

Community Pharmacy Communication Update


Date: Thursday 1st June 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 –

- **Epistatus Update Memo – 1st June 2023**
- **Epistatus PFS 2.5, PFS 5, PFS 7.5 Midazolam Oromucosal Solution - Extended Expiry Date**


ACTION	Epistatus Update Memo – 1 st June 2023
 <p>Epistatus Memo UPDATE 1st June.pd Attached</p>	<p>Please find attached updated memorandum from the Central Prescribing Team regarding Supply Disruption – All Epistatus Preparations.</p> <p>prescribing@ggc.scot.nhs.uk 01/06/2023</p>


ACTION	Epistatus PFS 2.5, PFS 5, PFS 7.5 Midazolam Oromucosal Solution - Extended Expiry Date																			
 <p>Epistatus PFS Patient Information Attached</p>	<p>In relation to the previous message regarding shortages in Epistatus (included) and in particular the issue around expiring stock, please see message from Veriton Pharma.</p> <p>Veriton Pharma are aware of a shortage of Epistatus Pre-filled Syringes which is anticipated to be resolved in the next 2 weeks. In order to mitigate the impact this may have on Patients, an extension to the shelf life of existing products has been reviewed. On assessment of stability data, the expiry date for the following products and batches is able to be extended by 2 months without adversely affecting the quality, safety or efficacy of the product.</p> <p>This statement is valid so long as the product in question meets the following parameters:</p> <ul style="list-style-type: none"> • It has been stored in the conditions stated on the outer pack, namely: “Store Below 25°C. Do not refrigerate.” • The carer follows the instructions within the PIL (printed inside the outer carton) which states “The product must be discarded if the solution is not clear or if the solution contains particles or crystals.” <p><input type="checkbox"/></p> <table border="1" data-bbox="376 1641 1489 1984"> <thead> <tr> <th>Product</th> <th>Batch</th> <th>Stated Expiry Date</th> <th>Extended Expiry Date</th> </tr> </thead> <tbody> <tr> <td>Epistatus PFS 2.5</td> <td>072687</td> <td>05/2023</td> <td>07/2023</td> </tr> <tr> <td rowspan="2">Epistatus PFS 5</td> <td>072689</td> <td>05/2023</td> <td>07/2023</td> </tr> <tr> <td>073452</td> <td>05/2023</td> <td>07/2023</td> </tr> <tr> <td>Epistatus PFS 7.5</td> <td>072690</td> <td>05/2023</td> <td>07/2023</td> </tr> </tbody> </table> <p>A pdf copy of the Patient Information wording from inside the carton is also provided with this statement.</p> <p>Mariola Gabka, Medical Information Pharmacist</p>	Product	Batch	Stated Expiry Date	Extended Expiry Date	Epistatus PFS 2.5	072687	05/2023	07/2023	Epistatus PFS 5	072689	05/2023	07/2023	073452	05/2023	07/2023	Epistatus PFS 7.5	072690	05/2023	07/2023
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REMINDERS AND UPDATES:

<u>REMINDER</u>	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>
<u>REMINDER</u>	Carbon Monoxide Monitoring Within The Quit Your Way Service
 <p>CO Monitoring for Quit Your Way Servic</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>
<u>REMINDER</u>	Foritsip Extra Long Term Out Stock Issue
 <p>Rationalisation Homeward Commur</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>
<u>REMINDER</u>	NHS GGC Dermatology Approved List for Pharmacy First
	<p>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.</p>

	<p>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.</p> <p>Please give consideration to this message when prescribing under the Pharmacy First service.</p> <p>Alan Harrison 29/05/2023</p>
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<u>REMINDER</u>	What Matter's To You Mini-Seminars Programme of Events
	<p>“Small conversations every day create the biggest change in every way # WMTY23”</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p> <div style="text-align: center;">  </div> <p>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.</p> <p>Donna Hanlon, Lead Clinical Improvement Coordinator 23/05/2023</p>

<u>REMINDER</u>	Early Warning System (EWS) Cascade
<div style="text-align: center;">  <p>EWS - All HSCPS - January 2023.pdf</p> </div>	<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</p>

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

REMINDER

Cost of Living Crisis and Broadband Access

****Public Health Directorate****

Please see the below from Jane Grant.

Good Morning

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,

Many Thanks
Jane

[One million lose broadband access as cost-of-living crisis bites - Citizens Advice](#)

[Social tariffs: Cheaper broadband and phone packages - Ofcom](#)

Elaine Paton - Lead Pharmacist, Pharmaceutical Public Health (Interim)
17/05/2023

<u>REMINDER</u>	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>

<u>REMINDER</u>	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>

Communication Update Index link

[INDEX - Community Pharmacy Communications Updates](#)

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

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- **Smoking Cessation Training, Tuesday 20th June 2023**
- **Glasgow Recovery Communities Information - June 2023**
- **CPNSS**
- **Circular PCA(P)(2023) 23: AMENDMENTS TO THE DRUG TARIFF IN RESPECT OF PART 7 REIMBURSEMENT ARRANGEMENTS 2023/24**
- **Shortage of a Baby Formula Nutramigen LGG ® 2**
- **Datix Reviews**




ACTION	Exacerbation of COPD - SLA V4
 SLA - 2023-2025 - V4 - Final.doc  Attachment 1 - COPD Pathway V3.xlsx  Attachment 2 - Patient Care record ca  Attachment 3 - SBAR.docx Attached	<p>PLEASE NOTE: Branches of Boots, Dicksons, Gilbrides, Houlihan, Invercoast, , M&D Green, Morrisons, Rowlands, Well, Willis or any other contractor who has a Central Sign Up process have no need to respond to this communication as this will be co-ordinated from a central point within your company.</p> <p>The local additional service relating to the exacerbation of COPD was introduced in June 2021. The SLA supporting the service is now due for renewal.</p> <p>While there has been no material change to the clinical requirements of the service, the SLA has been updated into the newly agreed format and, as such, we would ask all contractors to formally recommit to the service, by signing and returning the Participation form (Appendix 1 of attached SLA).</p> <p>You will find everything you need to deliver the service here</p> <p>Contractors who wish to continue participating in the service should complete the Participation Sheet and return, using the contact details provided by Friday 30th June 2023.</p> <p>Thank you for your continued support in this important service.</p> <p>Alan Harrison 05/06/2023</p>

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 Epistatus Memo UPDATE 1st June.pd Attached	<p>Please find attached an updated memorandum from the Central Prescribing Team regarding Supply Disruption – All Epistatus Preparations.</p> <p>prescribing@ggc.scot.nhs.uk 01/06/2023</p>

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ACTION	Smoking Cessation Training, Tuesday 20th June 2023
	<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 <u>0141 201 4945</u>, 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>

	Tuesday 20/06/23	9:00	15:00	Eastbank Training Centre	0141 201 4945 pharmacyhit@ggc.scot.nhs.uk	QYW Training
	Wednesday 23/08/23	9:00	15:00	Eastbank Training Centre	0141 201 4945 pharmacyhit@ggc.scot.nhs.uk	QYW Training
Annette Robb 01/06/2023						

ACTION	Glasgow Recovery Communities Information - June 2023
 NERC Weekly program - June 2023.  NW Weekly Program - June 2023.pdf  SCRN Weekly Program - June 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 a poster(s) of the events in your area.</p> <p>Amanda Laird - ADRS Central Pharmacy Team 05/06/2023</p>

ACTION	CPNSS
	<p>Please note that care home patients are included in this service model. It is over 12 months since the service was launched pan NHSGGC. Therefore, if you have any patients who have been with you for monitoring for longer than 12 months, please remember to follow the pathway and refer them back to the Dietitian for a clinical review.</p> <p>If you require any help with any aspect of the CPNSS please contact presupdiet@ggc.scot.nhs.uk. Our team will be happy to support in any way we can.</p> <p>Wendy McGaugie - Advanced Prescribing Support Dietitian 05/06/2023</p>

ACTION	Circular PCA(P)(2023) 23: AMENDMENTS TO THE DRUG TARIFF IN RESPECT OF PART 7 REIMBURSEMENT ARRANGEMENTS 2023/24
	<p>https://www.sehd.scot.nhs.uk/pca/PCA2023(P)23.pdf</p> <p>06/06/2023</p>

INFORMATION	Shortage of a Baby Formula Nutramigen LGG ® 2
 Letter May 23.pdf Attached	<p>Please find attached information on shortage of a baby formula Nutramigen LGG ® 2. This is non-formulary within NHSGGC but may be still used by some infants.</p> <p>If an infant is affected by this shortage please contact their managing dietitian or the prescribing support dietitians on 0141 201 6012 for advice.</p>

Una Cuthbert
05/06/2023

INFORMATION

Datix Reviews

Recent clinical incidents reported to the CPDT have been reviewed and summarised below:

Incident(s)	Theme
Controlled drug medicines provided without valid prescription.	Poor process within the pharmacy around recording of supplies, storage and availability of instalment prescriptions.
Locum/staff unable to locate current instalment dispensing controlled drug prescription.	
Failure to change dose or add/remove a medicine within a compliance aid despite being informed by practice.	Poor recording of messages from prescribers and ensuring timely updates to compliance aids.

Pamela Macintyre
06/06/2023

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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).

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Annette Robb
01/06/2023

REMINDER

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NERC Weekly
program - June 2023.



NW Weekly Program
- June 2023.pdf



SCRN Weekly
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Amanda Laird - ADRS Central Pharmacy Team
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Product	Batch	Stated Expiry Date	Extended Expiry Date
Epistatus PFS 2.5	072687	05/2023	07/2023
Epistatus PFS 5	072689	05/2023	07/2023
	073452	05/2023	07/2023
Epistatus PFS 7.5	072690	05/2023	07/2023

A pdf copy of the Patient Information wording from inside the carton is also provided with this statement.

Mariola Gabka, Medical Information Pharmacist
31/05/2023

REMINDER

NHS NSS Practitioner Services Customer Satisfaction Survey 2023

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.

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.

<https://forms.office.com/e/6JsLW790jn>

You may receive this survey from more than one source - apologies for any cross-posting.

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.

Georgina Anderson - ePharmacy Customer Service Helpdesk Manager
17/05/2023

REMINDER

Carbon Monoxide Monitoring Within The Quit Your Way Service



CO Monitoring for
Quit Your Way Serv

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.

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

25/05/2023

REMINDER

Foritsip Extra Long Term Out Stock Issue



Rationalisation
Homeward Commur

We have been advised that Fortisip Extra will become long term out of stock from 29/5/23.

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.

Una Cuthbert, Dietetic Manager Prescribing
25/05/2023

REMINDER

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

[INDEX - Community Pharmacy Communications Updates](#)

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Community Pharmacy Communication Update





Date: Tuesday 13th June 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 –

- **Exacerbation of COPD - SLA V4**
- **URGENT - Potential Disulfiram Shortage**
- **Sharps Bins Returns to Community Pharmacies**
- **Medicine Supply Alert Notice**

ACTION	Exacerbation of COPD - SLA V4
 <p>SLA - 2023-2025 - V4 - Final.doc</p>  <p>Attachment 1 - COPD Pathway V3.xlsx</p>  <p>Attachment 2 - Patient Care record ca</p>  <p>Attachment 3 - SBAR.docx</p> <p>Attached</p>	<p>PLEASE NOTE: Branches of Boots, Dicksons, Gilbrides, Houlihan, Invercoast, , M&D Green, Morrisons, Rowlands, Well, Willis or any other contractor who has a Central Sign Up process have no need to respond to this communication as this will be co-ordinated from a central point within your company.</p> <p>The local additional service relating to the exacerbation of COPD was introduced in June 2021. The SLA supporting the service is now due for renewal.</p> <p>While there has been no material change to the clinical requirements of the service, the SLA has been updated into the newly agreed format and,as such, we would ask all contractors to formally recommit to the service, by signing and returning the Participation form (Appendix 1 of attached SLA).</p> <p>You will find everything you need to deliver the service here</p> <p>Contractors who wish to continue participating in the service should complete the Participation Sheet and return, using the contact details provided by Friday 30th June 2023.</p> <p>Thank you for your continued support in this important service.</p> <p>Alan Harrison 05/06/2023</p>

ACTION	URGENT - Potential Disulfiram Shortage
 <p>Disulfiram Shortage Community Pharmac</p> <p>Attached</p>	<p>We are receiving reports of a potential disulfiram shortage, with limited availability of the UK licenced product. Please refer to the attached guidance for further information. Further updates will be communicated when available.</p> <p>Thank you ADRS Central Pharmacy Team</p> <p>Amanda Laird - Senior Advanced Pharmacist 13/06/2023</p>

ACTION	Sharps Bins Returns to Community Pharmacies
	<p>We have been receiving feedback from some Board Community Pharmacies in relation to patients presenting at Community Pharmacies asking to dispose of used sharps bins.</p> <p>In order for CPDT to monitor this, any pharmacies faced with patients attempting to incorrectly return used sharps bins should inform the CPDT at ggc.cpdevteam@nhs.scot providing some information on where the patient got this advice from, i.e. which hospital/ward/clinic. We can then contact said service and advise them on the correct procedures for patient disposal of the bins.</p> <p>To clarify the situation, patients should be advised that their used sharps bins should be returned to the provider – whether this is a Hospital/Clinic, Health Centre, GP Surgery or the IEP/Needle Exchange pharmacy they are dispensed from.</p> <p>Mani Narwan 13/06/2023</p>

IMPORTANT INFORMATION	Medicine Supply Alert Notice
<p> MSAN (2023)06 - Bromfenac (Yellox) 90</p> <p> MSAN (2023)07 - Ethinylestradiol 20mic</p> <p> MSAN (2023)08 - glucagon powder for i</p> <p> MSAN (2023)09 - Tresiba FlexTouch (Ins</p> <p> MSAN (2023)10 - Utrogestan 100mg ca</p> <p> MSAN (2023)11 - Norditropin Flexpro a</p> <p>Attached</p>	<p>Please find attached the following six MSANs:</p> <ul style="list-style-type: none"> MSAN (2023)06 - Bromfenac (Yellox) 900 micrograms per ml eye drops - level 2 MSAN (2023)07 - Ethinylestradiol 20microgram_Drospirenone 3mg (Eloine) tablets - level 2 MSAN (2023)08 - glucagon powder for injection 1mg - level 2 MSAN (2023)09 - Tresiba FlexTouch (Insulin degludec) 100units ml pens - level 2 MSAN (2023)10 - Utrogestan 100mg capsules - level 2 MSAN (2023)11 - Norditropin Flexpro and NordiFlex (somatropin) - level 2 <p>Alan Harrison 12/06/2023</p>

Communication Update Index link

[INDEX - Community Pharmacy Communications Updates](#)

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Community Pharmacy Communication Update


Date: Thursday 15th June 2023



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New in this edition –





- **URGENT - Potential Disulfiram Shortage**

ACTION	URGENT - Potential Disulfiram Shortage
 <p>Disulfiram Shortage Community Pharmac</p>	<p>We are receiving reports of a potential disulfiram shortage, with limited availability of the UK licenced product. Please refer to the attached guidance for further information. Further updates will be communicated when available.</p> <p>Can any pharmacy which may have Disulfiram available that is not being used or has some stock that may be able to be moved around please get in contact with the Prescribing inbox, at the following email address - prescribing@ggc.scot.nhs.uk ASAP as there may be a short time where there is no licensed or ULM stock available. This would allow us to build up a picture of where there is stock that can then be utilised for ongoing patient care.</p> <p>Thank you ADRS Central Pharmacy Team</p> <p>Amanda Laird - Senior Advanced Pharmacist 13/06/2023</p>

REMINDERS AND UPDATES:




<u>REMINDER</u>	Sharps Bins Returns to Community Pharmacies
	<p>We have been receiving feedback from some Board Community Pharmacies in relation to patients presenting at Community Pharmacies asking to dispose of used sharps bins.</p> <p>In order for CPDT to monitor this, any pharmacies faced with patients attempting to incorrectly return used sharps bins should inform the CPDT at ggc.cpdevteam@nhs.scot providing some information on where the patient got this advice from, i.e. which hospital/ward/clinic. We can then contact said service and advise them on the correct procedures for patient disposal of the bins.</p> <p>To clarify the situation, patients should be advised that their used sharps bins should be returned to the provider – whether this is a Hospital/Clinic, Health Centre, GP Surgery or the IEP/Needle Exchange pharmacy they are dispensed from.</p> <p>Mani Narwan 13/06/2023</p>

<u>REMINDER</u>	Epistatus Update Memo – 1st June 2023
 <p>Epistatus Memo UPDATE 1st June.pdf</p>	<p>Please find attached updated memorandum from the Central Prescribing Team regarding Supply Disruption – All Epistatus Preparations.</p> <p>prescribing@ggc.scot.nhs.uk 01/06/2023</p>


<u>REMINDER</u>	Exacerbation of COPD - SLA V4
 <p>SLA - 2023-2025 - V4 - Final.doc</p>  <p>Attachment 1 - COPD Pathway V3.xlsx</p>  <p>Attachment 2 - Patient Care record ca</p>  <p>Attachment 3 - SBAR.docx</p>	<p>PLEASE NOTE: Branches of Boots, Dicksons, Gilbrides, Houlihan, Invercoast, , M&D Green, Morrisons, Rowlands, Well, Willis or any other contractor who has a Central Sign Up process have no need to respond to this communication as this will be co-ordinated from a central point within your company.</p> <p>The local additional service relating to the exacerbation of COPD was introduced in June 2021. The SLA supporting the service is now due for renewal.</p> <p>While there has been no material change to the clinical requirements of the service, the SLA has been updated into the newly agreed format and, as such, we would ask all contractors to formally recommit to the service, by signing and returning the Participation form (Appendix 1 of attached SLA).</p> <p>You will find everything you need to deliver the service here</p> <p>Contractors who wish to continue participating in the service should complete the Participation Sheet and return, using the contact details provided by Friday 30th June 2023.</p> <p>Thank you for your continued support in this important service.</p> <p>Alan Harrison 05/06/2023</p>

<u>REMINDER</u>	Smoking Cessation Training, Tuesday 20th June 2023
	<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 <u>0141 201 4945</u>, 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>

	Tuesday 20/06/23	9:00	15:00	Eastbank Training Centre	0141 201 4945 pharmacyhit@ggc.scot.nhs.uk	QYW Training
	Wednesday 23/08/23	9:00	15:00	Eastbank Training Centre	0141 201 4945 pharmacyhit@ggc.scot.nhs.uk	QYW Training
Annette Robb 01/06/2023						

<u>REMINDER</u>	Glasgow Recovery Communities Information - June 2023
 NERC Weekly program - June 2023.  NW Weekly Program - June 2023.pdf  SCRN Weekly Program - June 2023.	<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 a poster(s) of the events in your area.</p> <p>Amanda Laird - ADRS Central Pharmacy Team 05/06/2023</p>

<u>REMINDER</u>	CPNSS
	<p>Please note that care home patients are included in this service model. It is over 12 months since the service was launched pan NMSGGC. Therefore, if you have any patients who have been with you for monitoring for longer than 12 months, please remember to follow the pathway and refer them back to the Dietitian for a clinical review.</p> <p>If you require any help with any aspect of the CPNSS please contact presupdiet@ggc.scot.nhs.uk. Our team will be happy to support in any way we can.</p> <p>Wendy McGaugie - Advanced Prescribing Support Dietitian 05/06/2023</p>

<u>REMINDER</u>	Shortage of a Baby Formula Nutramigen LGG ® 2
 Letter May 23.pdf	<p>Please find attached information on shortage of a baby formula Nutramigen LGG ® 2. This is non-formulary within NMSGGC but may be still used by some infants.</p> <p>If an infant is affected by this shortage please contact their managing dietitian or the prescribing support dietitians on 0141 201 6012 for advice.</p> <p>Una Cuthbert 05/06/2023</p>

<u>REMINDER</u>	Datix Reviews				
	<p>Recent clinical incidents reported to the CPDT have been reviewed and summarised below:</p> <table border="1"> <thead> <tr> <th>Incident(s)</th> <th>Theme</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> </tr> </tbody> </table>	Incident(s)	Theme		
Incident(s)	Theme				

	Controlled drug medicines provided without valid prescription.	Poor process within the pharmacy around recording of supplies, storage and availability of instalment prescriptions.	
	Locum/staff unable to locate current instalment dispensing controlled drug prescription.		
	Failure to change dose or add/remove a medicine within a compliance aid despite being informed by practice.	Poor recording of messages from prescribers and ensuring timely updates to compliance aids.	
<p>Pamela Macintyre 06/06/2023</p>			

<u>REMINDER</u>	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>

Communication Update Index link

[INDEX - Community Pharmacy Communications Updates](#)

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Community Pharmacy Communication Update





Date: Tuesday 20th June 2023





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In this edition –


- **Exacerbation of COPD - SLA V4**
- **Intelligence Alert - Patient Accessing Controlled and Desirable Medication - Sensitive - Patient Identifiable Information**
- **Circular PCA(P)(2023)24 - Extension of Serious Shortage Protocol (SSP) for Progynova TS 100 Microgram Patches**
- **ECS Change to display of Repeat Medications**
- **URGENT - Potential Disulfiram Shortage**

ACTION	Exacerbation of COPD - SLA V4
 SLA - 2023-2025 - V4 - Final.doc  Attachment 1 - COPD Pathway V3.xlsx  Attachment 2 - Patient Care record ca  Attachment 3 - SBAR.docx Attached	<p>PLEASE NOTE: Branches of Boots, Dicksons, Gilbrides, Houlihan, Invercoast, , M&D Green, Morrisons, Rowlands, Well, Willis or any other contractor who has a Central Sign Up process have no need to respond to this communication as this will be co-ordinated from a central point within your company.</p> <p>The local additional service relating to the exacerbation of COPD was introduced in June 2021. The SLA supporting the service is now due for renewal.</p> <p>While there has been no material change to the clinical requirements of the service, the SLA has been updated into the newly agreed format and, as such, we would ask all contractors to formally recommit to the service, by signing and returning the Participation form (Appendix 1 of attached SLA).</p> <p>You will find everything you need to deliver the service here</p> <p>Contractors who wish to continue participating in the service should complete the Participation Sheet and return, using the contact details provided by Friday 30th June 2023.</p> <p>Thank you for your continued support in this important service.</p> <p>Alan Harrison 05/06/2023</p>

ACTION	Intelligence Alert - Patient Accessing Controlled and Desirable Medication - Sensitive - Patient Identifiable Information
 01-2023-24 - Patient Accessing Controller Attached	<p>CFS have issued an update to the Intelligence Alert issued on 26th April. The patient is still presenting at Community Pharmacies across the central belt attempting to access medication. The update provides additional information on her stories as to why she or her husband requires the medication.</p> <p>Janet Richardson - Head of Financial Governance/Fraud Liaison Officer 20/06/2023</p>

ACTION	Circular PCA(P)(2023)24 - Extension of Serious Shortage Protocol (SSP) for Progynova TS 100 Microgram Patches
 Circular PCA(P)(2023)24.pdf Attached	Please find attached circular. 20/06/2023

ACTION	ECS Change to display of Repeat Medications
 ECS Repeat medications Feature Attached	Please find attached document that shows changes to ECS happening Thursday 15 th June. Pamela Macintyre 20/06/2023

ACTION	URGENT - Potential Disulfiram Shortage
 Disulfiram Shortage Community Pharmac Attached	<p>We are receiving reports of a potential disulfiram shortage, with limited availability of the UK licenced product. Please refer to the attached guidance for further information. Further updates will be communicated when available.</p> <p>Can any pharmacy which may have Disulfiram available that is not being used or has some stock that may be able to be moved around please get in contact with the Prescribing inbox, at the following email address - prescribing@ggc.scot.nhs.uk ASAP as there may be a short time where there is no licensed or ULM stock available. This would allow us to build up a picture of where there is stock that can then be utilised for ongoing patient care.</p> <p>Thank you ADRS Central Pharmacy Team</p> <p>Amanda Laird - Senior Advanced Pharmacist 13/06/2023</p>

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Community Pharmacy Communication Update




Date: Thursday 22nd June 2023







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New in this edition –


- **CO Monitoring Update**


ACTION	CO Monitoring Update
 CO Monitoring_Risk As:  Standard Operating Guidance  Bulletin 9 CO risk assessment - June 21 Attached	<p>You will be aware that the guidance around the usage of carbon monoxide monitoring in the Quit your way service recently changed, and due to the reduction in risk associated with the process, Pharmacies delivering the service were asked to recommence utilising CO monitors.</p> <p>Our Public Health colleagues have supplied us with the attached support documentation - risk assessment and SOP guidance - which you may want to consider when restarting this process to ensure safe practices are in place within your pharmacies.</p> <p>Alan Harrison 22/06/2023</p>

REMINDERS AND UPDATES:




REMINDER	Exacerbation of COPD - SLA V4
 SLA - 2023-2025 - V4 - Final.doc  Attachment 1 - COPD Pathway V3.xlsx  Attachment 2 - Patient Care record ca  Attachment 3 - SBAR.docx	<p>PLEASE NOTE: Branches of Boots, Dicksons, Gilbrides, Houlihan, Invercoast, , M&D Green, Morrisons, Rowlands, Well, Willis or any other contractor who has a Central Sign Up process have no need to respond to this communication as this will be co-ordinated from a central point within your company.</p> <p>The local additional service relating to the exacerbation of COPD was introduced in June 2021. The SLA supporting the service is now due for renewal.</p> <p>While there has been no material change to the clinical requirements of the service, the SLA has been updated into the newly agreed format and, as such, we would ask all contractors to formally recommit to the service, by signing and returning the Participation form (Appendix 1 of attached SLA).</p> <p>You will find everything you need to deliver the service here</p> <p>Contractors who wish to continue participating in the service should complete the Participation Sheet and return, using the contact details provided by Friday 30th June 2023.</p> <p>Thank you for your continued support in this important service.</p> <p>Alan Harrison 22/06/2023</p>

<u>REMINDER</u>	Intelligence Alert - Patient Accessing Controlled and Desirable Medication - Sensitive - Patient Identifiable Information
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<u>REMINDER</u>	ECS Change to display of Repeat Medications
 ECS Repeat medications Feature	<p>Please find attached document that shows changes to ECS happening Thursday 15th June.</p> <p>Pamela Macintyre 20/06/2023</p>

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<u>REMINDER</u>	Glasgow Recovery Communities Information - June 2023
 NERC Weekly program - June 2023.  NW Weekly Program - June 2023.pdf  SCRN Weekly Program - June 2023.	<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 a poster(s) of the events in your area.</p> <p>Amanda Laird - ADRS Central Pharmacy Team 05/06/2023</p>

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Community Pharmacy Communication Update





Date: Tuesday 27th June 2023



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In this edition –


- **Exacerbation of COPD - SLA V4**
- **Pharmacy First Claims**
- **My Mental Health - MyApp**
- **National Patient Safety Alert**
- **Obeticholic Acid Supply**
- **UCI Cycling World Championships**
- **Diabetes: GLP1 RA Shortages**


ACTION	Exacerbation of COPD - SLA V4
 <p>SLA - 2023-2025 - V4 - Final.doc</p>  <p>Attachment 1 - COPD Pathway V3.xlsx</p>  <p>Attachment 2 - Patient Care record ca</p>  <p>Attachment 3 - SBAR.docx</p> <p>Attached</p>	<p>PLEASE NOTE: Branches of Boots, Dicksons, Gilbrides, Houlihan, Invercoast, , M&D Green, Morrisons, Rowlands, Well, Willis or any other contractor who has a Central Sign Up process have no need to respond to this communication as this will be co-ordinated from a central point within your company.</p> <p>The local additional service relating to the exacerbation of COPD was introduced in June 2021. The SLA supporting the service is now due for renewal.</p> <p>While there has been no material change to the clinical requirements of the service, the SLA has been updated into the newly agreed format and,as such, we would ask all contractors to formally recommit to the service, by signing and returning the Participation form (Appendix 1 of attached SLA).</p> <p>You will find everything you need to deliver the service here</p> <p>Contractors who wish to continue participating in the service should complete the participation sheet and return, using the contact details provided by Friday 30th June 2023.</p> <p>Thank you for your continued support in this important service.</p> <p>Alan Harrison 05/06/2023</p>

ACTION	Pharmacy First Claims
	<p>At the National Pharmacy First Advisory Group meeting, it was highlighted that four PGD products for hay fever now appear on PMR systems in readiness for being added to Pharmacy First (the start date is still to be confirmed). Although community pharmacy teams will now be able to see these new UCF-PGD options, they should not use them for any claims until the hay fever PGDs are in force and the products are added to the Approved List.</p> <p>Hay fever products being supplied through Pharmacy First from the current Approved List should continue to be claimed via the standard option of Pharmacy First – Treatment, rather than via the new PGD options.</p>

	<p>The new hay fever PGD options <u>should not be selected</u> until the four new products have been added to Pharmacy First. It is important to ensure that all pharmacy services are claimed for under the correct UCF option to ensure correct payment. CPS will also help communicate this to community pharmacies.</p> <p>Alan Harrison 27/06/2023</p>
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ACTION	My Mental Health - MyApp
 MyApp Blog.pdf  My App-digital flyer V2.pdf Attached	<p>NHS GGC have recently launched a Mental Health App and website called MyApp under the NHS Scotland Right Decisions platform.</p> <p>Please find attached a copy of a blog from GGC Medicines as well as a digital flyer.</p> <p>Karen MacLeod - Digital Communications Officer 27/06/2023</p>

ACTION	National Patient Safety Alert
 NatPSA_2023_007_MHRA (1).pdf Attached	<p>Please find attached a National Patient Safety Alert /2023/007/MHRA – Potential Risk of Underdosing with Calcium Gluconate.</p> <p>27/06/2023</p>

IMPORTANT INFORMATION	Obeticholic Acid Supply
 OCA Prescription Leaflet v2- NHS Scot Attached	<p>Obeticholic acid is licensed for the treatment of primary biliary cholangitis (PBC) in combination with ursodeoxycholic acid (UDCA) in adults with an inadequate response to UDCA or as monotherapy in adults unable to tolerate UDCA.</p> <p>There has been some confusion about the prescribing and supply process for obeticholic acid, leading to delays in patients receiving treatment. The decision to initiate treatment should be made by a specialist, however treatment can then be prescribed and supplied in primary care, including the first supply.</p> <p>Community pharmacies can obtain stock from Alcura via the attached process. There is no requirement for approval before ordering, as long as pharmacies are in receipt of a prescription.</p> <p>Alan Harrison 22/06/2023</p>

IMPORTANT INFORMATION	UCI Cycling World Championships
	<p>You may have seen on TV or heard on local radio stations that the UCI Cycling World Championships are coming to Glasgow and surrounding areas in August 2023. This is the biggest cycling event the world has ever seen with all competitions relating to cycling in one place at the same time.</p> <p>2023 UCI Cycling World Championships Glasgow and across Scotland</p>

The various cycling events will be held from 3rd to 13th August 2023, and will mainly concentrate within the Glasgow City boundary, however some of the larger events will spread out to Highland, Dumfries and Galloway, Forth Valley, Fife and Lothian.

With this in mind, I would like to draw your attention to a number of road/area closures. These closures will be due to high volume of competitors, spectators, support vehicles and general disruption and may have an impact for a number of days.

The Get Ready Glasgow website contains all the necessary information you will require to identify which roads will be affected and when.

[Get Ready Glasgow](#)


This is a live website and is updated with new information regularly. Please ensure you utilise the website for any information you may require.

I am raising this with you now for a number of reasons

1. Staff transport to and from work (may be affected, such as lack of available parking / no parking near the pharmacy);
2. Access for wholesaler's delivery vans to the pharmacy (as above, may need to park further away);
3. Times when deliveries will be made from the wholesalers to the community pharmacy when roads are closed (may be delayed);
4. Access for community pharmacy delivery drivers (may need to park further away);
5. Access for delivery drivers to deliver patients medication when roads are closed (drivers may need to park further away); and
6. Access to GP practices for delivery drivers to pick up prescriptions (may need to park further away).

By raising this now it will hopefully allow you time to plan ahead and update your contingency plans to cover all eventualities for the possible disruption.

Alan Harrison
23/06/2023

UPDATE	Diabetes: GLP1 RA Shortages
 GLP-1 RA Supply Issue June 2023 fina Attached	Please find attached an update from the GGC Diabetes MCN June 2023 27/06/2023

Communication Update Index link

[INDEX - Community Pharmacy Communications Updates](#)

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

Community Pharmacy Communication Update



Date: Thursday 29th June 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

New in this edition –


- **Diabetes: GLP1 RA Shortages**



UPDATE	Diabetes: GLP1 RA Shortages
 MSN_2023_061 GLP1 Receptor Agonist  GLP-1 RA Supply Issue June 2023 final Attached	<p>Please find attached MSN from the Department of Health.</p> <p>It helpfully includes a flow chart for treatment choices during the GLP1RA shortage. It is in line with the existing NHS GGC T2 guidance and the planned updated National Guidance.</p> <p>29/06/2023</p>

REMINDERS AND UPDATES:

REMINDER	UCI Cycling World Championships
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<u>REMINDER</u>	CO Monitoring Update
 CO Monitoring_Risk Ass  Standard Operating Guidance  Bulletin 9 CO risk assessment - June 21	<p>You will be aware that the guidance around the usage of carbon monoxide monitoring in the Quit your way service recently changed, and due to the reduction in risk associated with the process, Pharmacies delivering the service were asked to recommence utilising CO monitors.</p> <p>Our Public Health colleagues have supplied us with the attached support documentation - risk assessment and SOP guidance - which you may want to consider when restarting this process to ensure safe practices are in place within your pharmacies.</p> <p>Alan Harrison 22/06/2023</p>

<u>REMINDER</u>	Exacerbation of COPD - SLA V4
 SLA - 2023-2025 - V4 - Final.doc  Attachment 1 - COPD Pathway V3.xlsx  Attachment 2 - Patient Care record ca  Attachment 3 - SBAR.docx	<p>PLEASE NOTE: Branches of Boots, Dicksons, Gilbrides, Houlihan, Invercoast, , M&D Green, Morrisons, Rowlands, Well, Willis or any other contractor who has a Central Sign Up process have no need to respond to this communication as this will be co-ordinated from a central point within your company.</p> <p>The local additional service relating to the exacerbation of COPD was introduced in June 2021. The SLA supporting the service is now due for renewal.</p> <p>While there has been no material change to the clinical requirements of the service, the SLA has been updated into the newly agreed format and, as such, we would ask all contractors to formally recommit to the service, by signing and returning the Participation form (Appendix 1 of attached SLA).</p> <p>You will find everything you need to deliver the service here</p> <p>Contractors who wish to continue participating in the service should complete the Participation Sheet and return, using the contact details provided by Friday 30th June 2023.</p> <p>Thank you for your continued support in this important service.</p> <p>Alan Harrison 20/06/2023</p>

<u>REMINDER</u>	Intelligence Alert - Patient Accessing Controlled and Desirable Medication - Sensitive - Patient Identifiable Information
 01-2023-24 - Patient Accessing Controller	<p>CFS have issued an update to the Intelligence Alert issued on 26th April. The patient is still presenting at Community Pharmacies across the central belt attempting to access medication. The update provides additional information on her stories as to why she or her husband requires the medication.</p> <p>Janet Richardson - Head of Financial Governance/Fraud Liaison Officer 20/06/2023</p>

<u>REMINDER</u>	ECS Change to display of Repeat Medications
 ECS Repeat medications Feature	<p>Please find attached document that shows changes to ECS happening Thursday 15th June.</p> <p>Pamela Macintyre 20/06/2023</p>

<u>REMINDER</u>	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>

Communication Update Index link

[INDEX - Community Pharmacy Communications Updates](#)

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