023</p>

REMINDER	Reporting Controlled Drug Incidents
 Reporting Incidents, Near Miss   Memo for CPs re new CD Incident Rej	<p>All healthcare professionals have a statutory duty to report any incidents, errors or concerns, however minor, regarding the management of Controlled Drugs (CDs) to the NHS Board Controlled Drugs Accountable Officer (CDAO).</p> <p>An electronic Controlled Drug Incident Reporting Form is now live and should be used to report any CD concerns/incidents from <b>1st March 2023</b>. The form can be accessed via this link <a href="https://forms.office.com/r/4TWawRnRn6">https://forms.office.com/r/4TWawRnRn6</a></p> <p>There is an option to print/save the form at the end and please ensure that you retain a copy for your records.</p> <p>The CD Governance Team will accept reports on the old Word version of the form until the end of April, after which we would ask community pharmacy colleagues to use the electronic form only.</p>

	<p>Below is an overview of the information we ask for on the form:</p> <ul style="list-style-type: none"> <li>· The full name, address and contractor code of the pharmacy; including contact details of the relevant person to contact should more information be required;</li> <li>· The type of incident - this provides trend information;</li> <li>· The drug(s) and formulation involved - allows us to identify if a problem is occurring with a particular drug/ brand/ formulation;</li> <li>· A summary of the event, stating clearly what happened, why it happened and who was involved. If patient safety was at risk then details should also be included;</li> <li>· Details of the immediate actions taken to resolve the situation;</li> <li>· Details of the actions that will be taken to prevent this from happening again; and</li> <li>· The learning acquired from investigation of the incident within the pharmacy.</li> </ul> <p>Further information on reporting incidents and concerns relating to CDs can be found in the attached Guide. If you have any questions about completing the new form or around controlled drugs in general, please e-mail <a href="mailto:cdgovernance@ggc.scot.nhs.uk">cdgovernance@ggc.scot.nhs.uk</a> or telephone 0141 201 6033</p> <p>Mantej Chahal - Lead Pharmacist - Controlled Drug Governance, Prisons &amp; Police Custody 07/03/2023</p>
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<b>REMINDER</b>	<b>Public Health Posters</b>
	<p>Scottish Government have advised that the antimicrobial resistance public health poster, planned for this month, is not going ahead. Pharmacies should continue to display their existing poster (Women's Heart Health) until further notice.</p> <p>Alan Harrison 07/02/2023</p>

<b>REMINDER</b>	<b>Adverse Weather Warning</b>
	<p>As you may have seen from the news, and recent weather reports, it is likely that there will be a cold snap towards the end of the week, with temperatures dropping well below freezing and predicted snow showers from Thursday onwards. We would ask that community pharmacies ensure their Business Continuity Plans are up to date and all relevant information contained within them is accurate.</p> <p>Alan Harrison 07/03/2023</p>

<b>REMINDER</b>	<b>Shortages</b>
	<p>We would like to thank you for your ongoing efforts to source medicines in what are unprecedented times for shortages. Not only is there an increasing number of lines unavailable, we are fully aware that in some instances the costs of products have increased significantly (in some cases up to 6 or 7 times their previous prices).</p>

	<p>You will all hopefully have seen the recent circular, which has increased the tariff costs of a number of medicines, to help support these increases. These increases have been actioned and put in place from the end of February.</p> <p>We would like to remind everyone that, in all instances where medicines cannot be obtained at tariff costs, you should be recording this through the CPS shortages website at the link below, and, wherever possible supply the medicines to ensure continuity of care of the patient.</p> <p><a href="#">CPS Members Area   Shortages</a></p> <p>There is also the CPS shortages guidance which was produced a couple of years ago, and should be used as a tool to help teams negotiate their way when medicines are unavailable.</p> <p><a href="#">Copy of Medicines Shortages Guidance (squarespace.com)</a></p> <p>If medicines are totally unavailable, then to support decisions being made around continuity of care, it would be extremely helpful to all involved, if available alternatives are highlighted to GP practices when trying to obtain a new prescription.</p> <p>Thanks once again for all the work you are doing to maintain continuity of care for the patients within NHS GGC.</p> <p>Alan Harrison 07/03/2023</p>
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<b>REMINDER</b>	<b>Disulfiram Shortage</b>
 Disulfiram Shortage Community Pharmac	<p>Following on from the email sent on the 23<sup>rd</sup> of February 2023, relating to the ongoing Disulfiram Shortage, please find attached updated GGC Community Pharmacy Guidance.</p> <p>In summary:</p> <p><b><u>Licensed Stock</u></b></p> <ul style="list-style-type: none"> <li>· Teva, Brown &amp; Burk, Disulfiram 200mg product potentially available the middle of March.</li> </ul> <p><b><u>Unlicensed Stock</u></b></p> <ul style="list-style-type: none"> <li>· Clinigen, no longer have stock of the Disulfiram 250mg product.</li> <li>· Ethigen expect stock of Disulfiram 200mg tablets on the 12<sup>th</sup> of March 2023.</li> <li>· Target Healthcare currently have stock of Disulfiram 200mg Capsules (NB. Capsule Formulation &amp; 3 month expiry).</li> </ul> <p>Mary Clare Madden - Lead Pharmacist 07/03/2023</p>

<b>REMINDER</b>	<b>Opiate Substitution Therapy and Disulfiram Services</b>
	<p>The Service Level Agreements for the two services mentioned above expire at the end of March 2023.</p> <p>Pharmacy Services continues to work with the ADRS Pharmacy Team and CP GGC to develop a consolidated SLA encompassing all Harm Reduction Services. It is hoped that this will be finalised by the end of financial year 2023/2024. As such it has been</p>

	<p>agreed to extend the current Agreements for a further period of 1 year (pending completion of the comprehensive review).</p> <p>There is no need for you to re-sign your commitment to provide these services, as nothing has changed from the original Agreements.</p> <p>The Agreements have been updated to reflect the extended expiry date. Copies can be found at the following links:</p> <p><a href="#">OST</a></p> <p><a href="#">Disulfarim</a></p> <p>07/03/2023</p>
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<b>REMINDER</b>	<b>Approved List V21 - from 1 March 2023</b>
 <p>Approved List V21 - from 1 March 2023.doc</p>	<p>For information, the attached updated version of the Approved List will be published on the SHOW website tomorrow, replacing the existing version at <a href="https://www.publications.scot.nhs.uk/details.asp?PublicationID=7020">https://www.publications.scot.nhs.uk/details.asp?PublicationID=7020</a></p> <p>The only change this month is to add a product to NHS Tayside's emollients list.</p> <p>Elaine Muirhead - Policy Development Manager 07/03/2023</p>

<b>REMINDER</b>	<b>Nutilus Powder</b>
	<p>Please find attached information from Nutricia on the discontinuation of Nutilus Powder. This product is non formulary in NHSGGC.</p> <p>This product is prescribed for a small number of patients and relevant health professionals have been working with these individuals to find suitable alternatives. If you have any patient presenting with a prescription for this product.</p> <p>Please contact the prescribing support dietitians on 0141 201 6012/ <a href="mailto:presupdiet@ggc.scot.nhs.uk">presupdiet@ggc.scot.nhs.uk</a> so that we can support the patient to move to an appropriate alternative when supplies of this product cease in March 23.</p> <p>Una Cuthbert - Dietetic Manager Prescribing 07/03/2023</p>

<b>REMINDER</b>	<b>SLo Milkshakes</b>
	<p><b>Further update on shortage of SLo Milkshakes.</b></p> <p>Slo Milkshakes, Banana level 1 and 2, will be replenished at the wholesalers by week beginning Monday 6<sup>th</sup> March. Chocolate level 1 &amp; 2, will be replenished week commencing 13th March and Strawberry level 1 &amp; 2, will be available in approx 3 weeks.</p> <p>If any community pharmacies are struggling with supply, they should contact the company direct on 03452222 205 who may be able to support with a direct supply. This will not incur any postage charges.</p> <p>If an alternative product is required for an individual patient please contact the patients' managing Dietitian. Contact details can be found on the CPNSS ONS request form.</p>



**Communication Update Index link**

[INDEX - Community Pharmacy Communications Updates](#)

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

## Community Pharmacy Communication Update

Date: Tuesday 21<sup>st</sup> March 2023



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

In this edition –

- **FOR ACTION: FOUNDATION TRAINING YEAR (FTY) PLACEMENTS**
- **Made to Measure Stockings**
- **Advanced Practice Interprofessional Learning Opportunities**
- **Advanced Notification – Q4 Customer Complaints / Whistleblowing & Annual Survey**
- **GENTAL REMINDER - CPNSS Prescriptions**
- **Azithromycin Shortage**
- **FOR SALE: Drug Cabinet**

ACTION	FOR ACTION: FOUNDATION TRAINING YEAR (FTY) PLACEMENTS
	<p>Community pharmacy has a key role to play in the delivery of pharmaceutical care services in Primary Care and already supports the training of the future workforce through the provision of Foundation Training Year (FTY) placements. However, we would like to strengthen the already established links between community pharmacies and the pharmacy teams based in GP practices and specialist services by offering 6 split foundation training year pharmacist placements in 2024/25. As a result, we are looking for expressions of interest from community pharmacies ideally (but not necessarily) within East Dunbartonshire, West Dunbartonshire and NW Glasgow to allow for co-location with the HSPCs and specialist sites involved, who would be keen to be one of the 3 sites required.</p> <p>The Foundation Year Trainee pharmacists (FTY) would spend blocks of time in both sectors, 6 months in total in each sector, over the 12-month period with pairs of students swapping – meaning that there would always be an FTY Pharmacist in the pharmacy.</p> <p><b>There are 2 possible models of delivery being considered:</b></p> <p><b>Model 1:</b> the FTY Pharmacist would spend 6 months in a community pharmacy and 6 months in a HSCP or Specialist Service Pharmacy Team. e.g., Trainee 1 starts in Community Pharmacy with Trainee 2 with a HSCP Team they would swap over after the initial 6 months period.</p> <p><b>Model 2:</b> the FTY pharmacists would be on a rotation of four alternating 3-month placements e.g., a FTY Pharmacist would spend months 1-3 and 7-9 <b>or</b> months 4-6 and 10-12 in the Community Pharmacy. Again, they would be in pairs so the Community Pharmacy would always have an FTY Pharmacist.</p> <p><b>At this stage we are aiming to establish any interest from community pharmacies who would be keen to participate. We would also like you to indicate which model or models you would be happy to be part of. To do this please fill in the electronic form: <a href="https://forms.office.com/e/Cp5E3UL59G">https://forms.office.com/e/Cp5E3UL59G</a> by <u>Friday 24<sup>th</sup> March 2023.</u></b></p> <p>If you would like to find out more about this or have any other questions, then could you please contact Alan Harrison (<a href="mailto:alan.harrison@ggc.scot.nhs.uk">alan.harrison@ggc.scot.nhs.uk</a> or Tel 07870 512802)</p> <p>Alan Harrison 21/03/2023</p>


ACTION	Made to Measure Stockings
	<p>As we continue to recover from Covid we are returning to delivering services, as they were, pre-pandemic.</p> <p>Measuring limbs in relation to compression hosiery was a service that, due to the nature of close contact, some pharmacy teams chose not to perform over the last few years.</p> <p>We would like all pharmacies to consider returning to measuring, now that the risk of Covid has greatly reduced.</p> <p>The guidance around the management of this can be accessed from the CPS website at the following links -</p> <p><a href="https://cps.scot.nhs.uk/compression-hosiery-prescriptions/">Compression Hosiery Prescriptions — Community Pharmacy Scotland (cps.scot)</a></p> <p><a href="https://www.squarespace.com/compression+hosiery+guidance+v1.0+September+2022.pdf">Compression+hosiery+guidance+v1.0+September+2022.pdf (squarespace.com)</a></p> <p>I hope that pharmacy teams will help to support patients who require this important service.</p> <p>Alan Harrison 20/03/2023</p>


ACTION	Advanced Practice Interprofessional Learning Opportunities
	<p>NES Pharmacy would like to invite pharmacists working towards the RPS core advanced pharmacist curriculum to join our advanced practice colleagues in nursing and allied health professions in a series of continuing professional development webinars.</p> <p>The sessions are coordinated by Lizanne Hamilton-Smith, senior nurse for advanced practice at NHS 24 and senior lecturer for advanced practice at University Highlands and Islands. Sessions of interest may vary depending on your current context.</p> <ul style="list-style-type: none"> <li>• Thursday 23<sup>rd</sup> March: 13:30-14:30 Lizanne Hamilton-Smith <b>Video consultation:</b> <a href="#">Click here to join the meeting</a></li> <li>• Tuesday 25<sup>th</sup> April: 13:00-14:30 Dr Gordon Cowell <b>Radiology interpretation:</b> <a href="#">Click here to join the meeting</a></li> <li>• May (tbc) <b>Renal workshop</b></li> <li>• Tuesday 6<sup>th</sup> June: 10:00-12:00 Nicola Braid <b>Learning Disabilities workshop:</b> <a href="#">Click here to join the meeting</a></li> <li>• Tuesday 4<sup>th</sup> July: 12:30-14:00 Lizanne Hamilton-Smith <b>Clinical Diagnostics:</b> <a href="#">Click here to join the meeting</a></li> </ul> <p>Ailsa Macdonald - Senior Educator - General Practice Clinical Pharmacist (GPCP) 20/03/2023</p>

ACTION	Advanced Notification – Q4 Customer Complaints / Whistleblowing & Annual Survey
	<p>Q4 Customer Complaints / Whistleblowing &amp; Annual Survey, for the collection of information relating to the Patient Rights (Scotland) Act 2011 will be sent week commencing Monday 27<sup>th</sup> March 2023.</p> <p>You should note that submission of this information is a contractual requirement and as such you should complete the Webropol survey within the timescale which will appear in the covering message.</p> <p>Thank you for your continued co-operation.</p>

	Michelle Cooper – Contracts Supervisor 21/03/2023
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<b>ACTION</b>	<b>GENTAL REMINDER - CPNSS Prescriptions</b>
	<p>Can we ask that you check your clinical mailbox at least once a day as our Dieticians will email all CPNSS prescriptions to that mailbox (we will NOT send to any other mailbox)</p> <p>The Dieticians have increased capacity to hold face to face consultations with patients, and, as a result of this activity you may have an increased number of patients bringing in prescriptions to be supplied.</p> <p>Wendy McGaugie 21/03/2023</p>

<b>IMPORTANT INFORMATION</b>	<b>Azithromycin Shortage</b>
 MEMO - Azithromycin shorta Attached	<p>Please see attached memo on shortage of azithromycin which has also been circulated to GP practices and to acute sites</p> <p>Audrey Thompson 21/03/2023</p>

<b>IMPORTANT INFORMATION</b>	<b>FOR SALE: Drug Cabinet</b>
	<p>Shaftesbury medical practice in Dumbarton Road are looking to see if anyone would like to purchase a second hand controlled drugs cabinet</p> <p>Cost £270 - sell £40 - it has some sellotape stuck on front- should scrape off!</p>  <p>If interested, please contact Maureen on 07588078278.</p> <p>Dr Maureen E Hepburn - General Practitioner 20/03/2023</p>

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## Community Pharmacy Communication Update

Date: Thursday 23<sup>rd</sup> March 2023



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### REMINDERS AND UPDATES:

REMINDER	FOR ACTION: FOUNDATION TRAINING YEAR (FTY) PLACEMENTS
	<p>Community pharmacy has a key role to play in the delivery of pharmaceutical care services in Primary Care and already supports the training of the future workforce through the provision of Foundation Training Year (FTY) placements. However, we would like to strengthen the already established links between community pharmacies and the pharmacy teams based in GP practices and specialist services by offering 6 split foundation training year pharmacist placements in 2024/25. As a result, we are looking for expressions of interest from community pharmacies ideally (but not necessarily) within East Dunbartonshire, West Dunbartonshire and NW Glasgow to allow for co-location with the HSPCs and specialist sites involved, who would be keen to be one of the 3 sites required.</p> <p>The Foundation Year Trainee pharmacists (FTY) would spend blocks of time in both sectors, 6 months in total in each sector, over the 12-month period with pairs of students swapping – meaning that there would always be an FTY Pharmacist in the pharmacy.</p> <p><b>There are 2 possible models of delivery being considered:</b></p> <p><b>Model 1:</b> the FTY Pharmacist would spend 6 months in a community pharmacy and 6 months in a HSCP or Specialist Service Pharmacy Team. e.g., Trainee 1 starts in Community Pharmacy with Trainee 2 with a HSCP Team they would swap over after the initial 6 months period.</p> <p><b>Model 2:</b> the FTY pharmacists would be on a rotation of four alternating 3-month placements e.g., a FTY Pharmacist would spend months 1-3 and 7-9 <b>or</b> months 4-6 and 10-12 in the Community Pharmacy. Again, they would be in pairs so the Community Pharmacy would always have an FTY Pharmacist.</p> <p><b>At this stage we are aiming to establish any interest from community pharmacies who would be keen to participate. We would also like you to indicate which model or models you would be happy to be part of. To do this please fill in the electronic form: <a href="https://forms.office.com/e/Cp5E3UL59G">https://forms.office.com/e/Cp5E3UL59G</a> by <b>Friday 24<sup>th</sup> March 2023.</b></b></p> <p>If you would like to find out more about this or have any other questions, then could you please contact Alan Harrison (<a href="mailto:alan.harrison@ggc.scot.nhs.uk">alan.harrison@ggc.scot.nhs.uk</a> or Tel 07870 512802)</p> <p>Alan Harrison 21/03/2023</p>

REMINDER	Advanced Notification – Q4 Customer Complaints / Whistleblowing & Annual Survey
	<p>Q4 Customer Complaints / Whistleblowing &amp; Annual Survey, for the collection of information relating to the Patient Rights (Scotland) Act 2011 will be sent week commencing Monday 27th March 2023.</p>


	<p>You should note that submission of this information is a contractual requirement and as such you should complete the Webropol survey within the timescale which will appear in the covering message.</p> <p>Thank you for your continued co-operation.</p> <p>Michelle Cooper – Contracts Supervisor 21/03/2023</p>
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<b>REMINDER</b>	<b>GENTLE REMINDER - CPNSS Prescriptions</b>
	<p>Can we ask that you check your clinical mailbox at least once a day as our Dieticians will email all CPNSS prescriptions to that mailbox (we will NOT send to any other mailbox)</p> <p>The Dieticians have increased capacity to hold face to face consultations with patients, and, as a result of this activity you may have an increased number of patients bringing in prescriptions to be supplied.</p> <p>Wendy McGaugie 21/03/2023</p>

<b>REMINDER</b>	<b>Azithromycin Shortage</b>
 MEMO - Azithromycin shorta	<p>Please see attached memo on shortage of azithromycin which has also been circulated to GP practices and to acute sites</p> <p>Audrey Thompson 21/03/2023</p>

<b>REMINDER</b>	<b>Made to Measure Stockings</b>
	<p>As we continue to recover from Covid we are returning to delivering services, as they were, pre-pandemic.</p> <p>Measuring limbs in relation to compression hosiery was a service that, due to the nature of close contact, some pharmacy teams chose not to perform over the last few years.</p> <p>We would like all pharmacies to consider returning to measuring, now that the risk of Covid has greatly reduced.</p> <p>The guidance around the management of this can be accessed from the CPS website at the following links -</p> <p><a href="https://cps.scot.nhs.uk/compression-hosiery-prescriptions/">Compression Hosiery Prescriptions — Community Pharmacy Scotland (cps.scot)</a></p> <p><a href="https://www.squarespace.com/compression+hosiery+guidance+v1.0+September+2022.pdf">Compression+hosiery+guidance+v1.0+September+2022.pdf (squarespace.com)</a></p> <p>I hope that pharmacy teams will help to support patients who require this important service.</p> <p>Alan Harrison 20/03/2023</p>

REMINDER	<b>Advanced Practice Interprofessional Learning Opportunities</b>
	<p>NES Pharmacy would like to invite pharmacists working towards the RPS core advanced pharmacist curriculum to join our advanced practice colleagues in nursing and allied health professions in a series of continuing professional development webinars.</p> <p>The sessions are coordinated by Lizanne Hamilton-Smith, senior nurse for advanced practice at NHS 24 and senior lecturer for advanced practice at University Highlands and Islands. Sessions of interest may vary depending on your current context.</p> <ul style="list-style-type: none"> <li>• Thursday 23<sup>rd</sup> March: 13:30-14:30 Lizanne Hamilton-Smith <b>Video consultation:</b> <a href="#">Click here to join the meeting</a></li> <li>• Tuesday 25<sup>th</sup> April: 13:00-14:30 Dr Gordon Cowell <b>Radiology interpretation:</b> <a href="#">Click here to join the meeting</a></li> <li>• May (tbc) <b>Renal workshop</b></li> <li>• Tuesday 6<sup>th</sup> June: 10:00-12:00 Nicola Braid <b>Learning Disabilities workshop:</b> <a href="#">Click here to join the meeting</a></li> <li>• Tuesday 4<sup>th</sup> July: 12:30-14:00 Lizanne Hamilton-Smith <b>Clinical Diagnostics:</b> <a href="#">Click here to join the meeting</a></li> </ul> <p>Ailsa Macdonald - Senior Educator - General Practice Clinical Pharmacist (GPCP) 20/03/2023</p>

REMINDER	<b>FOR SALE: Drug Cabinet</b>
	<p>Shaftesbury medical practice in Dumbarton Road are looking to see if anyone would like to purchase a second hand controlled drugs cabinet</p> <p>Cost £270 - sell £40 - it has some sellotape stuck on front- should scrape off!</p>  <p>If interested, please contact Maureen on 07588078278.</p> <p>Dr Maureen E Hepburn - General Practitioner 20/03/2023</p>

REMINDER	<b>FLU SERVICE 22/23 PARTICIPATING PHARMACIES ONLY: End Date for Flu Vaccination Programme for 2022/23</b>
	<p>I would like to take this opportunity to thank you for the part you have played in the Flu Vaccination Programme for 2022/23.</p> <p>3300 vaccinations have been completed throughout the CP network over the 6-month period that the service has been in place. We had 120 pharmacies actively take part covering all parts of NHS GGC.</p> <p>The current programme will cease on <b>Friday 31<sup>st</sup> March</b>, with no access to flu vaccines for patients available thereafter. With this in mind I would like to ask that all residual stock of vaccines after this date are placed within your normal patient returned medicine waste bins for destruction.</p>

Our team is currently liaising with our waste contractors to arrange the uplift of the clinical sharps bins that were provided for depositing administered vaccines. Further information will be sent out in due course.

There will now be a review period for the whole vaccination program with a view to deciding what 2023/24 will look like.

We are looking to determine the number of unused vaccines within the community as part of our review period. If you could please complete the Electronic Form: <https://forms.office.com/e/wJzPujReeu> this will allow us to forecast for the 2023/24 program.

Once again, a huge thanks for your input this flu season.

Alan Harrison  
13/03/2023

**REMINDER**



Circular  
PCA(M)(2021)13 and

**OOH Prescriptions**

As part of the introduction of the Electronic Transfer of Prescriptions from Out of Hours Centres (see PCA(M)(2021)13 - attached) a change was made to the prescription stationary that was to be used.

As a result, ALL prescribers working in Out of Hours Centres - regardless of their professional designation - should use the GP10(SS)5 form (see below for image).

Therefore, a replacement prescription is not required if you receive a prescription signed by a NMP e.g. a Nurse.

**GP10(SS)5** NATIONAL HEALTH SERVICE (SCOTLANDS)

Name: Joe Bloggs  
Address: 1 Anywhere Street, Edinburgh  
Date: 01.11.2021

Medication: Codeine 15mg tablets  
Dose: <2b> tablets  
Use sparingly  
<00000000322502004>



Barcode: A777 8 X 0004 G124

Annotations:

- All OOH Prescribers can use GP10(SS)5 stationary
- Barcode – UPN character 7:
  - (W) indicates Nurse Prescriber Role
  - (X) indicates Pharmacist Prescriber Role
  - (Y) indicates all other AHP Prescriber Roles
- Textual description of Role Type and Level
- Professional Registration Number/Abbreviated Role Type and Level

Pamela Macintyre – Lead Pharmacist  
14/03/2023



REMINDER	FOR ACTION: Time Limited Offer for Support to Purchase Class III Medical Scales
 Flyer.pdf   Class 3 Scales Claim Form.docx	<p><b>Branches of Boots, Gilbrides, Lloyds, M&amp;D Green, Rowlands and Well are not required to order scales at this point as a separate email will be sent to your Area Managers to co-ordinate centrally.</b></p> <p>Many pharmacies have enquired about support to purchase Class III medical scales to support patient weight monitoring as part of the delivery of CPNSS and GFFS. We are delighted to be able to offer a 25% discounted rate for this equipment from Marsden for the M-430 model and in addition if you send a copy of the invoice to the Community Pharmacy Development Team before the 28th April 2023, we will reimburse you with £100 towards the cost of the scales. The discounted cost for one set of scales is £157.50 + £14 delivery excl VAT.</p> <p>To access this payment, please complete all sections of the attached proforma and submit this along with a supporting invoice to <a href="mailto:ggg.cpdevteam@ggc.scot.nhs.uk">ggg.cpdevteam@ggc.scot.nhs.uk</a>.</p> <p><b>Please note any claims submitted after 28<sup>th</sup> April 2023 will not be processed.</b></p> <p>Una Cuthbert 14/03/2022</p>

REMINDER	Codeine Linctus and Promethazine (Phenergan)
	<p>We are being made aware of increasing requests within community pharmacies for Codeine Linctus and Promethazine (Phenergan). It appears there is a growing trend to combine the two products to make a cocktail that is being used to "get high". This has been highlighted in National media as well as trending on the social media platform TikTok.</p> <p>We would ask you to be extra vigilant when requests for these products are being made and that the normal governance processes around the sale of these medicines are being followed.</p> <p>Alan Harrison - Lead Pharmacist for Community Care 09/03/2023</p>

REMINDER	Important News! CPNSS Monitoring does includes Care Home Patients
	<p>Are you aware that you could be claiming for monitoring care home patients?</p> <p>If you have been asked by a Dietitian to take over the monitoring of a patient they will have provided you with a monitoring care plan. You are entitled to make a claim for initial registration and monthly monitoring of that patient.</p> <p>If the answer is yes, you can make claims in arrears up to 6 months. Simply complete the claim form and email it to <a href="mailto:ggc.cpdevteam@nhs.scot">ggc.cpdevteam@nhs.scot</a></p> <p>If you have any questions regarding this aspect of the service please contact Wendy McGaugie on 0141-201-6012.</p> <p>Wendy McGaugie 14/03/2023</p>

**REMINDER****Service Now**

**We are pleased to announce the launch of Service Now was a success. This new way of contacting us is quick and easy to use, saving you valuable time reporting an issue or requesting help.**

Every Pharmacy, Dental and Optometry site within NHS GGC has been provided with a single account for all staff members within your site to use.

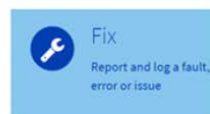
So far, 250 sites have contacted us, reporting 200 incidents and we have received 95 requests for help.

**To maximise the benefits of Service Now;**

1. Use the knowledge base to see if there is an answer to your query.
2. If there is no answer to your query select the correct type of contact;

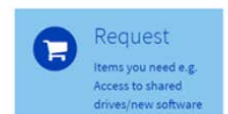
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*Fix, use to report an incident such as software not working correctly.*



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*Request, use to request an account or access to software.*



Selecting Fix or Request correctly helps ensure the call is routed to the correct team, and providing as much detailed information as you can allows us to resolve your issue in the quickest time possible.

**Remember!** Complete the Service Now form using the details of the person who is experiencing the issue or requesting help.

**If you have yet to contact us** using the new Service Now web page, details of your Service Now account were sent to your shared mailbox, if the account has not been accessed by anyone in your practice follow the instructions below.

- Go to <https://nhsscotland.service-now.com/ehealth>
- Select forgot your password
- Enter your user name - THIS IS YOUR FULL NHS SHARED MAILBOX ADDRESS
- Enter your username again (Personal Data Verification Email) - THIS IS YOUR FULL NHS 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 tried and are unable to access Service Now please email [ggc.servicenowaccesscs@ggc.scot.nhs.uk](mailto:ggc.servicenowaccesscs@ggc.scot.nhs.uk)

Below are links to videos on how to use Service Now.

[How to access your account](#)

[Logging on and updating your details](#)

[How to log a call](#)

[How to reset your password](#)

14/03/2023

REMINDER	LOCUM ACCESS TO CLINICAL MAILBOXES/CLINICAL PORTAL
	<p>Consistent feedback from NHS24/OOH suggests that one of the main barriers to obtaining optimum pharmacy coverage in the Out of Hours' period is the lack of pharmacy staff who have access to the clinical mailbox and/or Clinical Portal.</p> <p>This was further exacerbated by the fact that Locum Pharmacists could only log a ticket through Service Now while they were in a pharmacy (every pharmacy has its own log in details).</p> <p>In an attempt to improve the process, Community Pharmacy Development Team (CPDT) agreed to act as a conduit between the Locum and Service Now to submit requests on the Locum's behalf and negate the need for them to be in the pharmacy.</p> <p>Noted below are types of requests that can be made via CPDT:</p> <ul style="list-style-type: none"> <li>• Reset nhs.scot email address/Clinical Portal passwords;</li> <li>• Set up new nhs.scot email address</li> <li>• Access to Clinical Mailbox</li> </ul> <p>When a Locum Pharmacist knows they will be working in a particular pharmacy or a community pharmacy is aware a Locum will be working in their pharmacy, they can make contact with the CPDT - <a href="mailto:ggc.cpdevteam@nhs.scot">ggc.cpdevteam@nhs.scot</a> for a ticket to be raised with IT on the Locum/pharmacy's behalf.</p> <p>The Locum/pharmacy must ensure the following information is provided:</p> <ol style="list-style-type: none"> <li>1. The Locums name;</li> <li>2. GPhC number;</li> <li>3. Mobile telephone number;</li> <li>4. NHS.scot email address (if applicable);</li> <li>5. The name of the pharmacy the Locum will be working in; and</li> <li>6. Clear indication of request being made</li> </ol> <p>Once CPDT have raised the ticket, IT will liaise directly with the Locum Pharmacist.</p> <p>This process is available with immediate effect.</p> <p>Trish Cawley 14/03/2023</p>

REMINDER	The Dexcom One Transmitter will move onto the Drug Tariff as of the 1st March
	<p>We have advised the teams in General Practice of the change.</p> <p>Addition to GP system dictionaries may take up to 2 months. <b>In the meantime any requests will need to be handwritten.</b> GP practice computer system suppliers only update their dictionaries on a monthly basis therefore there will be a delay potentially of 2 months until we see these changes in the Clinical systems.</p> <p>This should see all <b>new patients</b> issued with a prescription for: one "Dexcom One" transmitter in addition to the 3-month supply of "Dexcom One" Sensors with directions "Replace sensor every 10 days."</p> <p><b>We recommend that patients be given one transmitter and 9 sensors at a time, which would require a repeat prescription (3 boxes) every three months.</b></p> <p><b>Existing patients</b> will have the Dexcom One Transmitter added onto their medication records for future prescriptions.</p>

Pharmacies may need to request a Transmitter prescription if patients records have not yet been updated.

**Please Note**

Faulty sensors should be replaced by the manufacturer (Dexcom) **The patient should obtain one free of charge via the tech support online portal [Dexcom Support Portal](#) or directly from Dexcom (0800 031 5763). These should not be requested via prescription.** Patients should only require 36 sensors per year. If patients request higher numbers, this should prompt a conversation with the patient

**Further information:**

**Dexcom One** is a real-time continuous glucose monitoring technology which provides glucose results without requiring a finger prick. The system comprises an adhesive sensor (worn for 10 days at a time), a transmitter which lasts for 90 days and a hand-held receiver or smart phone app. Blood glucose results are transmitted automatically to the receiver and/or app via Bluetooth technology. Eligible patients will be provided with a starter pack which one sensor (which lasts 10 days) at their clinic. After that, sensors will need to be issued on prescription.

Diabetes teams will continue to monitor that patients are using the system appropriately and reflecting on glucose data to make appropriate treatment adjustments.

If the patient had previously been prescribed Freestyle Libre2 this will be removed from the patient's repeat prescription.

Patients will still need a supply of blood glucose monitoring strips, but in most cases their total strip consumption should reduce. Current DVLA requirements for driving state that flash and real-time glucose monitoring readings are acceptable only for category 1 licence holders (car and motorcycle) but drivers must also test a finger prick glucose if they have symptoms of hypoglycaemia, or the **Dexcom One** reading is below 4 mmol/L. Dexcom One readings are not accepted by the DVLA for category 2 (HGV and PSV) licence holders and these drivers must continue to provide evidence of finger prick glucose checks every 2 hours when driving.

Blood glucose test strips should be supplied as recommended by the secondary care diabetes teams in accordance with the 2022 NHS GG&C Blood Glucose & Ketone Meter formulary for use in adults.

Sheila Tennant - HSCP Lead Pharmacist  
14/03/2023

REMINDER	Early Warning System Process
	<p>I would like to reiterate the importance of all pharmacy staff, including locums, knowing and understanding the cascade process and what they will need to do in response to a message.</p> <p>As a reminder, this cascade system can be started by either a Board officer or any community pharmacist and must be completed on each occasion. If you are the person initiating the cascade you need to provide your name and contact details so that the pharmacy at the end of the cascade knows whom to get back to.</p> <p>Anyone initiating the system should telephone the master station clearly relaying the message that is required for circulation. The master station will start the chain of calls by telephoning the next pharmacy on the list, who will telephone the next pharmacy and so forth until the last pharmacy calls the Master Station. When the Master Station receives a call from the last pharmacy in the cascade, it should contact the person who initiated the cascade thus completing the cycle. It is essential that pharmacies follow this cascade in the specified order to ensure that all pharmacies receive the message and that the communication is successfully exchanged throughout each HSCP System.</p>

Closed pharmacies should be bypassed however; it would be helpful to telephone them with the message once they reopen. In these instances, please advise that you have already passed on the message to the pharmacy they were expected to contact, which will stop unnecessary calls.

14/03/2023

**Communication Update Index link**

[INDEX - Community Pharmacy Communications Updates](#)

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

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

## Community Pharmacy Communication Update


Date: Tuesday 28th March 2023



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

In this edition –


- **Community Pain Education Classes**
- **Smoking Cessation Training - Campanile Hotel, 10 Tunnel Street - 18th April 2023**
- **Accrete D3 Memo**
- **MSNs**
- **Pre-Approved price list March 2023**

ACTION	Community Pain Education Classes
 Pain Education.pdf  Attached	<p>The Pain Education Session is for anyone who has had persistent pain for 12 weeks or more. The session will give you a better understanding of your pain to help you manage your condition more effectively in the long term.</p> <p>For more information or if you would like to attend a Pain Education Session, call 0141 277 7649</p> <p>Pamela McIntyre 27/03/2023</p>


ACTION	Smoking Cessation Training - Campanile Hotel, 10 Tunnel Street - 18th April 2023
	<p><b><u>Tuesday 18<sup>th</sup> April 2023</u></b>  <b><u>Campanile Hotel</u></b>  <b><u>10 Tunnel Street, Glasgow. G3 8HL</u></b></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- 3:00pm (approx)</p> <p>We presently have some places available for the event on the 18<sup>th</sup> April, 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 pharmacy staff. 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 <a href="mailto:pharmacyhit@ggc.scot.nhs.uk">pharmacyhit@ggc.scot.nhs.uk</a></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 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>

Date 2023	Start time	Finish time	Nos	Meeting Place	Contact	Event
Tues 18 <sup>th</sup> April 2023	9:00	15:00	30	Campanile Hotel Tunnel St, Glasgow	0141 201 4945	QYW Training
Wed 21 <sup>st</sup> June 2023	9:00	15:00	30	Eastbank Training Centre, Shettleston	0141 201 4945	QYW Training

Annette Robb  
28/03/2023

IMPORTANT INFORMATION	Accrete D3 Memo
 <p>Accrete D3 One a Day 1000 mg 880 IU Attached</p>	<p>Please find attached memo.</p> <p>Carol Smart 28/03/2023</p>

UPDATE	MSNs
	<p>There are a 2 new MSN's has been issued this week</p> <ul style="list-style-type: none"> <li>Lidocaine 2% injection</li> <li>Isoniazide 50mg tablets</li> </ul> <p>Please see the memo page for full details <a href="http://scot.nhs.uk">Medicine Supply Problems (scot.nhs.uk)</a></p> <p>28/03/2023</p>

UPDATE	Pre-Approved price list March 2023
 <p>Guide Prices for Commonly Requestec Attached</p>	<p>The pre-approved price list has now been updated.</p> <p>Alison McAuley 24/03/2023</p>

**Communication Update Index link**

[INDEX - Community Pharmacy Communications Updates](#)

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## Community Pharmacy Communication Update



Date: Thursday 30<sup>th</sup> March 2023





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### REMINDERS AND UPDATES:

- Changes in how to access telephone interpreting

ACTION	Changes In How To Access Telephone Interpreting
 <p>Info for pharmacies.doc</p>  <p>How to access interpreting support</p> <p>Attached</p>	<p>From 1<sup>st</sup> April the contact details and access codes for the telephone interpreting service are changing.</p> <p>You will still be able to access the service via a mobile app as well as by telephone.</p> <p>New details are available from the attachments provided.</p> <p>30/03/2023</p>

REMINDER	FOR ACTION: Time Limited Offer for Support to Purchase Class III Medical Scales
 <p>Class 3 Scales Claim Form.docx</p>  <p>Flyer.pdf</p>	<p><b>Branches of Boots, Gilbrides, Lloyds, M&amp;D Green, Rowlands and Well are not required to order scales at this point as a separate email will be sent to your Area Managers to co-ordinate centrally.</b></p> <p>Many pharmacies have enquired about support to purchase Class III medical scales to support patient weight monitoring as part of the delivery of CPNSS and GFFS. We are delighted to be able to offer a 25% discounted rate for this equipment from Marsden for the M-430 model and in addition if you send a copy of the invoice to the Community Pharmacy Development Team before the 28th April 2023, we will reimburse you with £100 towards the cost of the scales. The discounted cost for one set of scales is £157.50 + £14 delivery excl VAT.</p> <p>To access this payment, please complete all sections of the attached proforma and submit this along with a supporting invoice to <a href="mailto:ggc.cpdevteam@ggc.scot.nhs.uk">ggc.cpdevteam@ggc.scot.nhs.uk</a>.</p> <p><b>Please note any claims submitted after 28<sup>th</sup> April 2023 will not be processed.</b></p> <p>Una Cuthbert 14/03/2022</p>

REMINDER	GENTLE REMINDER - CPNSS Prescriptions
	<p>Can we ask that you check your clinical mailbox at least once a day as our Dieticians will email all CPNSS prescriptions to that mailbox (we will NOT send to any other mailbox)</p>



The Dieticians are holding more face to face consultations with patients, and, as a result of this activity you may have an increased number of patients bringing in prescriptions to be supplied.

Wendy McGaugie  
21/03/2023

## REMINDER

### Community Pain Education Classes



Pain Education.pdf

The Pain Education Session is for anyone who has had persistent pain for 12 weeks or more. The session will give you a better understanding of your pain to help you manage your condition more effectively in the long term.

For more information or if you would like to attend a Pain Education Session, call 0141 277 7649

Pamela McIntyre  
27/03/2023

## REMINDER

### Smoking Cessation Training - Campanile Hotel, 10 Tunnel Street - 18th April 2023

**Tuesday 18<sup>th</sup> April 2023**  
**Campanile Hotel**  
**10 Tunnel Street, Glasgow. G3 8HL**

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- 3:00pm (approx)

We presently have some places available for the event on the 18<sup>th</sup> April, 2023.

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 pharmacy staff. 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).

Please contact us ASAP by phone on 0141 201 4945, by e-mail [pharmacyhit@ggc.scot.nhs.uk](mailto:pharmacyhit@ggc.scot.nhs.uk)


Places will be allocated on a first-come basis and will be confirmed in writing.

Lunch will be provided. Please inform us if you do not require lunch or you have special dietary requirements.


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.

Date 2023	Start time	Finish time	Nos	Meeting Place	Contact	Event
Tues 18 <sup>th</sup> April 2023	9:00	15:00	30	Campanile Hotel Tunnel St, Glasgow	0141 201 4945	QYW Training
Wed 21st June 2023	9:00	15:00	30	Eastbank Training Centre, Shettleston	0141 201 4945	QYW Training

Annette Robb  
28/03/2023

<b>REMINDER</b>	<b>Accrete D3 Memo</b>
 <p>Accrete D3 One a Day 1000 mg 880 IU</p>	<p>Please find attached memo.</p> <p>Carol Smart 28/03/2023</p>


<b>REMINDER</b>	<b>MSNs</b>
	<p>There are a 2 new MSN's has been issued this week</p> <ul style="list-style-type: none"> <li>• Lidocaine 2% injection</li> <li>• Isoniazide 50mg tablets</li> </ul> <p>Please see the memo page for full details  <a href="https://www.scot.nhs.uk/medicinesupplyproblems/">Medicine Supply Problems (scot.nhs.uk)</a></p> <p>28/03/2023</p>

<b>REMINDER</b>	<b>Pre-Approved price list March 2023</b>
 <p>Guide Prices for Commonly Requestec</p>	<p>The pre-approved price list has now been updated.</p> <p>Alison McAuley 24/03/2023</p>

<b>REMINDER</b>	<b>FOR ACTION: FOUNDATION TRAINING YEAR (FTY) PLACEMENTS</b>
	<p>Community pharmacy has a key role to play in the delivery of pharmaceutical care services in Primary Care and already supports the training of the future workforce through the provision of Foundation Training Year (FTY) placements. However, we would like to strengthen the already established links between community pharmacies and the pharmacy teams based in GP practices and specialist services by offering 6 split foundation training year pharmacist placements in 2024/25. As a result, we are looking for expressions of interest from community pharmacies ideally (but not necessarily) within East Dunbartonshire, West Dunbartonshire and NW Glasgow to allow for co-location with the HSPCs and specialist sites involved, who would be keen to be one of the 3 sites required.</p> <p>The Foundation Year Trainee pharmacists (FTY) would spend blocks of time in both sectors, 6 months in total in each sector, over the 12-month period with pairs of students swapping – meaning that there would always be an FTY Pharmacologist in the pharmacy.</p> <p><b>There are 2 possible models of delivery being considered:</b></p> <p><b>Model 1:</b> the FTY Pharmacist would spend 6 months in a community pharmacy and 6 months in a HSCP or Specialist Service Pharmacy Team. e.g., Trainee 1 starts in Community Pharmacy with Trainee 2 with a HSCP Team they would swap over after the initial 6 months period.</p> <p><b>Model 2:</b> the FTY pharmacists would be on a rotation of four alternating 3-month placements e.g., a FYT Pharmacist would spend months 1-3 and 7-9 <b>or</b> months 4-6 and 10-12 in the Community Pharmacy. Again, they would be in pairs so the Community Pharmacy would always have an FTY Pharmacist.</p>

	<p><b>At this stage we are aiming to establish any interest from community pharmacies who would be keen to participate. We would also like you to indicate which model or models you would be happy to be part of. To do this please fill in the electronic form: <a href="https://forms.office.com/e/Cp5E3UL59G">https://forms.office.com/e/Cp5E3UL59G</a> by <u>Friday 24<sup>th</sup> March 2023.</u></b></p> <p>If you would like to find out more about this or have any other questions, then could you please contact Alan Harrison (alan.harrison@ggc.scot.nhs.uk or Tel 07870 512802)</p> <p>Alan Harrison 21/03/2023</p>
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<b>REMINDER</b>	<b>Advanced Notification – Q4 Customer Complaints / Whistleblowing &amp; Annual Survey</b>
	<p>Q4 Customer Complaints / Whistleblowing &amp; Annual Survey, for the collection of information relating to the Patient Rights (Scotland) Act 2011 will be sent week commencing Monday 27th March 2023.</p> <p>You should note that submission of this information is a contractual requirement and as such you should complete the Webropol survey within the timescale which will appear in the covering message.</p> <p>Thank you for your continued co-operation.</p> <p>Michelle Cooper – Contracts Supervisor 21/03/2023</p>

<b>REMINDER</b>	<b>Azithromycin Shortage</b>
 MEMO - Azithromycin shorta	<p>Please see attached memo on shortage of azithromycin which has also been circulated to GP practices and to acute sites</p> <p>Audrey Thompson 21/03/2023</p>

<b>REMINDER</b>	<b>Made to Measure Stockings</b>
	<p>As we continue to recover from Covid we are returning to delivering services, as they were, pre-pandemic.</p> <p>Measuring limbs in relation to compression hosiery was a service that, due to the nature of close contact, some pharmacy teams chose not to perform over the last few years.</p> <p>We would like all pharmacies to consider returning to measuring, now that the risk of Covid has greatly reduced.</p> <p>The guidance around the management of this can be accessed from the CPS website at the following links -</p> <p><a href="#">Compression Hosiery Prescriptions — Community Pharmacy Scotland (cps.scot)</a></p> <p><a href="#">Compression+hosiery+guidance+v1.0+September+2022.pdf (squarespace.com)</a></p>

	<p>I hope that pharmacy teams will help to support patients who require this important service.</p> <p>Alan Harrison 20/03/2023</p>
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<b>REMINDER</b>	<b>Advanced Practice Interprofessional Learning Opportunities</b>
	<p>NES Pharmacy would like to invite pharmacists working towards the RPS core advanced pharmacist curriculum to join our advanced practice colleagues in nursing and allied health professions in a series of continuing professional development webinars.</p> <p>The sessions are coordinated by Lizanne Hamilton-Smith, senior nurse for advanced practice at NHS 24 and senior lecturer for advanced practice at University Highlands and Islands. Sessions of interest may vary depending on your current context.</p> <ul style="list-style-type: none"> <li>• Thursday 23<sup>rd</sup> March: 13:30-14:30 Lizanne Hamilton-Smith <b>Video consultation:</b> <a href="#">Click here to join the meeting</a></li> <li>• Tuesday 25<sup>th</sup> April: 13:00-14:30 Dr Gordon Cowell <b>Radiology interpretation:</b> <a href="#">Click here to join the meeting</a></li> <li>• May (tbc) <b>Renal workshop</b></li> <li>• Tuesday 6<sup>th</sup> June: 10:00-12:00 Nicola Braid <b>Learning Disabilities workshop:</b> <a href="#">Click here to join the meeting</a></li> <li>• Tuesday 4<sup>th</sup> July: 12:30-14:00 Lizanne Hamilton-Smith <b>Clinical Diagnostics:</b> <a href="#">Click here to join the meeting</a></li> </ul> <p>Ailsa Macdonald - Senior Educator - General Practice Clinical Pharmacist (GPCP) 20/03/2023</p>

<b>REMINDER</b>	<b>FOR SALE: Drug Cabinet</b>
	<p>Shaftesbury medical practice in Dumbarton Road are looking to see if anyone would like to purchase a second hand controlled drugs cabinet</p> <p>Cost £270 - sell £40 - it has some sellotape stuck on front- should scrape off!</p>  <p>If interested, please contact Maureen on 07588078278.</p> <p>Dr Maureen E Hepburn - General Practitioner 20/03/2023</p>

<b>REMINDER</b>	<b>FLU SERVICE 22/23 PARTICIPATING PHARMACIES ONLY: End Date for Flu Vaccination Programme for 2022/23</b>
	<p>I would like to take this opportunity to thank you for the part you have played in the Flu Vaccination Programme for 2022/23.</p> <p>3300 vaccinations have been completed throughout the CP network over the 6-month period that the service has been in place. We had 120 pharmacies actively take part covering all parts of NHS GGC.</p>

The current programme will cease on **Friday 31<sup>st</sup> March**, with no access to flu vaccines for patients available thereafter. With this in mind I would like to ask that all residual stock of vaccines after this date are placed within your normal patient returned medicine waste bins for destruction.

Our team is currently liaising with our waste contractors to arrange the uplift of the clinical sharps bins that were provided for depositing administered vaccines. Further information will be sent out in due course.

There will now be a review period for the whole vaccination program with a view to deciding what 2023/24 will look like.

We are looking to determine the number of unused vaccines within the community as part of our review period. If you could please complete the Electronic Form: <https://forms.office.com/e/wJzPujReeu> this will allow us to forecast for the 2023/24 program.

Once again, a huge thanks for your input this flu season.

Alan Harrison  
13/03/2023

### **Communication Update Index link**

[INDEX - Community Pharmacy Communications Updates](#)

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

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