






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

In this edition –


- [Time Limited Offer for Support to Purchase Class III Medical Scales](#)
- [PCA \(P\)\(2023\) 17 - Pharmaceutical Services Amendments To Drug Tariff In Respect Of Special Preparations And Imported Unlicensed Medicines](#)
- [PCA \(P\)\(2023\) 18 - Nhs England Hormone Replacement Therapy Pre-Payment Certificates \(Hrt Ppcs\)](#)
- [PCA \(P\)\(2023\) 19 - Extension To Serious Shortage Protocols \(SSPs\) For Phenoxymethylpenicillin, Clarithromycin, And Sandrena® \(Estradiol\)](#)
- [RESTART: \(Phase 3\) Medicines: Reconciliation & Supply Project \(MRS Project\)](#)
- [APC Elections \(Area Pharmaceutical Committee\)](#)
- [Well Done Kay Donnachie of Clyde Pharmacy, Greenock](#)
- [Intelligence Alert - patient accessing controlled and desirable medication - Sensitive - patient identifiable information](#)
- [Semaqlutide Update](#)

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>Guide to Completing Annual</p>	<p>You will be aware from previous newsletters that there is a time limited offer of support to purchase Class III weighing scales to help in delivering both the CP Nutritional supplements service as well as the Gluten Free service. We would encourage you to consider this offer as there will be an expectation from May onwards that assessments, which includes the weighing of patients, within each of the service specifications, will resume after a hiatus due to Covid.</p> <p>A guide to completing annual assessments can be found in the attachment to this message</p> <p>We are in the process of arranging training associated with the Gluten Free service and details of this will follow at a later date.</p> <p>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 coordinate centrally.</p> <p>We are delighted to be able to offer a 25% discounted rate for this equipment from Marsden for the M-430 model. In addition, if you send a copy of the invoice to the Community Pharmacy Development Team before the 31st May 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. If order less than 10 sets of scales this can be done through the Marsden website using the discount code GRE14. For larger orders contact the company directly. Further details on ordering are included in the flyer attached. To access this payment, please complete all sections of the attached proforma and submit this along with a supporting invoice to ggc.cpdevteam@ggc.scot.nhs.uk. Please note any claims submitted after 28th April 2023 will not be processed.</p> <p>Alan Harrison 24/04/2023</p>

ACTION	PCA (P)(2023) 17 - Pharmaceutical Services Amendments To Drug Tariff In Respect Of Special Preparations And Imported Unlicensed Medicines
	www.sehd.scot.nhs.uk/pca/PCA2023(P)17.pdf 02/05/2023

ACTION	PCA (P)(2023) 18 - Nhs England Hormone Replacement Therapy Pre-Payment Certificates (Hrt Ppcs)
	www.sehd.scot.nhs.uk/pca/PCA2023(P)18.pdf 28/04/2023


ACTION	PCA (P)(2023) 19 - Extension To Serious Shortage Protocols (SSPs) For Phenoxyethylpenicillin, Clarithromycin, And Sandrena® (Estradiol)
	www.sehd.scot.nhs.uk/pca/PCA2023(P)19.pdf 02/05/2023

ACTION	RESTART: (Phase 3) Medicines: Reconciliation & Supply Project (MRS Project)
 PGD Medicines Discharge v2 exp Ma	<p>TO ALL PHARMACIES WITHIN NORTH EAST, NORTH WEST AND EAST DUNBARTONSHIRE HSCPs</p> <p>Following a temporary pause in the pilot, I am pleased to advise that the Medicines: Reconciliation & Supply (MRS) Project is re-starting today. Some documentation for the project has been revised and an updated short training video is available on our website NHS Community Pharmacy Website (scot.nhs.uk). Can all participants please familiarise themselves with the updated documentation.</p> <p><u>FOR ACTION – PGD v2</u> Attached is a copy of the updated PGD Medicines Discharge V2 (expiry March 2025). For continued participation and to ensure you receive payment for claims submitted, all participating pharmacies <u>must complete and submit Page 10 of the PGD by close of business (5pm) on Friday 5th May 2023.</u></p> <p><u>FOR INFORMATION</u> As previously advised in our email of 31st January 2023, the SLA has been extended until March 2024 and reflects the new dates. As there has been no material change to the clinical aspects of the service, there is no need for participants to re-commit to the SLA.</p> <p>I trust the above is helpful to you, however, if you have any further questions on the pilot, please email them to: gqc.cpdevteam@nhs.scot</p> <p>Mani Narwan 27/04/2023</p>

ACTION	APC Elections (Area Pharmaceutical Committee)
	<p>TO ALL PHARMACIES WITHIN NORTH EAST, NORTH WEST, EAST RENFREWSHIRE AND GLASGOW SOUTH HSCPs</p> <p>Due to the numerous nominations received from community pharmacists and/or registered technicians for membership of the Area Pharmaceutical Committee (APC) within the HSCPs noted above, the nominations have now gone to Vote.</p>

	<p>Please note that an email has been sent to your clinical mailbox, all Election Papers must be submitted no later than <u>5pm on Tuesday 9th May 2023,</u> by email: ggc.cpdevteam@nhs.scot</p> <p>Mani Narwan 27/04/2023</p>
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IMPORTANT INFORMATION	Well Done Kay Donnachie of Clyde Pharmacy, Greenock
	<p>When a patient collapsed outside Clyde Pharmacy in Roxburgh Street Greenock recently, he was fortunate that the staff were on hand to provide immediate assistance.</p> <p>When Kay Donnachie realised how desperate the situation was, she phoned the Scottish Ambulance Service who informed her that the nearest available defibrillator was in a dental practice nearby.</p> <p>Kay hot-footed it to the practice and returned with the dentist, and the defibrillator, and between them, they were able to save the man's life.</p> <p>When the patient returned to the pharmacy a few days later, he was obviously very grateful for the staff's action and the staff themselves were over the moon.</p> <p>Well Done Kay.</p> <p>Alan Clee 02/05/2023</p>

IMPORTANT INFORMATION	Intelligence Alert - patient accessing controlled and desirable medication - Sensitive - patient identifiable information
 Patient Accessing Controlled and Desi Attached	<p>CFS have issued the attached Intelligence Alert about a patient using multiple identities to obtain dihydrocodeine. Although there has been no reported attempts within NHS GGC, it is possible she may attempt to do so.</p> <p>02/05/2023</p>

UPDATE	Semaglutide Update
	<p>There has been an update to the local NHS GGC advice with regards Semaglutide.</p> <p>Please see the memo page for details.</p> <p>Medicine Supply Problems (scot.nhs.uk)</p> <p>02/05/2023</p>

Communication Update Index link

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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




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In this edition –

- Time Limited Offer for Support to Purchase Class III Medical Scales

ACTION	Time Limited Offer for Support to Purchase Class III Medical Scales
 Class 3 Scales Claim Form.docx  Flyer.pdf  Guide to Completing Annual	<p>You will be aware from previous newsletters that there is a time limited offer of support to purchase Class III weighing scales to help in delivering both the CP Nutritional supplements service as well as the Gluten Free service. We would encourage you to consider this offer as there will be an expectation from May onwards that assessments, which includes the weighing of patients, within each of the service specifications, will resume after a hiatus due to Covid.</p> <p>A guide to completing annual assessments can found in the attachment to this message</p> <p>We are in the process of arranging training associated with the Gluten Free service and details of this will follow at a later date.</p> <p>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.</p> <p>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 31st May 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. If order less than 10 sets of scales this can be done through the Marsden website using the discount code GRE14. For larger orders contact company directly. Further details on ordering are included in flyer attached. To access this payment, please complete all sections of the attached proforma and submit this along with a supporting invoice to ggc.cpdevteam@ggc.scot.nhs.uk. Please note any claims submitted after 31st May 2023 will not be processed.</p> <p>Alan Harrison 24/04/2023</p>

REMINDERS AND UPDATES:

REMINDER	RESTART: (Phase 3) Medicines: Reconciliation & Supply Project (MRS Project)
 PGD Medicines Discharge v2 exp M&	<p>TO ALL PHARMACIES WITHIN NORTH EAST, NORTH WEST AND EAST DUNBARTONSHIRE HSCPs</p> <p>Following a temporary pause in the pilot, I am pleased to advise that the Medicines: Reconciliation & Supply (MRS) Project is re-starting today. Some documentation for the project has been revised and an updated short training video is available on our</p>

website [NHS Community Pharmacy Website \(scot.nhs.uk\)](https://www.scot.nhs.uk). Can all participants please familiarise themselves with the updated documentation.

FOR ACTION – PGD v2

Attached is a copy of the updated PGD Medicines Discharge V2 (expiry March 2025). For continued participation and to ensure you receive payment for claims submitted, all participating pharmacies **must complete and submit Page 10 of the PGD by close of business (5pm) on Friday 5th May 2023.**

FOR INFORMATION


As previously advised in our email of 31st January 2023, the SLA has been extended until March 2024 and reflects the new dates. As there has been no material change to the clinical aspects of the service, there is no need for participants to re-commit to the SLA.

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Mani Narwan
27/04/2023

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REMINDER	Well Done Kay Donnachie of Clyde Pharmacy, Greenock
	<p>When a patient collapsed outside Clyde Pharmacy in Roxburgh Street Greenock recently, he was fortunate that the staff were on hand to provide immediate assistance.</p> <p>When Kay Donnachie realised how desperate the situation was, she phoned the Scottish Ambulance Service who informed her that the nearest available defibrillator was in a dental practice nearby.</p> <p>Kay hot-footed it to the practice and returned with the dentist, and the defibrillator, and between them, they were able to save the man's life.</p> <p>When the patient returned to the pharmacy a few days later, he was obviously very grateful for the staff's action and the staff themselves were over the moon.</p> <p>Well Done Kay.</p> <p>Alan Clee 02/05/2023</p>


REMINDER	Intelligence Alert - patient accessing controlled and desirable medication - Sensitive - patient identifiable information
 <p>Patient Accessing Controlled and Desi</p>	<p>CFS have issued the attached Intelligence Alert about a patient using multiple identities to obtain dihydrocodeine. Although there has been no reported attempts within NHSGGC, it is possible she may attempt to do so.</p> <p>02/05/2023</p>

REMINDER	Semaglutide Update
	<p>There has been an update to the local NHS GGC advice with regards Semaglutide.</p> <p>Please see the memo page for details.</p> <p>Medicine Supply Problems (scot.nhs.uk)</p> <p>02/05/2023</p>

REMINDER	ATTEMPTED FRAUD
	<p>We are asking community pharmacy colleagues to be vigilant to approaches being made to patients, via phone call to elicit bank details. These attempts are made by an individual who claims to be contacting the patient on behalf of their community pharmacy, in relation to a delivery of medication. The individual has the patient's name and address, and asks the patient to provide their bank details.</p> <p>Community pharmacies might want to consider reassuring their patients, that they will never phone and ask for their bank details. If a patient is in any doubt as to the veracity of contact on behalf of their community pharmacy, that they hang up and phone the pharmacy to confirm.</p> <p>24/04/2023</p>

REMINDER	The Use of the Unscheduled Care PGD for Care Home Residents
	<p>Questions have been raised recently about confusion over the use of the Unscheduled Care PGD specifically for medicines supply within Care Homes. As a result, advice was sought from Community Pharmacy Scotland and NHS24.</p> <p>They advised:</p> <p>The Unscheduled Care PGD allows Community Pharmacists to undertake the urgent provision of currently prescribed medicines (as listed) to NHS patients (including those who live in a care home).</p> <p>Therefore, as it is for urgent supply it could potentially be used when:</p> <ol style="list-style-type: none"> 1. Medicines have been refused and are spoiled 2. Medicines have been spilled, dropped or inadvertently destroyed <p>As there is an immediate need.</p> <p>In the case where a resident's medicines are no longer in sync (i.e. the current supply will not last until the end of the cycle e.g. due to a hospital admission, commencement mid-cycle) the criteria for the Unscheduled Care PGD are not met. NHS 24 (the authors of the PGD) have advised that it should not be used for this purpose.</p>

	<p>In this situation a prescription from their GP is required, this can either be:</p> <ol style="list-style-type: none"> 1. For the exact amount required to bring the resident's medicines back into sync 2. An additional prescription for a full 28-day supply that the pharmacy can dispense the required amount from – and electronically endorse for the amount supplied. <p>NB in this situation a script for a full 28-day supply will still be needed for the next cycle, refusal to provide a script (as it appears that it is being requested “early”) will perpetuate the problem.</p> <p>Alan Harrison – Lead Pharmacist Community Care 25/04/2023</p>
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REMINDER	Gluten Free Food Service Refresher Training
 Gluten Free Food Service Training Pos	<p>Please find attached poster for the Gluten Free Food Service refresher training.</p> <p>Link for the meeting can be found below: https://teams.microsoft.com/l/meetup-join/19%3ameeting_MGZIOGNIZDYtMzk1MS00NGM0LWJmYmUtYtZjN2VIZWQ5ZTVi%40thread.v2/0?context=%7b%22Tid%22%3a%2210efe0bd-a030-4bca-809c-b5e6745e499a%22%2c%22Oid%22%3a%22cff3c487-6adc-4565-82e2-25edc97f069b%22%7d</p> <p>25/04/2023</p>

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- **CLASS 1 DRUG ALERT: EMERADE 500 & 300 MCG SOLUTION FOR INJECTION IN PRE-FILLED SYRINGE**
- **Disallowed Items for CP2 Report**
- **Time Limited Offer for Support to Purchase Class III Medical Scales**
- **Ordering of Rifampicin**
- **Dexcom One Transmitters are on Tariff**
- **Sharing NHS 24 contact record with community pharmacies**
- **Professional to Professional Line**
- **Supply Problem – Semaglutide (Ozempic®) Solution for Injection**

ACTION	CLASS 1 DRUG ALERT: EMERADE 500 & 300 MCG SOLUTION FOR INJECTION IN PRE-FILLED SYRINGE
 Class 1-2023-004-MHRA_F  NatPSA-2023-004-M HRA_Final-V3.pdf  Advice for patients who have been pres Attached	<p>Please find attached class 1 drug alert 23 2023 – Class 1 medicines recall – action now including out of hours – NATPSA 2023/004/MHRA – Pharmaswiss Ceska Republika s.r.o and distributor Bausch & Lomb UK Ltd – Emerade 500 & 300 mcg solution for injection in pre-fill.</p> <p>09/05/2023</p>


ACTION	Disallowed Items for CP2 Report
 Disallowed Items Report.pdf Attached	<p>Please find attached document detailing frequently disallowed items.</p> <p>Please use this document to support you in making claims for products that are on the Pharmacy First Scotland approved list. The most frequently requested items that are disallowed by PSD are explained on the document. Alternatives are provided, so that the claimed request will be approved.</p> <p>Noted below is a link to the complete Pharmacy First Scotland Approved List: https://www.cps.scot/nhs-pharmacy-first-scotland</p> <p>Lauren Keenan 09/05/2023</p>

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 Class 3 Scales Claim Form.docx  Flyer.pdf  Guide to Completing Annual	<p>You will be aware from previous newsletters that there is a time limited offer of support to purchase Class III weighing scales to help in delivering both the CP Nutritional supplements service as well as the Gluten Free service. We would encourage you to consider this offer as there will be an expectation from May onwards that assessments, which includes the weighing of patients, within each of the service specifications, will resume after a hiatus due to Covid.</p> <p>A guide to completing annual assessments can be found in the attachment to this message</p> <p>We are in the process of arranging training associated with the Gluten Free service and details of this will follow at a later date.</p> <p>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 coordinate centrally.</p> <p>We are delighted to be able to offer a 25% discounted rate for this equipment from Marsden for the M-430 model. In addition, if you send a copy of the invoice to the Community Pharmacy Development Team before the 31st May 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. If order less than 10 sets of scales this can be done through the Marsden website using the discount code GRE14. For larger orders contact the company directly. Further details on ordering are included in the flyer attached. 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. Please note any claims submitted after 31st May 2023 will not be processed.</p> <p>Alan Harrison 24/04/2023</p>


ACTION	Ordering of Rifampicin
	<p>We have been made aware of difficulties that Community Pharmacy Teams have encountered when trying to obtain Rifampicin.</p> <p>In order to obtain a supply, the Pharmacy has to contact Sanofi by sending an anonymised copy of the prescription to the following email address ntp-uk@sanofi.com</p> <p>This should also be accompanied by the pharmacies name and address as well as their AAH or Phoenix account number.</p> <p>Alan Harrison 09/05/2023</p>

IMPORTANT INFORMATION	Dexcom One Transmitters are on Tariff
	<p>As of the 1st March Dexcom One transmitters were available on Tariff.</p> <p>As of May, GP system drug dictionaries have been updated and can issue prescriptions for transmitters. Previously these will have been handwritten.</p> <p>Patients with a prescription for a three-month supply of sensors should also have a prescription for a transmitter.</p> <p>GP practice teams are making sure this is added to the records of existing patients.</p>

	<p>If you receive a prescription for sensors without a transmitter; a prescription for a transmitter should be requested from the GP practice.</p> <p>Dexcom ONE</p> <p>One transmitter lasts 3 months.</p> <p>Please ensure 3 x triple boxes of Dexcom ONE sensors are requested/supplied. (9 sensors)</p> <p>Check the text on the sensor; it should now read 'Replace sensor every 10 days. This is a 3-month supply.</p> <p>Sheila Tennant 09/05/2023</p>
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IMPORTANT INFORMATION	Sharing NHS 24 contact record with community pharmacies
 <p>BRIEFING NOTE - NHS 24 to share infor Attached</p>	<p>We hope to switch on the sharing of the NHS 24 contact record with community pharmacies whenever we reach a 'Contact Pharmacy' outcome on 16th May, or shortly thereafter. I have attached a brief communication about the development.</p> <p>Dr John McAnaw 09/05/2023</p>

IMPORTANT INFORMATION	Professional to Professional Line
	<p>It's now 5 months since the GPOOH Professional to Professional (prof to prof) line was made available for use by Community Pharmacies. Details on how to access can be found here</p> <p>As a reminder, it was suggested that appropriate reasons for using the line were:</p> <div style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <ul style="list-style-type: none"> - Patient just falls out with any current PGD criteria but could possibly be treated after clinical conversation (± phoned in script) - Pharmacist would like to check clinical assessment with OOH doctor before treating under PF or PF+ - Pharmacist would like to confirm/query details of a script already written by an OOH clinician. </div> <p>In the last month (April 23) the prof to prof line was used only 67 times, and whilst many of the calls were for the reasons shown above, it appears that a significant proportion (58), was solely to request the details of a prescription already issued by OOH, as the team in the pharmacy did not have access to the pharmacy's clinical mailbox.</p> <p>The OOH service is keen that Community Pharmacies continue to use the line as it has shown great benefits to patient care. Please ensure however that someone in the pharmacy always has access to the clinical mailbox.</p> <p>Pamela MacIntyre 09/05/2023</p>

UPDATE	Supply Problem – Semaglutide (Ozempic®) Solution for injection
 Semaglutide Supply Issue May 2023.pdf Attached	Please find attached update regarding Supply problem – Semaglutide (Ozempic®) solution for injection. 09/05/2023

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Community Pharmacy Communication Update


Date: Thursday 11th May 2023






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In this edition –




- **Time Limited Offer for Support to Purchase Class III Medical Scales**
- **Use of Antiviral Medicines**


ACTION	Use of Antiviral Medicines
 <p>Chief Medical Officer - final version - SGHD</p> <p>Attached</p>	<p>Please find attached the use of Antiviral Medicines document.</p> <p>10/05/2023</p>

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>Guide to Completing Annual</p>	<p>You will be aware from previous newsletters that there is a time limited offer of support to purchase Class III weighing scales to help in delivering both the CP Nutritional supplements service as well as the Gluten Free service. We would encourage you to consider this offer as there will be an expectation from May onwards that assessments, which includes the weighing of patients, within each of the service specifications, will resume after a hiatus due to Covid.</p> <p>A guide to completing annual assessments can found in the attachment to this message</p> <p>We are in the process of arranging training associated with the Gluten Free service and details of this will follow at a later date.</p> <p>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.</p> <p>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 31st May 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. If order less than 10 sets of scales this can be done through the Marsden website using the discount code GRE14. For larger orders contact company directly. Further details on ordering are included in flyer attached. To access this payment, please complete all sections of the attached proforma and submit this along with a supporting invoice to ggc.cpdevteam@ggc.scot.nhs.uk. Please note any claims submitted after 31st May 2023 will not be processed.</p> <p>Alan Harrison 24/04/2023</p>

REMINDERS AND UPDATES:


REMINDER	Electronic Claiming Process																											
	<p>It has been the plan of the Community Pharmacy Development Team (CPDT) for some time to move away from paper claim forms for locally negotiated services, and move to an electronic process.</p> <p>I am pleased to say that the infrastructure is now in place to accommodate this, and as such we will commence a planned transition from May 2023 (April claims).</p> <p>We intend to do this on an HSCP basis, so that CPDT can evaluate the workload associated with the move and also to take on board any comments from contractors as the process moves forward.</p> <p>A transition timetable is provided below:</p> <table border="1"><thead><tr><th><u>HSCP</u></th><th><u>Commence Use of Electronic Workbook</u></th><th><u>For claiming month</u></th></tr></thead><tbody><tr><td>Glasgow City – North West</td><td>May 2023</td><td>April 2023</td></tr><tr><td>East Dunbartonshire</td><td>May 2023</td><td>April 2023</td></tr><tr><td>Glasgow City – North East</td><td>July 2023</td><td>June 2023</td></tr><tr><td>West Dunbartonshire</td><td>July 2023</td><td>June 2023</td></tr><tr><td>Glasgow City – South</td><td>September 2023</td><td>August 2023</td></tr><tr><td>Inverclyde</td><td>September 2023</td><td>August 2023</td></tr><tr><td>Renfrewshire</td><td>November 2023</td><td>October 2023</td></tr><tr><td>East Renfrewshire</td><td>November 2023</td><td>October 2023</td></tr></tbody></table> <p>A copy of the notification will then appear in the Communication Update until the end of May 2023. Reminders will be sent to individual HSCPs in advance of them moving to the new system.</p> <p>I hope this move results in a reduction in admin time for community pharmacies in what continues to be a challenging environment for all. Your co-operation is appreciated.</p> <p>If you have any queries regarding any aspect of this move, please submit to: cpdt@ggc.scot.nhs.uk</p> <p>Janine Glen 11/05/2023</p>	<u>HSCP</u>	<u>Commence Use of Electronic Workbook</u>	<u>For claiming month</u>	Glasgow City – North West	May 2023	April 2023	East Dunbartonshire	May 2023	April 2023	Glasgow City – North East	July 2023	June 2023	West Dunbartonshire	July 2023	June 2023	Glasgow City – South	September 2023	August 2023	Inverclyde	September 2023	August 2023	Renfrewshire	November 2023	October 2023	East Renfrewshire	November 2023	October 2023
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REMINDER	CLASS 1 DRUG ALERT: EMERADE 500 & 300 MCG SOLUTION FOR INJECTION IN PRE-FILLED SYRINGE
<p> Class 1-2023-004-MHRA_F</p> <p> NatPSA-2023-004-M HRA_Final-V3.pdf</p> <p> Advice for patients who have been pres</p>	<p>Please find attached class 1 drug alert 23 2023 – Class 1 medicines recall – action now including out of hours – NATPSA 2023/004/MHRA – Pharmaswiss Ceska Republika s.r.o and distributor Bausch & Lomb UK Ltd – Emerade 500 & 300 mcg solution for injection in pre-fill.</p> <p>09/05/2023</p>


REMINDER	Disallowed Items for CP2 Report
 <p>Disallowed report 2023.pdf</p>	<p>Please find attached document detailing frequently disallowed items.</p> <p>Please use this document to support you in making claims for products that are on the Pharmacy First Scotland approved list. The most frequently requested items that are disallowed by PSD are explained on the document. Alternatives are provided, so that the claimed request will be approved.</p> <p>Noted below is a link to the complete Pharmacy First Scotland Approved List: https://www.cps.scot/nhs-pharmacy-first-scotland</p> <p>Lauren Keenan 09/05/2023</p>


REMINDER	Ordering of Rifampicin
	<p>We have been made aware of difficulties that Community Pharmacy Teams have encountered when trying to obtain Rifampicin.</p> <p>In order to obtain a supply, the Pharmacy has to contact Sanofi by sending an anonymised copy of the prescription to the following email address ntp-uk@sanofi.com</p> <p>This should also be accompanied by the pharmacies name and address as well as their AAH or Phoenix account number.</p> <p>Alan Harrison 09/05/2023</p>

REMINDER	Dexcom One Transmitters are on Tariff
	<p>As of the 1st March Dexcom One transmitters were available on Tariff.</p> <p>As of May, GP system drug dictionaries have been updated and can issue prescriptions for transmitters. Previously these will have been handwritten.</p> <p>Patients with a prescription for a three-month supply of sensors should also have a prescription for a transmitter.</p> <p>GP practice teams are making sure this is added to the records of existing patients.</p> <p>If you receive a prescription for sensors without a transmitter; a prescription for a transmitter should be requested from the GP practice.</p> <p>Dexcom ONE</p> <p>One transmitter lasts 3 months.</p> <p>Please ensure 3 x triple boxes of Dexcom ONE sensors are requested/supplied. (9 sensors)</p> <p>Check the text on the sensor; it should now read 'Replace sensor every 10 days. This is a 3-month supply.</p> <p>Sheila Tennant 09/05/3023</p>

REMINDER	Sharing NHS 24 contact record with community pharmacies
 <p>BRIEFING NOTE - NHS 24 to share infor</p>	<p>We hope to switch on the sharing of the NHS 24 contact record with community pharmacies whenever we reach a 'Contact Pharmacy' outcome on 16th May, or shortly thereafter. I have attached a brief communication about the development.</p> <p>Dr John McAnaw 09/05/2023</p>


REMINDER	Professional to Professional Line
	<p>It's now 5 months since the GPOOH Professional to Professional (prof to prof) line was made available for use by Community Pharmacies. Details on how to access can be found here</p> <p>As a reminder, it was suggested that appropriate reasons for using the line were:</p> <div data-bbox="376 703 1517 1043" style="border: 1px solid black; padding: 10px;"> <ul style="list-style-type: none"> - Patient just falls out with any current PGD criteria but could possibly be treated after clinical conversation (± phoned in script) - Pharmacist would like to check clinical assessment with OOH doctor before treating under PF or PF+ - Pharmacist would like to confirm/query details of a script already written by an OOH clinician. </div> <p>In the last month (April 23) the prof to prof line was used only 67 times, and whilst many of the calls were for the reasons shown above, it appears that a significant proportion (58), was solely to request the details of a prescription already issued by OOH, as the team in the pharmacy did not have access to the pharmacy's clinical mailbox.</p> <p>The OOH service is keen that Community Pharmacies continue to use the line as it has shown great benefits to patient care. Please ensure however that someone in the pharmacy always has access to the clinical mailbox.</p> <p>Pamela MacIntyre 09/05/2023</p>

REMINDER	Supply Problem – Semaglutide (Ozempic®) Solution for injection
 <p>Semaglutide Supply Issue May 2023.pdf</p>	<p>Please find attached update regarding Supply problem – Semaglutide (Ozempic®) solution for injection.</p> <p>09/05/2023</p>

REMINDER	RESTART: (Phase 3) Medicines: Reconciliation & Supply Project (MRS Project)
 <p>PGD Medicines Discharge v2 exp Mæ</p>	<p>TO ALL PHARMACIES WITHIN NORTH EAST, NORTH WEST AND EAST DUNBARTONSHIRE HSCPs</p> <p>Following a temporary pause in the pilot, I am pleased to advise that the Medicines: Reconciliation & Supply (MRS) Project is re-starting today. Some documentation for the project has been revised and an updated short training video is available on our</p>

	<p>website NHS Community Pharmacy Website (scot.nhs.uk). Can all participants please familiarise themselves with the updated documentation.</p> <p><u>FOR ACTION – PGD v2</u> Attached is a copy of the updated PGD Medicines Discharge V2 (expiry March 2025). For continued participation and to ensure you receive payment for claims submitted, all participating pharmacies <u>must complete and submit Page 10 of the PGD by close of business (5pm) on Friday 5th May 2023.</u></p> <p><u>FOR INFORMATION</u> As previously advised in our email of 31st January 2023, the SLA has been extended until March 2024 and reflects the new dates. As there has been no material change to the clinical aspects of the service, there is no need for participants to re-commit to the SLA.</p> <p>I trust the above is helpful to you, however, if you have any further questions on the pilot, please email them to: ggc.cpdevteam@nhs.scot</p> <p>Mani Narwan 27/04/2023</p>
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REMINDER	Well Done Kay Donnachie of Clyde Pharmacy, Greenock
	<p>When a patient collapsed outside Clyde Pharmacy in Roxburgh Street Greenock recently, he was fortunate that the staff were on hand to provide immediate assistance.</p> <p>When Kay Donnachie realised how desperate the situation was, she phoned the Scottish Ambulance Service who informed her that the nearest available defibrillator was in a dental practice nearby.</p> <p>Kay hot-footed it to the practice and returned with the dentist, and the defibrillator, and between them, they were able to save the man's life.</p> <p>When the patient returned to the pharmacy a few days later, he was obviously very grateful for the staff's action and the staff themselves were over the moon.</p> <p>Well Done Kay.</p> <p>Alan Clee 02/05/2023</p>

REMINDER	Intelligence Alert - patient accessing controlled and desirable medication - Sensitive - patient identifiable information
 Patient Accessing Controlled and Desi	<p>CFS have issued the attached Intelligence Alert about a patient using multiple identities to obtain dihydrocodeine. Although there has been no reported attempts within NHSGGC, it is possible she may attempt to do so.</p> <p>02/05/2023</p>

REMINDER	Semaglutide Update
	<p>There has been an update to the local NHS GGC advice with regards Semaglutide.</p> <p>Please see the memo page for details.</p> <p>Medicine Supply Problems (scot.nhs.uk)</p> <p>02/05/2023</p>

Community Pharmacy Communication Update

Date: Tuesday 16th May 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


In this edition –


- **Community Pharmacy Development Team (CPDT): Vision and Mission**
- **Public Health Posters**
- **Use of Antiviral Medicines**
- **Stakeholder feedback questionnaire - NHSGGC Prescribing Support Tools**
- **Glasgow Recovery Communities**
- **FNC Roll Out**
- **Smoking Cessation Training - Tuesday 20th June - Eastbank Training Centre**
- **Local Implementation Group - Friday 26th May 2023**
- **Pharmacist Information Pack**
- **Change in Guidance on Face Masks across Health and Social Care**
- **Congratulations to Mr Abdul Qayum**
- **Unscheduled Care Service Recognition**
- **ONS Payments**
- **Update on the New Community Pharmacy Payment System**
- **District Nurse Contact Details**




ACTION	Community Pharmacy Development Team (CPDT): Vision and Mission
	<p>The Community Pharmacy Development Team (CPDT) has provided advice and support to the community pharmacy network in GGC for many years. Over the last two years, we have undertaken a review of our structure with a view to ensuring that it continues to be fit for purpose and able to respond to future developments within community pharmacy.</p> <p>As part of this work, we are conducting a “customer survey” to obtain the views of the community network on how best we can continue to support them.</p> <p>We would be grateful if you could spend 10 minutes responding to our questions by following the link: https://forms.office.com/e/vrt07g9CKS by close of play: Friday 2nd June 2023.</p> <p>Mani Narwan 05/05/2023</p>






ACTION	Public Health Posters
	<p>Community Pharmacists are a trusted source of information and advice for patients. 90% of the adult population visit a community pharmacy at least once a year. This presents an important opportunity for pharmacies to motivate and empower their customers to improve their health.</p> <p>We would like to remind you that all Public Health posters are delivered directly to the pharmacies. Please ensure that all posters provided are displayed.</p> <p>If any pharmacies require a replacement poster holder, please contact APS Group at: stockorders.DPPAS@theapsgroup.com to arrange a replacement.</p>

	<p>Further details and information can be found on our website: NHS Community Pharmacy Website (scot.nhs.uk)</p> <p>Mani Narwan 15/05/2023</p>
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ACTION	Use of Antiviral Medicines
 Chief Medical Officer - final version - SGHD Attached	Please find attached the Scottish Government document on the use of Antiviral Medicines. 15/05/2023

ACTION	Stakeholder feedback questionnaire - NHSGGC Prescribing Support Tools
	<p>The Medicines Policy & Prescribing Guidance (MPG) team, part of Pharmacy Services, are collecting feedback on stakeholders' use of, and attached values to the prescribing support tools we create and/or maintain: Adult Therapeutic Handbook, Adult Medicines Formulary and Medicines Policies.</p> <p>Please complete the following questionnaire. Thank you</p> <p>Questionnaire link, takes approx. 5-10 minutes, will close 26/05/23 at 1800: https://link.webpolsurveys.com/S/D9D9F950F4BD55CF or</p>  <p>Kathrin Greschner - Pharmacist Medicines Policy & Guidance 16/05/2023</p>

ACTION	Glasgow Recovery Communities
 NERC Weekly Program May 2023.p  NW Weekly Program - May 2023.  SCRN Weekly programme - May 2023. Attached	<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. Please consider displaying the attached poster(s) of the events in your area.</p> <p>Amanda Laird - ADRS Central Pharmacy Team 16/05/2022</p>

ACTION	FNC Roll Out
 CP Poster v2 010323.docx  CP Triage Document Minor Inj  CP Triage Document Ophthalm  FNC Referral Process Document v  Patient Leaflet v1 140722.docx Attached	<p>All Community Pharmacies in GGC can now directly refer appropriate patients to the Flow Navigation Centre (see here for more information). The FNC is a virtual service provided by ANPs that can deal with a range of conditions such as minor injuries, acute eye problems or cellulitis/infected bites stings. If a patient then needs to be seen they will organise a scheduled arrival time at A&E, Minor Injuries Unit or possibly a specialist clinic.</p> <p>NB they do not deal with minor illnesses (such as chest infections/UTIs etc) that would normally be dealt with by GPs/GP OOH.</p> <p>They operate 10am to 10pm every day - including weekends.</p> <p>See attached referral process document (FNC Referral Process Document V3) and flow chart (CP Poster v2) for more information on how to make a referral.</p> <p>Suggested assessment documents are available for use (CP Triage document minor injuries v1 and CP Triage document Ophthalmology v1)</p> <p>A patient information leaflet is also attached.</p> <p>Pamela Macintyre Lead Pharmacist - Community Pharmacy Development Team 11/05/2023</p>

ACTION	Smoking Cessation Training - Tuesday 20th June - Eastbank Training Centre
	<p>Smoking Cessation Training</p> <p>Tuesday 20th June 2023 Eastbank Training Centre 22 Academy Street, Shettleston G32 9AA</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 20th June, 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 0141 201 4945, or by e-mail pharmacyhit@ggc.scot.nhs.uk</p> <p>Places will be allocated on a first-come basis and will be confirmed in writing.</p> <p>Lunch will be provided. Please inform us if you do not require lunch or you have special dietary requirements.</p> <p>Parking is available on a first come basis.</p> <p><u>Tuesday 20th June 2023 9:00-15:00</u> <u>Eastbank Training Centre</u> <u>0141 201 4945</u></p>

pharmacyhit@ggc.scot.nhs.uk
 QYW Training

Wednesday 23rd August 2023 9:00-15:00
Eastbank Training Centre
0141 201 4945
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 QYW Training

Annette Robb - Public Health Pharmacy
 15/05/2023

ACTION **Local Implementation Group - Friday 26th May 2023**

The Local Implementation Group (LIG) provides a vehicle for communication and collaboration between Pharmacy Services, the Pharmacy Champion Network, the Lead Community Pharmacist network and the Community Pharmacy network. This group meet on the last Friday of each quarter.

The next meeting of the LIG is due to take place on **Friday 26th May 2023**.

Noted below are the contact details for the Pharmacy Champions. If you have any points you would like to raise at this meeting, please speak to your Pharmacy Champion in the first instance –

<u>HSCP</u>	<u>Pharmacy Champion</u>
East Dunbartonshire	ggc.cpdevteam@nhs.scot
East Renfrewshire	elizabeth.rodick@nhs.scot
Inverclyde	Sandra.reynolds4@nhs.scot
Glasgow City - North East	derek.jamieson@ggc.scot.nhs.uk or hannah.mcphail@nhs.scot
Glasgow City - North West	garry.scott@nhs.scot or stuart.dinnie@nhs.scot
Renfrewshire	ggc.cpdevteam@nhs.scot
Glasgow City - South	Karen.macdonald4@ggc.scot.nhs.uk or narinder.dhillon7@nhs.scot
West Dunbartonshire	joan.miller@ggc.scot.nhs.uk

Trish Cawley - Contracts Co-ordinator
 15/05/2023

IMPORTANT INFORMATION **Pharmacist Information Pack**

 Current Version - V13 - April 2023.pdf
 Attached

Attached is an updated version of the Pharmacist Information Pack. You might remember that this information resource exists to provide pharmacists (including locums) with details on community pharmacy services provided in NHS Greater Glasgow & Clyde, along with payment and contact details.

The pack can also be accessed from the CPDT web page by following the link below.

[NHS Community Pharmacy Website \(scot.nhs.uk\)](https://www.scot.nhs.uk)

NB - The pack is around 30 pages long. Please consider before printing.

We have a small supply of hard copies of the Pack. Should you wish to obtain a copy, please request from: cpdt@ggc.scot.nhs.uk

	Amanda Laird 11/05/2023
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IMPORTANT INFORMATION	Unscheduled Care Service Recognition
	<p>On the 4th of May NHS GGC held their prestigious Celebrating Success Staff Event. The evening finished on a tremendous high with the presentation of not one, but two Chair's Awards of Excellence. These awards recognised outstanding achievement, expertise and dedication in patient care.</p> <p>One of the winners of these awards was;</p> <p>NHSGGC Urgent and Unscheduled Care Services Team, for adapting to new and every-changing situations, which has been nothing short of remarkable. From the launch of the Flow Navigation Centre and Mental Health Assessment Units, to the ongoing dedication, commitment and professionalism of our EDs, IAUs, Community Pharmacies, MIUs, in-hours and Out of Hours GP Services, who have worked tirelessly with the support of diagnostic services.</p> <p>I was delighted to see that Community Pharmacies were recognised for playing their part, in what is an ever-growing demand in the communities, that pharmacies are situated. My thanks to all Pharmacies who have played their part.</p> <p>Alan Harrison 11/05/2023</p>

UPDATE	ONS Payments
	<p>Due to ongoing technical issues we are unable to run payments for the supply of supplements until further notice. We hope to have the issue resolved soon and will keep you updated. Please note all other ONS payments will be paid as normal.</p> <p>Thank you for your continued support of this service.</p> <p>Wendy McGaugie 16/05/2023</p>

UPDATE	Update on the New Community Pharmacy Payment System
	<p>Update on the new Community Pharmacy Payment System - confirming that prescriptions do not need to be altered if non dm+d quantities are prescribed (e.g. 2 inhalers rather than 400 doses)</p> <p>nDCVP and dm+d Webinar outputs (office.com)</p> <p>Pamela Macintyre 11/05/2023</p>

UPDATE	District Nurse Contact Details
	<p>NHS Greater Glasgow and Clyde District Nurse Contact Details:</p> <p><u>Glasgow City HSCP</u> Single Point of Access number is 0141 355 2180</p> <p>For the evening service: North Side 0141 355 1688</p>

South side 0141 347 8731

Renfrewshire HSCP 0141 207 7760

East Dun. HSCP

The DN service in East Dun use their own landline numbers from Monday to Friday from 0830 – 1630. We use our Homecare service for SPOA during weekends and evenings which we have recently taken over from Glasgow OOH service.

The number is: 0141 578 2181 and the hours for this number are:

Monday to Sunday: 1630 – 2130

Saturday and Sunday 0830 – 2130

Inverclyde/East Renfrewshire/West Dunbartonshire HSCPs do not have a SPoA number (access DN numbers via GP Practices/health centre)

Janine Glen
16/05/2023

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

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




Community Pharmacy Communication Update

Date: Thursday 18th May 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

REMINDERS AND UPDATES:


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>Guide to Completing Annual</p>	<p>You will be aware from previous newsletters that there is a time limited offer of support to purchase Class III weighing scales to help in delivering both the CP Nutritional supplements service as well as the Gluten Free service. We would encourage you to consider this offer as there will be an expectation from May onwards that assessments, which includes the weighing of patients, within each of the service specifications, will resume after a hiatus due to Covid.</p> <p>A guide to completing annual assessments can found in the attachment to this message</p> <p>We are in the process of arranging training associated with the Gluten Free service and details of this will follow at a later date.</p> <p>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.</p> <p>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 31st May 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. If order less than 10 sets of scales this can be done through the Marsden website using the discount code GRE14. For larger orders contact company directly. Further details on ordering are included in flyer attached. To access this payment, please complete all sections of the attached proforma and submit this along with a supporting invoice to ggc.cpdevteam@ggc.scot.nhs.uk. Please note any claims submitted after 31st May 2023 will not be processed.</p> <p>Alan Harrison 24/04/2023</p>

REMINDER	District Nurse Contact Details
	<p>NHS Greater Glasgow and Clyde District Nurse Contact Details:</p> <p><u>Glasgow City HSCP</u> Single Point of Access number is 0141 355 2180</p> <p>For the evening service: North Side 0141 355 1688 South side 0141 347 8731</p> <p><u>Renfrewshire HSCP</u> 0141 207 7760</p> <p><u>East Dun. HSCP</u></p>

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	<p>The Local Implementation Group (LIG) provides a vehicle for communication and collaboration between Pharmacy Services, the Pharmacy Champion Network, the Lead Community Pharmacist network and the Community Pharmacy network. This group meet on the last Friday of each quarter.</p> <p>The next meeting of the LIG is due to take place on Friday 26th May 2023.</p> <p>Noted below are the contact details for the Pharmacy Champions. If you have any points you would like to raise at this meeting, please speak to your Pharmacy Champion in the first instance –</p> <table border="1" data-bbox="375 2011 1497 2152"> <thead> <tr> <th><u>HSCP</u></th> <th><u>Pharmacy Champion</u></th> </tr> </thead> <tbody> <tr> <td>East Dunbartonshire</td> <td><u>ggc.cpdevteam@nhs.scot</u></td> </tr> <tr> <td>East Renfrewshire</td> <td><u>elizabeth.rodick@nhs.scot</u></td> </tr> </tbody> </table>	<u>HSCP</u>	<u>Pharmacy Champion</u>	East Dunbartonshire	<u>ggc.cpdevteam@nhs.scot</u>	East Renfrewshire	<u>elizabeth.rodick@nhs.scot</u>
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East Renfrewshire	<u>elizabeth.rodick@nhs.scot</u>						

	Inverclyde	Sandra.reynolds4@nhs.scot
	Glasgow City - North East	derek.jamieson@ggc.scot.nhs.uk or hannah.mcphail@nhs.scot
	Glasgow City - North West	garry.scott@nhs.scot or stuart.dinnie@nhs.scot
	Renfrewshire	ggc.cpdevteam@nhs.scot
	Glasgow City - South	Karen.macdonald4@ggc.scot.nhs.uk or narinder.dhillon7@nhs.scot
	West Dunbartonshire	joan.miller@ggc.scot.nhs.uk
Trish Cawley - Contracts Co-ordinator 15/05/2023		

REMINDER	Change in Guidance on Face Masks across Health and Social Care
	<p>From Tuesday 16 May 2023, new Scottish Government guidance comes into effect on the use of facemasks and face coverings within health and care settings.</p> <p>Due to a number of factors including high vaccinations rates and other mitigations against COVID-19 in the health and social care sector, the recommendation that face masks are worn at all times <u>is being removed</u>. The PPE requirements for standard infection control and transmission based precautions remain in place as per the National Infection Prevention and Control Manual.</p> <p>The advice covers all hospitals, health centres, community sectors, primary care facilities and care homes.</p> <p>The key changes to the guidance are:</p> <ul style="list-style-type: none"> · staff providing direct care do not need to routinely wear a face mask at all times during their shift · staff in non-direct care roles (e.g. catering, domestic or office staff) do not need to routinely wear a face covering unless advised to so on IPC advice · visitors to adult care homes do not need to wear a mask or face covering including in communal areas. <p>Why the guidance has changed</p> <p>Fluid resistance surgical masks (FRSMs) provide protection to the wearer and those around them, and therefore have a purpose within health and social care settings. However, we are in a position now where the extended use of masks and face coverings should be for particular situations and not the default position.</p> <p>Although COVID-19 continues to spread, transmission rates are lower and the virus is currently milder than at earlier stages in the pandemic resulting in a reduction in severity of illness and hospitalisation.</p> <p>The impact masks and face coverings can have on health and mental wellbeing, along with communication barriers, continues to be weighed against the protection provided against the risk of harm from COVID-19.</p> <p>Vaccination remains the greatest protection against COVID-19.</p> <p>Further information can be found here: Coronavirus (COVID-19) face masks and face coverings guidance withdrawal: letter - gov.scot (www.gov.scot)</p> <p>12/05/2023</p>

REMINDER	Update on the New Community Pharmacy Payment System
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	<p>Update on the new Community Pharmacy Payment System - confirming that prescriptions do not need to be altered if non dm+d quantities are prescribed (e.g. 2 inhalers rather than 400 doses)</p> <p>nDCVP and dm+d Webinar outputs (office.com)</p> <p>Pamela Macintyre 11/05/2023</p>
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REMINDER	Unscheduled Care Service Recognition
	<p>On the 4th of May NHS GGC held their prestigious Celebrating Success Staff Event. The evening finished on a tremendous high with the presentation of not one, but two Chair's Awards of Excellence. These awards recognised outstanding achievement, expertise and dedication in patient care.</p> <p>One of the winners of these awards was;</p> <p>NHSGGC Urgent and Unscheduled Care Services Team, for adapting to new and every-changing situations, which has been nothing short of remarkable. From the launch of the Flow Navigation Centre and Mental Health Assessment Units, to the ongoing dedication, commitment and professionalism of our EDs, IAUs, Community Pharmacies, MIUs, in-hours and Out of Hours GP Services, who have worked tirelessly with the support of diagnostic services.</p> <p>I was delighted to see that Community Pharmacies were recognised for playing their part, in what is an ever-growing demand in the communities, that pharmacies are situated. My thanks to all Pharmacies who have played their part.</p> <p>Alan Harrison 11/05/2023</p>

REMINDER	Congratulations to Mr Abdul Qayum
	<p>Mr Qayum has recently celebrated the 50th anniversary of the opening of his first pharmacy in Maryhill, Glasgow</p> <p>Mr Qayum has been providing pharmacy services to the public since he opened his first pharmacy in April 1973, on Maryhill Road, Glasgow</p> <p>He now has three pharmacies in the area, and is showing no signs of hanging up his pestle and mortar, as he is currently completing the independent prescribing course, and hopes to continue to develop his pharmacy activities for some time to come.</p> <p>Well Done Mr Qayum</p> <p>Congratulations</p> <p>Amanda Laird 11/05/2023</p>

REMINDER	FNC Roll Out
	<p>All Community Pharmacies in GGC can now directly refer appropriate patients to the Flow Navigation Centre (see here for more information). The FNC is a virtual service provided by ANPs that can deal with a range of conditions such as minor injuries, acute eye problems or cellulitis/infected bites stings. If a patient then needs to be seen they</p>



CP Poster v2
010323.docx



CP Triage
Document Minor Inj



CP Triage
Document Ophthalm



FNC Referral
Process Document v



Patient Leaflet v1
140722.docx

will organise a scheduled arrival time at A&E, Minor Injuries Unit or possibly a specialist clinic.

NB they do not deal with minor illnesses (such as chest infections/UTIs etc) that would normally be dealt with by GPs/GP OOH.

They operate 10am to 10pm every day - including weekends.

See attached referral process document (FNC Referral Process Document V3) and flow chart (CP Poster v2) for more information on how to make a referral.

Suggested assessment documents are available for use (CP Triage document minor injuries v1 and CP Triage document Ophthalmology v1)

A patient information leaflet is also attached.

Pamela Macintyre | Lead Pharmacist - Community Pharmacy Development Team
11/05/2023

REMINDER

Electronic Claiming Process

It has been the plan of the Community Pharmacy Development Team (CPDT) for some time to move away from paper claim forms for locally negotiated services, and move to an electronic process.

I am pleased to say that the infrastructure is now in place to accommodate this, and as such we will commence a planned transition from May 2023 (April claims).

We intend to do this on an HSCP basis, so that CPDT can evaluate the workload associated with the move and also to take on board any comments from contractors as the process moves forward.

A transition timetable is provided below:

<u>HSCP</u>	<u>Commence Use of Electronic Workbook</u>	<u>For claiming month</u>
Glasgow City – North West	May 2023	April 2023
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A copy of the notification will then appear in the Communication Update until the end of May 2023. Reminders will be sent to individual HSCPs in advance of them moving to the new system.

I hope this move results in a reduction in admin time for community pharmacies in what continues to be a challenging environment for all. Your co-operation is appreciated.

If you have any queries regarding any aspect of this move, please submit to:


cpdt@ggc.scot.nhs.uk

Janine Glen
11/05/2023


REMINDER	Disallowed Items for CP2 Report
 <p>Disallowed report 2023.pdf</p>	<p>Please find attached document detailing frequently disallowed items.</p> <p>Please use this document to support you in making claims for products that are on the Pharmacy First Scotland approved list. The most frequently requested items that are disallowed by PSD are explained on the document. Alternatives are provided, so that the claimed request will be approved.</p> <p>Noted below is a link to the complete Pharmacy First Scotland Approved List: https://www.cps.scot/nhs-pharmacy-first-scotland</p> <p>Lauren Keenan 09/05/2023</p>

REMINDER	Ordering of Rifampicin
	<p>We have been made aware of difficulties that Community Pharmacy Teams have encountered when trying to obtain Rifampicin.</p> <p>In order to obtain a supply, the Pharmacy has to contact Sanofi by sending an anonymised copy of the prescription to the following email address ntp-uk@sanofi.com</p> <p>This should also be accompanied by the pharmacies name and address as well as their AAH or Phoenix account number.</p> <p>Alan Harrison 09/05/2023</p>

REMINDER	Dexcom One Transmitters are on Tariff
	<p>As of the 1st March Dexcom One transmitters were available on Tariff.</p> <p>As of May, GP system drug dictionaries have been updated and can issue prescriptions for transmitters. Previously these will have been handwritten.</p> <p>Patients with a prescription for a three-month supply of sensors should also have a prescription for a transmitter.</p> <p>GP practice teams are making sure this is added to the records of existing patients.</p> <p>If you receive a prescription for sensors without a transmitter; a prescription for a transmitter should be requested from the GP practice.</p> <p>Dexcom ONE</p> <p>One transmitter lasts 3 months.</p> <p>Please ensure 3 x triple boxes of Dexcom ONE sensors are requested/supplied. (9 sensors)</p> <p>Check the text on the sensor; it should now read 'Replace sensor every 10 days. This is a 3-month supply.</p> <p>Sheila Tennant 09/05/3023</p>

REMINDER	Sharing NHS 24 contact record with community pharmacies
 BRIEFING NOTE - NHS 24 to share infor	<p>We hope to switch on the sharing of the NHS 24 contact record with community pharmacies whenever we reach a 'Contact Pharmacy' outcome on 16th May, or shortly thereafter. I have attached a brief communication about the development.</p> <p>Dr John McAnaw 09/05/2023</p>

REMINDER	Professional to Professional Line
	<p>It's now 5 months since the GPOOH Professional to Professional (prof to prof) line was made available for use by Community Pharmacies. Details on how to access can be found here</p> <p>As a reminder, it was suggested that appropriate reasons for using the line were:</p> <div style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <ul style="list-style-type: none"> - Patient just falls out with any current PGD criteria but could possibly be treated after clinical conversation (± phoned in script) - Pharmacist would like to check clinical assessment with OOH doctor before treating under PF or PF+ - Pharmacist would like to confirm/query details of a script already written by an OOH clinician. </div> <p>In the last month (April 23) the prof to prof line was used only 67 times, and whilst many of the calls were for the reasons shown above, it appears that a significant proportion (58), was solely to request the details of a prescription already issued by OOH, as the team in the pharmacy did not have access to the pharmacy's clinical mailbox.</p> <p>The OOH service is keen that Community Pharmacies continue to use the line as it has shown great benefits to patient care. Please ensure however that someone in the pharmacy always has access to the clinical mailbox.</p> <p>Pamela MacIntyre 09/05/2023</p>

REMINDER	Supply Problem – Semaglutide (Ozempic®) Solution for injection
 Semaglutide Supply Issue May 2023.pdf	<p>Please find attached update regarding Supply problem – Semaglutide (Ozempic®) solution for injection.</p> <p>09/05/2023</p>

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

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



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

In this edition –

- **Community Pharmacy Development Team (CPDT): Vision and Mission**
- **PCA (P)(2023) 20 - Additional Pharmaceutical Services Gluten Free Food Prescribable Product List**
- **PCA (P)(2023) 21 Serious Shortage Protocol: Utrogestan® (Micronised Progesterone) 100mg Capsules**
- **NHS NSS Practitioner Services Customer Satisfaction Survey 2023**
- **Electronic Claiming Process**
- **Time Limited Offer for Support to Purchase Class III Medical Scales**
- **What Matter's To You Mini-Seminars Programme of Events**
- **Early Warning System (EWS) Cascade**
- **Cost of Living Crisis and Broadband Access**
- **New NHS Connection for Pharmacy**

ACTION	Community Pharmacy Development Team (CPDT): Vision and Mission
	<p>The Community Pharmacy Development Team (CPDT) has provided advice and support to the community pharmacy network in GGC for many years. Over the last two years, we have undertaken a review of our structure with a view to ensuring that it continues to be fit for purpose and able to respond to future developments within community pharmacy.</p> <p>As part of this work, we are conducting a “customer survey” to obtain the views of the community network on how best we can continue to support them.</p> <p>We would be grateful if you could spend 10 minutes responding to our questions by following the link: https://forms.office.com/e/vrt07g9CKS by close of play: Friday 2nd June 2023.</p> <p>Mani Narwan 15/05/2023</p>

ACTION	PCA (P)(2023) 20 - Additional Pharmaceutical Services Gluten Free Food Prescribable Product List
	<p>http://www.sehd.scot.nhs.uk/pca/PCA2023(P)20.pdf</p> <p>18/05/2023</p>

ACTION	PCA (P)(2023) 21 - Serious Shortage Protocol: Utrogestan® (Micronised Progesterone) 100mg Capsules
	<p>https://www.sehd.scot.nhs.uk/pca/PCA2023(P)21.pdf</p> <p>23/05/2023</p>


ACTION	NHS NSS Practitioner Services Customer Satisfaction Survey 2023
	<p>NHS NSS Practitioner Services are keen to know how we are performing and how you feel about the services we provide. Our services are also undergoing significant transformation and change. Understanding how much you know about the changes that affect you, and what your priorities and concerns are, will help us to continue providing the best possible service to you.</p> <p>I would like to invite you and your colleagues to fill in our annual Customer Satisfaction Survey using the link below. Please feel free share the link with any professional contacts; the more views we receive, the better we can target improvements to our services.</p> <p>https://forms.office.com/e/6JsLW790jn</p> <p>You may receive this survey from more than one source - apologies for any cross-posting.</p> <p>The survey closes on 30 June 2023. If you have any questions, comments or feedback about the survey please don't hesitate to get in touch with me at anna-maija.rist2@nhs.scot.</p> <p>Georgina Anderson - ePharmacy Customer Service Helpdesk Manager 17/05/2023</p>

ACTION	Electronic Claiming Process																											
	<p>It has been the plan of the Community Pharmacy Development Team (CPDT) for some time to move away from paper claim forms for locally negotiated services, and move to an electronic process.</p> <p>I am pleased to say that the infrastructure is now in place to accommodate this, and as such we will commence a planned transition from May 2023 (April claims).</p> <p>We intend to do this on an HSCP basis, so that CPDT can evaluate the workload associated with the move and also to take on board any comments from contractors as the process moves forward.</p> <p>A transition timetable is provided below:</p> <table border="1" data-bbox="376 1447 1538 1798"> <thead> <tr> <th><u>HSCP</u></th> <th><u>Commence Use of Electronic Workbook</u></th> <th><u>For claiming month</u></th> </tr> </thead> <tbody> <tr> <td>Glasgow City – North West</td> <td>May 2023</td> <td>April 2023</td> </tr> <tr> <td>East Dunbartonshire</td> <td>May 2023</td> <td>April 2023</td> </tr> <tr> <td>Glasgow City – North East</td> <td>July 2023</td> <td>June 2023</td> </tr> <tr> <td>West Dunbartonshire</td> <td>July 2023</td> <td>June 2023</td> </tr> <tr> <td>Glasgow City – South</td> <td>September 2023</td> <td>August 2023</td> </tr> <tr> <td>Inverclyde</td> <td>September 2023</td> <td>August 2023</td> </tr> <tr> <td>Renfrewshire</td> <td>November 2023</td> <td>October 2023</td> </tr> <tr> <td>East Renfrewshire</td> <td>November 2023</td> <td>October 2023</td> </tr> </tbody> </table> <p>A copy of the notification will then appear in the Communication Update until the end of May 2023. Reminders will be sent to individual HSCPs in advance of them moving to the new system.</p> <p>I hope this move results in a reduction in admin time for community pharmacies in what continues to be a challenging environment for all. Your co-operation is appreciated.</p> <p>If you have any queries regarding any aspect of this move, please submit to: cpdt@ggc.scot.nhs.uk</p>	<u>HSCP</u>	<u>Commence Use of Electronic Workbook</u>	<u>For claiming month</u>	Glasgow City – North West	May 2023	April 2023	East Dunbartonshire	May 2023	April 2023	Glasgow City – North East	July 2023	June 2023	West Dunbartonshire	July 2023	June 2023	Glasgow City – South	September 2023	August 2023	Inverclyde	September 2023	August 2023	Renfrewshire	November 2023	October 2023	East Renfrewshire	November 2023	October 2023
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Janine Glen
11/05/2023

ACTION

Time Limited Offer for Support to Purchase Class III Medical Scales


Class 3 Scales Claim
Form.docx


Flyer.pdf


Guide to
Completing Annual

You will be aware from previous newsletters that there is a time limited offer of support to purchase Class III weighing scales to help in delivering both the CP Nutritional supplements service as well as the Gluten Free service. We would encourage you to consider this offer as there will be an expectation from May onwards that assessments, which includes the weighing of patients, within each of the service specifications, will resume after a hiatus due to Covid.

A guide to completing annual assessments can found in the attachment to this message

We are in the process of arranging training associated with the Gluten Free service and details of this will follow at a later date.

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.

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 **31st May 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. If order less than 10 sets of scales this can be done through the Marsden website using the discount code GRE14. For larger orders contact company directly. Further details on ordering are included in flyer attached.

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.

Please note any claims submitted after 31st May 2023 will not be processed.

Alan Harrison
24/04/2023

ACTION

What Matter's To You Mini-Seminars Programme of Events

**“Small conversations every day create the biggest change in every way
WMTY23”**

The International ‘What Matters to You Day’ (WMTY) will be hosted on **Tuesday 6th June 2023**. Within NHSGGC our aim is to promote the importance of having a WMTY conversation every day and to showcase some of the fantastic examples of WMTY conversations our staff, patients, carers and service users have had.

Throughout the week of WMTY Day, 5th - 9th June 2023, we have organised mini seminars, about What Matters to You; why this is important and the positive impact this can have on peoples’ lives and outcomes.

We will hear from a range of people working in different services across NHSGGC to explain how WMTY is included in their working practices, across different contexts of care.

We would encourage you to register for the seminars to deepen your understanding of What Matters to You, find out why this is so important and the difference this can make.

Information on the seminars and presenters, with links on how to book, can be found [here](#) or by using the QR code below. Further information on WMTY will be disseminated through core briefs.



Please you could share this email with your colleagues and encourage them to join the mini seminars. If you have any questions, please do not hesitate to contact me by return, or email person.centred@ggc.scot.nhs.uk.

Donna Hanlon, Lead Clinical Improvement Coordinator
23/05/2023

ACTION

Early Warning System (EWS) Cascade

The Board initiated the Early Warning System (EWS) Cascade on the 9th May 2023 relating to a Class 1 Drug Alert - Emerade 500 & 300 MCG solution for injection in pre-filled syringe.

Of the 29 cascade systems, 18 were successful. This represents a 62% success rate. Please note, this is a 3% decrease in the EWS which took place in December 2022. I would like to thank those contractors who contributed to successfully completing the 18 cascades.

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

- Last pharmacy in cascade failed to pass the message to the Master Station;
- Pharmacy was not displaying the most up to date EW Cascade;
- Trainee Pharmacist / new Pharmacist did not know that there was a cascade process that had to be followed;
- Unable to get through to the Pharmacy.

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

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

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

Michelle Cooper
23/05/2023

INFORMATION	Cost of Living Crisis and Broadband Access
	<p>**Public Health Directorate**</p> <p>Please see the below from Jane Grant.</p> <p>-----</p> <p>Good Morning</p> <p>I've attached a link to a press release from Citizens Advice. It states one million people have lost broadband access as they can't afford this due to the cost of living crisis. It's about why broadband is so important for day to day life and how this impacts the most vulnerable people e.g. increases loneliness, poorer mental health, can't manage bills and access benefits to name a few. I've also attached a link to further information on social tariffs and please circulate this to your teams/contacts as the more people that know about this the better,</p> <p>Many Thanks Jane</p> <p>One million lose broadband access as cost-of-living crisis bites - Citizens Advice</p> <p>Social tariffs: Cheaper broadband and phone packages - Ofcom</p> <p>Elaine Paton - Lead Pharmacist, Pharmaceutical Public Health (Interim) 17/05/2023</p>

INFORMATION	New NHS Connection for Pharmacy
	<p>NHS Scotland has recently agreed a replacement contract for the Scottish Wide Area Network (SWAN). Services under the new contract will be provided by BT.</p> <p>The new contract will allow for better communication, data sharing and collaboration across more than 6,000 sites, including 94 public sector organisations. Schools, hospitals, GP surgeries, pharmacies, every NHS Board and local government offices will benefit from significantly faster and improved fibre broadband.</p> <p>As part of the new contract pharmacies will be getting a new and improved SWAN connection to the NHS network provided by BT.</p> <p>Once your Pharmacy has been identified to be upgraded to the new network, you will be contacted by the ePharmacy Helpdesk to help gather the information needed for us to order your new connection.</p> <p>Georgina Anderson - ePharmacy Customer Service Helpdesk Manager 23/05/2023</p>

Communication Update Index link

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Community Pharmacy Communication Update

Date: Thursday 25th May 2023







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In this edition –

- **Supply Disruption - All Epistatus® Preparations**
- **Time Limited Offer for Support to Purchase Class III Medical Scales**

REMINDERS AND UPDATES:

ACTION	Supply Disruption - All Epistatus® Preparations
 Epistatus Memo May 2023.pdf	<p>Please find attached a memorandum from the Central Prescribing Team regarding Supply Disruption – All Epistatus Preparations.</p> <p>prescribing@ggc.scot.nhs.uk 24/05/2023</p>

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 Class 3 Scales Claim Form.docx  Flyer.pdf  Guide to Completing Annual	<p>You will be aware from previous newsletters that there is a time limited offer of support to purchase Class III weighing scales to help in delivering both the CP Nutritional supplements service as well as the Gluten Free service. We would encourage you to consider this offer as there will be an expectation from May onwards that assessments, which includes the weighing of patients, within each of the service specifications, will resume after a hiatus due to Covid.</p> <p>A guide to completing annual assessments can found in the attachment to this message</p> <p>We are in the process of arranging training associated with the Gluten Free service and details of this will follow at a later date.</p> <p>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.</p> <p>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 31st May 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. If order less than 10 sets of scales this can be done through the Marsden website using the discount code GRE14. For larger orders contact company directly. Further details on ordering are included in flyer attached. To access this payment, please complete all sections of the attached proforma and submit this along with a supporting invoice to ggc.cpdevteam@ggc.scot.nhs.uk. Please note any claims submitted after 31st May 2023 will not be processed.</p> <p>Alan Harrison 24/04/2023</p>

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Michelle Cooper
23/05/2023

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REMINDER	NHS NSS Practitioner Services Customer Satisfaction Survey 2023
	<p>NHS NSS Practitioner Services are keen to know how we are performing and how you feel about the services we provide. Our services are also undergoing significant transformation and change. Understanding how much you know about the changes that affect you, and what your priorities and concerns are, will help us to continue providing the best possible service to you.</p> <p>I would like to invite you and your colleagues to fill in our annual Customer Satisfaction Survey using the link below. Please feel free share the link with any professional contacts; the more views we receive, the better we can target improvements to our services.</p> <p>https://forms.office.com/e/6JsLW790jn</p> <p>You may receive this survey from more than one source - apologies for any cross-posting.</p> <p>The survey closes on 30 June 2023. If you have any questions, comments or feedback about the survey please don't hesitate to get in touch with me at anna-maija.rist2@nhs.scot.</p> <p>Georgina Anderson - ePharmacy Customer Service Helpdesk Manager 17/05/2023</p>

REMINDER	District Nurse Contact Details
	<p>NHS Greater Glasgow and Clyde District Nurse Contact Details:</p> <p><u>Glasgow City HSCP</u> Single Point of Access number is 0141 355 2180</p> <p>For the evening service: North Side 0141 355 1688 South side 0141 347 8731</p> <p><u>Renfrewshire HSCP</u> 0141 207 7760</p> <p><u>East Dun. HSCP</u></p> <p>The DN service in East Dun use their own landline numbers from Monday to Friday from 0830 – 1630. We use our Homecare service for SPOA during weekends and evenings which we have recently taken over from Glasgow OOH service.</p> <p>The number is: 0141 578 2181 and the hours for this number are:</p> <p>Monday to Sunday: 1630 – 2130 Saturday and Sunday 0830 – 2130</p> <p>Inverclyde/East Renfrewshire/West Dunbartonshire HSCPs do not have a SPoA number (access DN numbers via GP Practices/health centre)</p>

	Janine Glen 16/05/2023
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REMINDER	Community Pharmacy Development Team (CPDT): Vision and Mission
.	<p>The Community Pharmacy Development Team (CPDT) has provided advice and support to the community pharmacy network in GGC for many years. Over the last two years, we have undertaken a review of our structure with a view to ensuring that it continues to be fit for purpose and able to respond to future developments within community pharmacy. As part of this work, we are conducting a “customer survey” to obtain the views of the community network on how best we can continue to support them.</p> <p>We would be grateful if you could spend 10 minutes responding to our questions by following the link: https://forms.office.com/e/vrt07g9CKS by close of play: Friday 2nd June 2023.</p> <p>Mani Narwan 15/05/2023</p>

REMINDER	Public Health Posters
.	<p>Community Pharmacists are a trusted source of information and advice for patients. 90% of the adult population visit a community pharmacy at least once a year. This presents an important opportunity for pharmacies to motivate and empower their customers to improve their health.</p> <p>We would like to remind you that all Public Health posters are delivered directly to the pharmacies. Please ensure that all posters provided are displayed.</p> <p>If any pharmacies require a replacement poster holder, please contact APS Group at: stockorders.DPPAS@theapsgroup.com to arrange a replacement.</p> <p>Further details and information can be found on our website: NHS Community Pharmacy Website (scot.nhs.uk)</p> <p>Mani Narwan 15/05/2023</p>

REMINDER	Use of Antiviral Medicines
 Chief Medical Officer - final version - SGHD	<p>Please find attached the Scottish Government document on the use of Antiviral Medicines.</p> <p>15/05/2023</p>

REMINDER	Smoking Cessation Training - Tuesday 20th June - Eastbank Training Centre
.	<p>Smoking Cessation Training</p> <p>Tuesday 20th June 2023 Eastbank Training Centre 22 Academy Street, Shettleston G32 9AA</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>

We presently have some places available for the event on the 20th June, 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, or by e-mail 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 on a first come basis.

Tuesday 20th June 2023 9:00-15:00

Eastbank Training Centre

0141 201 4945

pharmacyhit@ggc.scot.nhs.uk

QYW Training

Wednesday 23rd August 2023 9:00-15:00

Eastbank Training Centre

0141 201 4945

pharmacyhit@ggc.scot.nhs.uk

QYW Training

Annette Robb - Public Health Pharmacy

15/05/2023

REMINDER

Local Implementation Group - Friday 26th May 2023

The Local Implementation Group (LIG) provides a vehicle for communication and collaboration between Pharmacy Services, the Pharmacy Champion Network, the Lead Community Pharmacist network and the Community Pharmacy network. This group meet on the last Friday of each quarter.

The next meeting of the LIG is due to take place on **Friday 26th May 2023**.

Noted below are the contact details for the Pharmacy Champions. If you have any points you would like to raise at this meeting, please speak to your Pharmacy Champion in the first instance –




<u>HSCP</u>	<u>Pharmacy Champion</u>
East Dunbartonshire	ggc.cpdevteam@nhs.scot
East Renfrewshire	elizabeth.rodick@nhs.scot
Inverclyde	Sandra.reynolds4@nhs.scot
Glasgow City - North East	derek.jamieson@ggc.scot.nhs.uk or hannah.mcphai1@nhs.scot
Glasgow City - North West	garry.scott@nhs.scot or stuart.dinnie@nhs.scot
Renfrewshire	ggc.cpdevteam@nhs.scot
Glasgow City - South	Karen.macdonald4@ggc.scot.nhs.uk or narinder.dhillon7@nhs.scot
West Dunbartonshire	joan.miller@ggc.scot.nhs.uk

Trish Cawley - Contracts Co-ordinator

15/05/2023

	<p>The evening finished on a tremendous high with the presentation of not one, but two Chair's Awards of Excellence. These awards recognised outstanding achievement, expertise and dedication in patient care.</p> <p>One of the winners of these awards was;</p> <p>NHSGGC Urgent and Unscheduled Care Services Team, for adapting to new and every-changing situations, which has been nothing short of remarkable. From the launch of the Flow Navigation Centre and Mental Health Assessment Units, to the ongoing dedication, commitment and professionalism of our EDs, IAUs, Community Pharmacies, MIUs, in-hours and Out of Hours GP Services, who have worked tirelessly with the support of diagnostic services.</p> <p>I was delighted to see that Community Pharmacies were recognised for playing their part, in what is an ever-growing demand in the communities, that pharmacies are situated. My thanks to all Pharmacies who have played their part.</p> <p>Alan Harrison 11/05/2023</p>
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REMINDER	Congratulations to Mr Abdul Qayum
	<p>Mr Qayum has recently celebrated the 50th anniversary of the opening of his first pharmacy in Maryhill, Glasgow</p> <p>Mr Qayum has been providing pharmacy services to the public since he opened his first pharmacy in April 1973, on Maryhill Road, Glasgow</p> <p>He now has three pharmacies in the area, and is showing no signs of hanging up his pestle and mortar, as he is currently completing the independent prescribing course, and hopes to continue to develop his pharmacy activities for some time to come.</p> <p>Well Done Mr Qayum</p> <p>Congratulations</p> <p>Amanda Laird 11/05/2023</p>

REMINDER	FNC Roll Out
 CP Poster v2 010323.docx  CP Triage Document Minor Inj  CP Triage Document Ophthalm	<p>All Community Pharmacies in GGC can now directly refer appropriate patients to the Flow Navigation Centre (see here for more information). The FNC is a virtual service provided by ANPs that can deal with a range of conditions such as minor injuries, acute eye problems or cellulitis/infected bites stings. If a patient then needs to be seen they will organise a scheduled arrival time at A&E, Minor Injuries Unit or possibly a specialist clinic.</p> <p>NB they do not deal with minor illnesses (such as chest infections/UTIs etc) that would normally be dealt with by GPs/GP OOH.</p> <p>They operate 10am to 10pm every day - including weekends.</p> <p>See attached referral process document (FNC Referral Process Document V3) and flow chart (CP Poster v2) for more information on how to make a referral.</p> <p>Suggested assessment documents are available for use (CP Triage document minor injuries v1 and CP Triage document Ophthalmology v1)</p>



FNC Referral
Process Document v



Patient Leaflet v1
140722.docx

A patient information leaflet is also attached.

Pamela Macintyre | Lead Pharmacist - Community Pharmacy Development Team
11/05/2023

REMINDER

Electronic Claiming Process

It has been the plan of the Community Pharmacy Development Team (CPDT) for some time to move away from paper claim forms for locally negotiated services, and move to an electronic process.

I am pleased to say that the infrastructure is now in place to accommodate this, and as such we will commence a planned transition from May 2023 (April claims).

We intend to do this on an HSCP basis, so that CPDT can evaluate the workload associated with the move and also to take on board any comments from contractors as the process moves forward.

A transition timetable is provided below:

<u>HSCP</u>	<u>Commence Use of Electronic Workbook</u>	<u>For claiming month</u>
Glasgow City – North West	May 2023	April 2023
East Dunbartonshire	May 2023	April 2023
Glasgow City – North East	July 2023	June 2023
West Dunbartonshire	July 2023	June 2023
Glasgow City – South	September 2023	August 2023
Inverclyde	September 2023	August 2023
Renfrewshire	November 2023	October 2023
East Renfrewshire	November 2023	October 2023

A copy of the notification will then appear in the Communication Update until the end of May 2023. Reminders will be sent to individual HSCPs in advance of them moving to the new system.

I hope this move results in a reduction in admin time for community pharmacies in what continues to be a challenging environment for all. Your co-operation is appreciated.

If you have any queries regarding any aspect of this move, please submit to:
cpdt@ggc.scot.nhs.uk

Janine Glen
11/05/2023

Communication Update Index link

[INDEX - Community Pharmacy Communications Updates](#)



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

In this edition –

- **Community Pharmacy Development Team (CPDT): Vision and Mission**
- **Time Limited Offer for Support to Purchase Class III Medical Scales**
- **May Payments to Contractors**
- **PCA(P)(2023) 22 - Additional Pharmaceutical Services – Payment for Forthcoming Naloxone Access Service**
- **Carbon Monoxide Monitoring Within The Quit Your Way Service**
- **Forisip Extra Long Term Out Stock Issue**
- **Supply Disruption - All Epistatus® Preparations**
- **Early Warning System (EWS) Cascade**
- **Electronic Claiming Process**
- **NHS GGC Dermatology Approved List for Pharmacy First**


ACTION	<u>Community Pharmacy Development Team (CPDT): Vision and Mission</u>
	<p>The Community Pharmacy Development Team (CPDT) has provided advice and support to the community pharmacy network in GGC for many years. Over the last two years, we have undertaken a review of our structure with a view to ensuring that it continues to be fit for purpose and able to respond to future developments within community pharmacy.</p> <p>As part of this work, we are conducting a “customer survey” to obtain the views of the community network on how best we can continue to support them.</p> <p>We would be grateful if you could spend 10 minutes responding to our questions by following the link: https://forms.office.com/e/vrt07g9CKS by close of play: Friday 2nd June 2023.</p> <p>Mani Narwan 15/05/2023</p>


ACTION	<u>Time Limited Offer for Support to Purchase Class III Medical Scales</u>
	<p>Thanks to everyone who has taken advantage of the Marsden Scales offer. As a gentle reminder all claims must be submitted to the CP development team by close of play on Wednesday 31st of May.</p> <p>Una Cuthbert 30/05/2023</p>


ACTION	<u>May Payments to Contractors</u>
	<p>Our first priority is always to ensure that a payment is made to each contractor and the payment of actual monies is always preferable as opposed to an estimated payment. You will still receive an actual payment for March 2023 dispensing which will enter bank</p>


	<p>accounts on 31st May 2023. However, please note this will be paid via a CHAPS payment which means the payment will arrive in your accounts but may arrive at any point of the day. All e-Schedules payment report data will be ready and sent out as soon as possible.</p> <p>Georgina Anderson, ePharmacy Customer Service Helpdesk Manager</p> <p>30/05/2023</p>
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ACTION	PCA(P)(2023) 22 - Additional Pharmaceutical Services – Payment for Forthcoming Naloxone Access Service
	<p>We are delighted to be working with Community Pharmacy colleagues over the next few months, setting up this life saving service. Community Pharmacy teams over the last few years have saved over 25 lives in NHS GGC with the administration of Naloxone, and, to see a National service where Naloxone is accessible and available in all 288 community pharmacies in GGC can only be beneficial in reducing drug deaths and saving lives.</p> <p>https://www.sehd.scot.nhs.uk/pca/PCA2023(P)22.pdf</p> <p>Please ensure you familiarise yourself with the above circular and its contents, and, ensure you brief all staff on the expectations of delivery. Further information on key details will be distributed across the network in order for the service to commence in August.</p> <p>Alan Harrison 25/05/2023</p>

ACTION	Carbon Monoxide Monitoring Within The Quit Your Way Service
 <p>CO Monitoring for Quit Your Way Service Attached</p>	<p>Please find attached guidance from our Public Health colleagues in relation to reinstating Carbon Monoxide monitoring within the Quit Your Way service. Please take into consideration the guidance supplied whilst doing so.</p> <p>If there are any queries regarding this or any requirements for equipment or training, please contact colleagues within the Public Health Service at the following email address: Pharmacyhit@ggc.scot.nhs.uk</p> <p>25/05/2023</p>

ACTION	Foritsip Extra Long Term Out Stock Issue
 <p>Rationalisation Homeward Commur Attached</p>	<p>We have been advised that Fortisip Extra will become long term out of stock from 29/5/23.</p> <p>We have identified a small number of patients currently prescribed this product and their health care professionals are working to transfer them onto a suitable alternative product. If a patient presents with a prescription for this product and you cannot access supply, please contact their managing dietitian or our team on presupdiet@ggc.scot.nhs.uk or 0141 201 6012 and we will be happy to support finding suitable alternatives.</p> <p>Una Cuthbert, Dietetic Manager Prescribing 25/05/2023</p>

ACTION	Supply Disruption - All Epistatus® Preparations
 <p>Epistatus Memo May 2023.pdf</p> <p>Attached</p>	<p>Please find attached memorandum from Central Prescribing Team.</p> <p>prescribing@ggc.scot.nhs.uk 24/05/2023</p>

ACTION	Early Warning System (EWS) Cascade
 <p>EWS - All HSCPS - January 2023.pdf</p> <p>Attached</p>	<p>The Board initiated the Early Warning System (EWS) Cascade on the 9th May 2023 relating to a Class 1 Drug Alert - Emerade 500 & 300 MCG solution for injection in pre-filled syringe.</p> <p>Of the 29 cascade systems, 18 were successful. This represents a 62% success rate. Please note, this is a 3% decrease in the EWS which took place in December 2022. I would like to thank those contractors who contributed to successfully completing the 18 cascades.</p> <p>On further scrutiny, we identified the following reasons for failure:-</p> <ul style="list-style-type: none"> • Last pharmacy in cascade failed to pass the message to the Master Station; • Pharmacy was not displaying the most up to date EW Cascade; • Trainee Pharmacist / new Pharmacist did not know that there was a cascade process that had to be followed; • Unable to get through to the Pharmacy. <p>We appreciate that there are often competing priorities within the Pharmacy and that time is precious; however, the Early Warning System is specifically used in emergent situations and the transfer of information is imperative.</p> <p>I have attached a further copy of each of the Board's HSCP's systems. Please identify your pharmacy within that document and print off the relevant cascade. I would like to reiterate the importance of all pharmacy staff, including locums, knowing and understanding the cascade process and what they will need to do in response to a message. It might therefore be helpful to site this document close to your main telephone.</p> <p>If there is anything in this cascade process which is unclear, or you would like to discuss further, please do not hesitate to contact me on 0141 201 6041.</p> <p>Michelle Cooper 23/05/2023</p>

ACTION	Electronic Claiming Process
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If you have any queries regarding any aspect of this move, please submit to:

cpdt@ggc.scot.nhs.uk

Janine Glen

11/05/2023

IMPORTANT INFORMATION

NHS GGC Dermatology Approved List for Pharmacy First

NHS GGC are currently in the process of completing a formulary review on many of its current authorised products. One of the lines under review is Epimax products within the dermatology section of the Pharmacy First Approved list.

As such all Epimax products will be removed from the approved list from the 1st of June pending completion of the review, with further information as to substitute products communicated in due course.

Please give consideration to this message when prescribing under the Pharmacy First service.

Alan Harrison

29/05/2023

Communication Update Index link

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

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