

**COMMUNITY PHARMACY DEVELOPMENT TEAM WEEKLY UPDATE**

***Wed 28th June 2023***

*We hope that you will take some time to read the information below and share with the whole team*.

Dawn, Aileen and Fiona

[https://www.communitypharmacy.scot.nhs.uk/nhs-boards/nhs-lothian/](https://eur01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.communitypharmacy.scot.nhs.uk%2Fnhs-boards%2Fnhs-lothian%2F&data=05%7C01%7CFiona.Anderson%40nhslothian.scot.nhs.uk%7Ca4ca814d6657402ad5aa08db77def022%7C10efe0bda0304bca809cb5e6745e499a%7C0%7C0%7C638235572093877002%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=pC%2FP7mbrkTGtbWZkU2of24r6MQu6kfbfRwNEghx6%2FIE%3D&reserved=0)

Twitter: @nhslcommpharm  

* **elms2** - elms2 is the new system through which continence care requests from NHS Lothian are now being sent to community pharmacies in Edinburgh, East Lothian and Midlothian.  When a request is logged on elms2 by our Continence Care team, an email is meant to be generated which goes to that specific pharmacy's shared mailbox to alert them to the new request.  These emails are either arriving several days late or not at all - this is currently being investigated.  **In the meantime, we recommend pharmacy teams check at least once a day for new requests by logging directly into elms2**; we will let you know once this is resolved.
* **Pharmacy First** - Please see attached for information from the Pharmacy & Medicines Division, Scottish Government. Contractors are asked that although community pharmacy teams will now be able to see new UCF-PGD options for the forthcoming Hayfever PGDs,**you should not use them for any claims until the new hay fever PGDs are in force and the products are added to the Approved List.**
* **Big Word** - Just a reminder of the fantastic Big Word translation facility when helping patients whose main language is not English.  Please see the two guides attached for useful telephone numbers, PIN codes etc.
* **Serial Script Patients** -  During our recent MCR (Treatment Summary Training) training sessions, some pharmacies have fed back that patients sometimes struggle with remembering the next due date for collecting their meds.  We hope our suggested template attached helps - just print off, cut up and hand out!

**We hope that you are all keeping well. Please get in touch with us if there is anything you would like to see more information on or if you have any questions.**

**The Community Pharmacy Development Team,**

**Royal Edinburgh Hospital**