

Community Pharmacy Communication Update


Date: Tuesday 1st August 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 –

- **Electronic Claiming Workbook (ECW)**
- **Smoking Cessation Training - Eastbank Training Centre- 23rd August 2023**
- **Joiner/Leaver Form**
- **Unscheduled Care - PGD Version 30 – May 2023**
- **PCA (P)(2023) 25 - EXTENSION TO SERIOUS SHORTAGE PROTOCOLS (SSPS) FOR CLARITHROMYCIN PRODUCTS**
- **National Patient Safety Alert /2023/009/ohid – Potent Synthetic Opioids Implicated in Heroin Overdoses and Death**
- **Supply Disruption Memo**

ACTION	Electronic Claiming Workbook (ECW)															
 ECW - Version 1.4.xlsx Attached	<p>Thank you to community pharmacies in Glasgow City – North West, Glasgow City – North East, East Dunbartonshire and West Dunbartonshire who are already using the ECW and who have provided valuable feedback leading to improvements.</p> <p>Glasgow City – South and Inverclyde HSCPs will commence usage of the ECW in September (for services provided in August 2023).</p> <p>Below is a further copy of the timetable for HSCPs who have yet to move over to the new system.</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 – 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>The ECW has recently been updated. We are now working on Version 1.4. Please make sure you are using the correct version (which can be found here). Please make yourself familiar with the User's Guide before submitting your first claim.</p> <p>Thank you for your continued co-operation.</p> <p>Janine Glen 01/08/2023</p>	<u>HSCP</u>	<u>Commence Use of Electronic Workbook</u>	<u>For claiming month</u>	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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ACTION	Smoking Cessation Training - Eastbank Training Centre- 23rd August 2023
	<p><u>Wednesday 23rd August 2023</u> <u>Eastbank Training Centre</u> <u>22 Academy Street, Shettleston G32 9AA</u></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)

We presently have some places available for the event on the 23rd August 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 email pharmacyhit@ggc.scot.nhs.uk Places will be allocated on a first-come basis and will be confirmed in writing.

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

Parking is available on a first come basis.

Wednesday 23 rd August 2023	9:00	15:00	Eastbank Training Centre	0141 201 4945 pharmacyhit@ggc.scot.nhs.uk	QYW Training
Tuesday 19th September 2023	9:00	15:00	Campanile Hotel Tunnel St, Glasgow	0141 201 4945 pharmacyhit@ggc.scot.nhs.uk	QYW Trai

Annette Robb
01/07/2023

ACTION

Joiner/Leaver Form

You will be aware that the Community Pharmacy Development Team (CPDT) developed a resource for community pharmacists which sets out actions that should be taken when a pharmacist begins employment within GGC, moves between pharmacies in GGC, or leaves employment in GGC.

The aim of the resource is to reduce risk in areas such as information, financial and clinical governance.

The resource serves as an aide memoire for managers setting out tasks that should be undertaken for an effective on-boarding/off-boarding process and can be found here: [cp-joiner-leaver-iform.pdf \(scot.nhs.uk\)](https://www.ggc.scot.nhs.uk/sites/default/files/2023-07/cp-joiner-leaver-iform.pdf)





We have recently updated the form on the request of the ADRS Pharmacy Team, who have asked that new pharmacists to GGC, or those moving between pharmacies in GGC complete an OST self-audit at the earliest opportunity when joining a community pharmacy. This will provide base-line information for the Pharmacy Team.

If you have any questions about the Joiner/Leaver form in general please contact: cpdt@ggc.scot.nhs.uk.

Janine Glen
01/08/2023

URGENT ACTION

Unscheduled Care - PGD Version 30 – May 2023

 PGD v30 (May 2023).pdf
 What's New V30.pdf
 Individual Signing Sheet v30.pdf
 Direct Referral - Prof to Prof contact number
Attached

We have been asked by NHS 24 to advise you that the National PGD for Urgent Provision of Current Prescribed Medicines, Appliances and ACBS products has been updated to version 30. This is now **ONLY** available electronically via the NHS Scotland Community Pharmacy internet site:

<https://www.communitypharmacy.scot.nhs.uk/unscheduled-care/>

Please can you ensure that all pharmacy staff read the updates on the website. For an overview and explanation of the changes please review the “**What’s New**” section.

Please ensure that all pharmacists read the new version of the PGD and complete **the individual signing sheet**. Once signed, the individual signing sheet should be returned for the attention of Lauren Keenan by post to Pharmacy Services, Clarkston Court, 56 Busby Road, Glasgow, G76 7AT or email ggc.cpdevteam@nhs.scot. Please note that all pharmacists, managers, relief managers and locum pharmacists must sign and return this form for any supply they make on a UCF/CP4 form under the PGD to be legal.

NHS 24 would like to take this opportunity to thank contractors for their continued support in providing unscheduled care and to highlight the following points on the PGD and its use:

- Please complete the individual signing sheet and tick each board you work in.
- It is also important to name the main pharmacy you work in for each board area and return to each health board you wish to use the PGD in. Contractors must ensure that at least one pharmacist names their premises or payment cannot be issued if a supply is made via the PGD.
- Pharmacists have until **Friday 1st September** to sign version 30, after which payment for supply may be stopped if there are no pharmacists signed up to use the PGD in that pharmacy.
- Individual pharmacists are reminded that they must sign the most recent version of the PGD.
- If you do not complete and sign an individual signing sheet for each new version of the PGD, and continue to use the CPUS/CP4 forms, you will be acting illegally.


Please ensure that all locums have signed and returned the individual signing sheet as soon as possible and that they are aware of the direct referral process in your board area, particularly if working at the weekends, rota days and over the Public Holiday periods. Please also ensure all pharmacy staff are aware of the direct referral process and the PGD, as they are often the first point of contact for many patients.


Thank you for giving this matter your attention.

Lauren Keenan
11/07/2023

ACTION	PCA (P)(2023) 25 - EXTENSION TO SERIOUS SHORTAGE PROTOCOLS (SSPS) FOR CLARITHROMYCIN PRODUCTS
	www.sehd.scot.nhs.uk/pca/PCA2023(P)25.pdf
	27/07/2023

ACTION	National Patient Safety Alert /2023/009/ohid – Potent Synthetic Opioids Implicated in Heroin Overdoses and Death
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 NatPSA_2023_009_ OHID.pdf Attached	Please find attached National Patient Safety Alert/2023/009/ohid – potent synthetic opioids implicated in heroin overdoses and death. 27/07/2023
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IMPORTANT INFORMATION	Supply Disruption Memo
 Supply Disruptions for Products used in Attached	Please find attached the memorandum for the supply disruption of products used for treatment of scabies. 01/08/2023

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

Community Pharmacy Communication Update

Date: Thursday 3rd August 2023







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New in this edition –

- **Forged Private Prescriptions**
- **Unscheduled Care - PGD Version 30 – May 2023**

ACTION	Forged Private Prescriptions
	<p>We have been informed of a confirmed forged private prescription that is circulating community pharmacies. The prescription was presented in Partick but due to it being potentially photocopied there may be multiple copies.</p> <p>The prescription is from Hampden Sports Clinic and is for Zopiclone.</p> <p>Please ensure that you confirm the authenticity of prescriptions of this nature before any supply is made.</p> <p>If you are presented with a prescription of this nature please contact the CD governance team at the following email address advising them of the details</p> <p>CDGovernance@ggc.scot.nhs.uk</p> <p>Thanks to the team at Houlihans Pharmacy in Partick for alerting us to this situation</p> <p>Alan Harrison 03/08/2023</p>

URGENT ACTION	Unscheduled Care - PGD Version 30 – May 2023
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REMINDERS AND UPDATES:

<u>REMINDER</u>	UCI World Championship
 Managers Brief - UCI World Champio  Managers Self Assessment - UCI W  UCI World Championship GAM  UCI-community-pharmacy-services.pdf	<p>The UCI world championships are near and George Square is taking shape.</p> <p>Attached are further resources that community pharmacies near the venues may find useful.</p> <p>Alan Harrison 24/07/2023</p>

<u>REMINDER</u>	Electronic Claiming Workbook (ECW)
 ECW - Version 1.4.xlsx	<p>Thank you to community pharmacies in Glasgow City – North West, Glasgow City – North East, East Dunbartonshire and West Dunbartonshire who are already using the ECW and who have provided valuable feedback leading to improvements.</p> <p>Glasgow City – South and Inverclyde HSCPs will commence usage of the ECW in September (for services provided in August 2023).</p>

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Janine Glen
01/08/2023

REMINDER

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	<p>a pharmacist begins employment within GGC, moves between pharmacies in GGC, or leaves employment in GGC.</p> <p>The aim of the resource is to reduce risk in areas such as information, financial and clinical governance.</p> <p>The resource serves as an aide memoire for managers setting out tasks that should be undertaken for an effective on-boarding/off-boarding process and can be found here: cp-joiner-leaver-iform.pdf (scot.nhs.uk)</p> <p><i>We have recently updated the form on the request of the ADRS Pharmacy Team, who have asked that new pharmacists to GGC, or those moving between pharmacies in GGC complete an OST self-audit at the earliest opportunity when joining a community pharmacy. This will provide base-line information for the Pharmacy Team.</i></p> <p>If you have any questions about the Joiner/Leaver form in general please contact: cpdt@ggc.scot.nhs.uk.</p> <p>Janine Glen 01/08/2023</p>
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<u>REMINDER</u>	Revised UK Counter Terrorism Strategy (CONTEST) 2023
 CONTEST 2023 leaflet.pdf	<p>I want to highlight that the UK Government has published an update this week to the UK's counter-terrorism strategy, CONTEST.</p> <p>The updated strategy sets out several key developments, summarised in the attached leaflet:</p> <ul style="list-style-type: none"> • a domestic terrorist threat across the UK which is dominated by individuals or small groups acting outside of organised terrorist networks. • a threat from Islamist terrorist groups based abroad that is persistent and has evolved.

	<ul style="list-style-type: none"> the accelerating availability of new technologies and online platforms which provides both opportunity and risk to the UK's counter-terrorism efforts. <p>CONTEST 2023 details how the UK's counter-terrorism response will adapt to these enduring and evolving threats. The established CONTEST framework – Prevent, Pursue, Protect and Prepare – remains a strong foundation upon which to base counter-terrorism efforts, and the updated strategy highlights how we will continue to adapt and improve in an agile way across these pillars.</p> <p>Health EPRR will continue to lead on all matters related to CONTEST on my behalf and will support you and your Boards in this.</p> <p>Please circulate the link below and the attached leaflet widely to your partners and stakeholders.</p> <p>Link to CONTEST 2023 at gov.uk here.</p> <p>Kind regards, Calum</p> <p>Calum Ballantyne - Office of the Chief Operating Officer 25/07/2023</p>
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<u>REMINDER</u>	NES Pharmacy: Designated Prescribing Practitioner Webinar
	<p>We will be hosting a webinar on Wednesday 23rd August at 7pm for pharmacists who are thinking about becoming a DPP or for anyone who is about to start the role. This is a great opportunity to have questions answered, familiarise yourself with role requirements and resources available to support. There will also be a chance to hear from those who have undertaken the role already. If you would like to register, please book via the DPP webinar course booking page. Any questions please get in touch.</p> <p>We look forward to seeing you there.</p> <p>Eleanor Paton - Senior Educator- Prescribing and Clinical Skills 11/07/2023</p>

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- **[PCA\(P\)\(2023\)26 - Pharmaceutical services: amendments to the drug tariff in respect of remuneration arrangements and part 7 discount clawback arrangements from 1 April 2023](#)**
- **[August Recovery Community Events](#)**
- **[Medicine Supply Alert Notice - MSAN\(2023\)14 and MSAN\(2023\)15 - Edronax \(reboxetine\) 4mg tablets and Tegretol \(carbamazepine\) 100mg tablets - level 2 - 7 August 2023](#)**
- **[Counter Fraud Services Alert](#)**
- **[Disulfiram – Updated Guidance During Shortage](#)**
- **[Right Care Right Place Campaign Resources](#)**
- **[NHS Pharmacy First Scotland Approved List - Version 24, 1 August 2023](#)**
- **[Scabies Treatment Supplies Update](#)**



ACTION	NHS Circular PCA(P)(2023)27 - NHS Pharmacy First Scotland - Addition of Common Clinical Condition (Hay Fever)
	PCA2023(P)27.pdf (scot.nhs.uk)


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ACTION	PCA(P)(2023)26 - Pharmaceutical services: amendments to the drug tariff in respect of remuneration arrangements and part 7 discount clawback arrangements from 1 April 2023
	PCA2023(P)26.pdf (scot.nhs.uk)

ACTION	August Recovery Community Events
 NERC Recovery Programs August 202  NWRC Recovery programe Aug 23.pdf  SCRN Summer programe 2023.pdf 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 08/08/2023</p>

ACTION	Medicine Supply Alert Notice - MSAN(2023)14 and MSAN(2023)15 - Edronax (reboxetine) 4mg tablets and Tegretol (carbamazepine) 100mg tablets - level 2 - 7 August 2023
 MSAN (2023)14 - Edronax (reboxetine)  MSAN (2023)15 - Tegretol (carbamaze Attached	<p>Please find attached two level 2 MSANs advising for supplies issues with Edronax (reboxetine) 4mg tablets and Tegretol (carbamazepine) 100mg tablets</p> <ul style="list-style-type: none"> • MSAN(2023)14 - Edronax (reboxetine) 4mg tablets • MSAN(2023)15 - Tegretol (carbamazepine) 100mg tablets <p>08/08/2023</p>

ACTION	Counter Fraud Services Alert
 06-2023-24 – Don Whitley Scientific - E	<p>Please find attached alert for attempted bank account takeover – Don Whitley Scientific.</p> <p>08/08/2023</p>

IMPORTANT INFORMATION	Disulfiram – Updated Guidance During Shortage
 Disulfiram Shortage Community Pharmaci Attached	<p>There is still an ongoing shortage of licensed disulfiram 200mg tablets. Please refer to the guidance update for information on how to obtain unlicensed stock.</p> <p>Amanda Laird - ADRS Central Pharmacy Team 08/08/2023</p>

Scottish Government
Riaghaltas na h-Alba

01 Aug 2023

Right Care Right Place

**Only go to A&E
if you need urgent
medical care for a
critical emergency**

Right Care
Right Place



The Right Care Right Place (RCRP) campaign aims to help the public use health and social care services appropriately.

Key to this is communicating to the public the range of options available:

- Go to A&E if you have a life threatening condition such as a stroke, heart attack or severe bleeding.
- If it's not an emergency then you can: contact your general practice during the day, call NHS 24 on 111 day or night, visit your local pharmacy or use the self-help guides on NHS Inform for practical advice and information.

It is important that the public have a clear understanding of how and where to access the right help and support for their specific health needs, enabling them to take charge of their own health, save them time and help alleviate some of the pressures the NHS is facing.

You can access the [Right Care Right Place resources via the SG Campaign Resource Centre here](#).

For ease, a [Stay Well Resource Hub](#) has been created and includes other health related campaigns which may help in communications with your audiences. This will be updated throughout the year with additional resources. The hub currently includes:

- [Primary Care - Receptionist](#)

- [Right Care Right Place - Urgent Care](#)

Support can be shown by:

- Sharing social films, GIFs and/or statics with accompanying copy via your social channels.
- Using the campaign logos on comms where appropriate.
- Printing / displaying / circulating posters in visible areas and across your networks.
- Following the SG [Facebook](#), [Twitter](#) and [Instagram](#) channels and re-sharing content.

Many thanks,

SG Marketing

Contact Information

SG Marketing

sgmarketing@gov.scot

Downloads



RCRP - Campaign Banner

[Download](#)




RCRP - Campaign Resources

[Open Link](#)



RCRP - Stakeholder Toolkit

[Open Link](#)

UPDATE	NHS Pharmacy First Scotland Approved List - Version 24, 1 August 2023
 <p>Approved List V24 - from 1 August 2023.</p> <p>Attached</p>	<p>Please note the attached updated version of the Pharmacy First Approved List which has just been published. The 4 new PGD hay fever products have been added into this version and a circular communicating the addition of the PGDs to Pharmacy First will be issued imminently.</p> <p>The Approved List is now also published on the SHOW website, replacing the previous version, at the usual web link: https://www.sehd.scot.nhs.uk/details.asp?PublicationID=7020</p> <p>Elaine Muirhead 08/08/2023</p>

UPDATE	Scabies Treatment Supplies Update
	<p>Message to BASHH – Regarding supply of permethrin for the treatment of scabies: The Department of Health and Social Care, NHS England and the UK Health Security Agency have been working together to resolve reported issues around availability of Permethrin 5% cream for the treatment of scabies. Over the past few weeks, wholesalers have been experiencing delays in resupply of stocks leading to some local shortages of permethrin. Suppliers have now confirmed that by Friday 4th August 2023 there will be a large quantity of Permethrin 5% cream available to the market that is sufficient to meet demand. Further large deliveries are scheduled for delivery in mid-September 2023, with regular monthly supplies at a similar volume thereafter.</p> <p>To manage supply, wholesalers may have maximum order caps in place however, if there is a requirement for large quantities of stock then local services should engage with wholesalers to alert them to the need for a large quantity of stock for the treatment of an outbreak.</p> <p>Nathan burley - Public Health/Sexual Health Services Pharmacist 07/08/2023</p>

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New in this edition –

- **National Pharmacy First PGDs for Hay Fever**

URGENT ACTION	National Pharmacy First PGDs for Hay Fever
 PGD Beclometasone PGD v1.0.pdf  PGD Fexofenadine PGD v1.0.pdf  PGD Mometasone PGD v1.0.pdf  PGD Olopatadine PGD v1.0.pdf  Hay Fever Single Signature Sheet.pdf <p>Attached</p>	<p>Please find attached the National Pharmacy First PGDs for Hay Fever.</p> <p>To support a ‘Once for Scotland’ approach, four PGDs have been developed nationally and signed off by NHS 24 for use in all Health Boards for hayfever under Pharmacy First. The expectation is that these should replace any existing local PGDs.</p> <p>Please ensure that all pharmacists read the PGDs and complete the individual signing sheet. To cut down on paper and streamline the submission process, you only need to submit one signing sheet. This sheet <i>MUST</i> however contain separate signatures for all four PGDs showing that you have read, understood and accept the professional responsibility for each arrangement.</p> <p>Once signed, the individual signing sheet should be returned for the attention of Lauren Keenan by email ggc.cpdevteam@nhs.scot or post to Pharmacy Services, Clarkston Court, 56 Busby Road, Glasgow, G76 7AT. Please note that all pharmacists, managers, relief managers and locum pharmacists must sign and return this form for any supply they make on a UCF/CP4 form under the PGD to be legal.</p> <p>Please sign and return by Friday 15th September 2023.</p> <p>Thank you for giving this matter your attention.</p> <p>Lauren Keenan 10/08/2023</p>

URGENT ACTION	Unscheduled Care - PGD Version 30 – May 2023
 What's New V30.pdf  Individual Singing Sheet v30.pdf  Direct Referral - Prof to Prof contact number <p>Attached</p>	<p>We have been asked by NHS 24 to advise you that the National PGD for Urgent Provision of Current Prescribed Medicines, Appliances and ACBS products has been updated to version 30. This is now ONLY available electronically via the NHS Scotland Community Pharmacy internet site:</p> <p>https://www.communitypharmacy.scot.nhs.uk/unscheduled-care/</p> <p>Please can you ensure that all pharmacy staff read the updates on the website. For an overview and explanation of the changes please review the “What’s New” section.</p> <p>Please ensure that all pharmacists read the new version of the PGD and complete the individual signing sheet. Once signed, the individual signing sheet should be returned for the attention of Lauren Keenan by post to Pharmacy Services, Clarkston Court, 56 Busby Road, Glasgow, G76 7AT or email ggc.cpdevteam@nhs.scot. Please note that all</p>

pharmacists, managers, relief managers and locum pharmacists must sign and return this form for any supply they make on a UCF/CP4 form under the PGD to be legal.

NHS 24 would like to take this opportunity to thank contractors for their continued support in providing unscheduled care and to highlight the following points on the PGD and its use:

- Please complete the individual signing sheet and tick each board you work in.
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Please ensure that all locums have signed and returned the individual signing sheet as soon as possible and that they are aware of the direct referral process in your board area, particularly if working at the weekends, rota days and over the Public Holiday periods. Please also ensure all pharmacy staff are aware of the direct referral process and the PGD, as they are often the first point of contact for many patients.


Thank you for giving this matter your attention.


Lauren Keenan
11/07/2023





REMINDERS AND UPDATES:

<u>REMINDER</u>	Forged Private Prescriptions
	<p>We have been informed of a confirmed forged private prescription that is circulating community pharmacies. The prescription was presented in Partick but due to it being potentially photocopied there may be multiple copies.</p> <p>The prescription is from Hampden Sports Clinic and is for Zopiclone. Please ensure that you confirm the authenticity of prescriptions of this nature before any supply is made. If you are presented with a prescription of this nature please contact the CD governance team at the following email address advising them of the details</p> <p>CDGovernance@ggc.scot.nhs.uk</p> <p>Thanks to the team at Houlihans Pharmacy in Partick for alerting us to this situation</p> <p>Alan Harrison 03/08/2023</p>

<u>REMINDER</u>	August Recovery Community Events
 <p>NERC Recovery Programs August 20</p>  <p>NWRC Recovery programme Aug 23.pc</p> <hr/>  <p>SCRN Summer programme 2023.pdf</p> <hr/>	<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 08/08/2023</p>

<u>REMINDER</u>	Counter Fraud Services Alert
 <p>06-2023-24 – Don Whitley Scientific - E</p>	<p>Please find attached alert for attempted bank account takeover – Don Whitley Scientific.</p> <p>08/08/2023</p>

<u>REMINDER</u>	Disulfiram – Updated Guidance During Shortage
 <p>Disulfiram Shortage Community Pharmac</p>	<p>There is still an ongoing shortage of licensed disulfiram 200mg tablets. Please refer to the guidance update for information on how to obtain unlicensed stock.</p> <p>Amanda Laird - ADRS Central Pharmacy Team 08/08/2023</p>

<u>REMINDER</u>	UCI World Championship
 <p>Managers Brief - UCI World Champio</p>  <p>Managers Self Assessment - UCI Wi</p>  <p>UCI World Championship GAM</p>  <p>UCI-community-pharmacy-services.pdf</p>	<p>The UCI world championships are near and George Square is taking shape.</p> <p>Attached are further resources that community pharmacies near the venues may find useful.</p> <p>Alan Harrison 24/07/2023</p>

REMINDER**Electronic Claiming Workbook (ECW)**ECW - Version
1.4.xlsx

Thank you to community pharmacies in Glasgow City – North West, Glasgow City – North East, East Dunbartonshire and West Dunbartonshire who are already using the ECW and who have provided valuable feedback leading to improvements.

Glasgow City – South and Inverclyde HSCPs will commence usage of the ECW in September (for services provided in August 2023).

Below is a further copy of the timetable for HSCPs who have yet to move over to the new system.

<u>HSCP</u>	<u>Commence Use of Electronic Workbook</u>	<u>For claiming month</u>
Glasgow City – South	September 2023	August 2023
Inverclyde	September 2023	August 2023
Renfrewshire	November 2023	October 2023
East Renfrewshire	November 2023	October 2023

The ECW has recently been updated. We are now working on Version 1.4. Please make sure you are using the correct version (which can be found [here](#)). Please make yourself familiar with the User's Guide before submitting your first claim.

Thank you for your continued co-operation.

Janine Glen
01/08/2023

REMINDER**Smoking Cessation Training - Eastbank Training Centre- 23rd August 2023**

Wednesday 23rd August 2023
Eastbank Training Centre
22 Academy Street, Shettleston G32 9AA

In order for a Community Pharmacy to become an accredited Quit Your Way Pharmacy, it is mandatory for a one-day training programme to be completed by pharmacists, locums and support staff – 9am- 3:00pm (approx)

We presently have some places available for the event on the 23rd August 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](tel:01412014945), or by email pharmacyhit@ggc.scot.nhs.uk Places will be allocated on a first-come basis and will be confirmed in writing.


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

Parking is available on a first come basis.

Wednesday 23 rd August 2023	9:00	15:00	Eastbank Training Centre	0141 201 4945 pharmacyhit@ggc.scot.nhs.uk	QYW Training
Tuesday 19th September 2023	9:00	15:00	Campanile Hotel Tunnel St, Glasgow	0141 201 4945 pharmacyhit@ggc.scot.nhs.uk	QYW Trai

	Annette Robb 01/07/2023
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<u>REMINDER</u>	Joiner/Leaver Form
	<p>You will be aware that the Community Pharmacy Development Team (CPDT) developed a resource for community pharmacists which sets out actions that should be taken when a pharmacist begins employment within GGC, moves between pharmacies in GGC, or leaves employment in GGC.</p> <p>The aim of the resource is to reduce risk in areas such as information, financial and clinical governance.</p> <p>The resource serves as an aide memoire for managers setting out tasks that should be undertaken for an effective on-boarding/off-boarding process and can be found here: cp-joiner-leaver-iform.pdf (scot.nhs.uk)</p> <p><i>We have recently updated the form on the request of the ADRS Pharmacy Team, who have asked that new pharmacists to GGC, or those moving between pharmacies in GGC complete an OST self-audit at the earliest opportunity when joining a community pharmacy. This will provide base-line information for the Pharmacy Team.</i></p> <p>If you have any questions about the Joiner/Leaver form in general please contact: cpdt@ggc.scot.nhs.uk.</p> <p>Janine Glen 01/08/2023</p>

<u>REMINDER</u>	Supply Disruption Memo
 Supply Disruptions for Products used in	<p>Please find attached the memorandum for the supply disruption of products used for treatment of scabies.</p> <p>01/08/2023</p>

<u>REMINDER</u>	NES Pharmacy: Designated Prescribing Practitioner Webinar
	<p>We will be hosting a webinar on Wednesday 23rd August at 7pm for pharmacists who are thinking about becoming a DPP or for anyone who is about to start the role. This is a great opportunity to have questions answered, familiarise yourself with role requirements and resources available to support. There will also be a chance to hear from those who have undertaken the role already. If you would like to register, please book via the DPP webinar course booking page. Any questions please get in touch.</p> <p>We look forward to seeing you there.</p> <p>Eleanor Paton - Senior Educator- Prescribing and Clinical Skills 11/07/2023</p>

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Community Pharmacy Communication Update






Date: Tuesday 15th August 2023




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In this edition –

- **National Pharmacy First PGDs for Hay Fever**
- **Scottish Drug Tariff (SDT) Part 6 Stoma Appliances**
- **Local Implementation Group - Friday 25th August 2023**
- **Unscheduled Care - PGD Version 30 – May 2023**
- **Medical information Support**
- **Betty Humes Boots Newton Mearns**
- **Webinar on FtP for pharmacy technicians, 26 Sept 2023**

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ACTION	Scottish Drug Tariff (SDT) Part 6 Stoma Appliances
 Scottish Drug Tariff Part 6 Update August Attached	<p>Please find attached Scottish Drug Tariff (SDT) Part 6 Stoma Appliances Memorandum.</p> <p>Carol Smart, Prescribing Advisor 10/08/2023</p>

ACTION	Local Implementation Group - Friday 25 th August 2023																		
	<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 25th August 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="376 524 1554 1189"> <thead> <tr> <th data-bbox="376 524 624 591"><u>HSCP</u></th> <th data-bbox="624 524 1554 591"><u>Pharmacy Champion</u></th> </tr> </thead> <tbody> <tr> <td data-bbox="376 591 624 665">East Dunbartonshire</td> <td data-bbox="624 591 1554 665">ggc.cpdevteam@nhs.scot</td> </tr> <tr> <td data-bbox="376 665 624 732">East Renfrewshire</td> <td data-bbox="624 665 1554 732">elizabeth.rodick@nhs.scot</td> </tr> <tr> <td data-bbox="376 732 624 801">Glasgow City - North East</td> <td data-bbox="624 732 1554 801">derek.jamieson@ggc.scot.nhs.uk or hannah.mcphail@nhs.scot</td> </tr> <tr> <td data-bbox="376 801 624 871">Glasgow City - North West</td> <td data-bbox="624 801 1554 871">garry.scott@nhs.scot or stuart.dinnie@nhs.scot</td> </tr> <tr> <td data-bbox="376 871 624 976">Glasgow City - South</td> <td data-bbox="624 871 1554 976">Karen.macdonald4@ggc.scot.nhs.uk or narinder.dhillon7@nhs.scot</td> </tr> <tr> <td data-bbox="376 976 624 1046">Inverclyde</td> <td data-bbox="624 976 1554 1046">Sandra.reynolds4@nhs.scot</td> </tr> <tr> <td data-bbox="376 1046 624 1115">Renfrewshire</td> <td data-bbox="624 1046 1554 1115">ggc.cpdevteam@nhs.scot</td> </tr> <tr> <td data-bbox="376 1115 624 1189">West Dunbartonshire</td> <td data-bbox="624 1115 1554 1189">joan.miller@ggc.scot.nhs.uk</td> </tr> </tbody> </table> <p>Trish Cawley, Contracts Co-ordinator 14/08/2023</p>	<u>HSCP</u>	<u>Pharmacy Champion</u>	East Dunbartonshire	ggc.cpdevteam@nhs.scot	East Renfrewshire	elizabeth.rodick@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	Glasgow City - South	Karen.macdonald4@ggc.scot.nhs.uk or narinder.dhillon7@nhs.scot	Inverclyde	Sandra.reynolds4@nhs.scot	Renfrewshire	ggc.cpdevteam@nhs.scot	West Dunbartonshire	joan.miller@ggc.scot.nhs.uk
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Glasgow City - South	Karen.macdonald4@ggc.scot.nhs.uk or narinder.dhillon7@nhs.scot																		
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ACTION	Unscheduled Care - PGD Version 30 – May 2023
 What's New V30.pdf  Individual Signing Sheet v30.pdf  Direct Referral - Prof to Prof contact number Attached	<p>We have been asked by NHS 24 to advise you that the National PGD for Urgent Provision of Current Prescribed Medicines, Appliances and ACBS products has been updated to version 30. This is now ONLY available electronically via the NHS Scotland Community Pharmacy internet site:</p> <p>https://www.communitypharmacy.scot.nhs.uk/unscheduled-care/</p> <p>Please can you ensure that all pharmacy staff read the updates on the website. For an overview and explanation of the changes please review the “What’s New” section.</p> <p>Please ensure that all pharmacists read the new version of the PGD and complete the individual signing sheet. Once signed, the individual signing sheet should be returned for the attention of Lauren Keenan by post to Pharmacy Services, Clarkston Court, 56 Busby Road, Glasgow, G76 7AT or email ggc.cpdevteam@nhs.scot. Please note that all pharmacists, managers, relief managers and locum pharmacists must sign and return this form for any supply they make on a UCF/CP4 form under the PGD to be legal.</p> <p>NHS 24 would like to take this opportunity to thank contractors for their continued support in providing unscheduled care and to highlight the following points on the PGD and its use:</p>

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Thank you for giving this matter your attention.

Lauren Keenan
11/07/2023

INFORMATION	Medical Information Support
 <p>Medicines+Shortages+Guidance+V2.0+</p> <p>Attached</p>	<p>NHS GGC has a Medical Information (MI) Service which supports professionals with clinical medicine queries. This service is available to be utilised and accessed by Community Pharmacy teams as well as GP practice staff and Acute colleagues. The contact details for the service are as follows :-</p> <p>NHS Greater Glasgow and Clyde Medicines Information Service – Tel: 0141 201 3227 Opening hours: 08:45 - 17:00 Monday to Friday</p> <p>e-mail an enquiry: medinfo@ggc.scot.nhs.uk</p> <p>There has been a number of queries to the MI team recently regarding shortages. This is not what the MI team are there for, and shortages queries should be dealt with using the shortages guidelines already circulated as well as working with colleagues in GP practices. I have attached a further copy of the guidelines for ease of reference.</p> <p>Alan Harrison 08/082023</p>

INFORMATION	Betty Humes Boots Newton Mearns
	<p>Gail Caldwell, Director of Pharmacy NHSGGC, and myself had the absolute privilege of visiting Boots in Newton Mearns last week to celebrate a very special anniversary. Betty Humes, Pharmacy Advisor, was celebrating 60 years of service within Boots in Newton Mearns since it opened in 1963 and in her words "has loved every minute of it".</p> <p>Betty has worked, trained, and supported many colleagues through her career and is highly thought of in Boots and the local community. Her primary focus is her patients and</p>

her community care. She always does her best to help 'the old folk' (as she calls them) with their weekly shopping, running errands and delivering their medication personally on foot. Betty has achieved many qualifications over the years. She has been a healthcare advisor, trained in No7 and got her mini badge and now to this day still works as a fully trained Pharmacy Advisor (dispenser).

Betty shows no signs of slowing down and hopes to continue supporting and caring for the people of Newton Mearns for years to come.

You are an inspiration to us all Betty 😊



Alan Harrison
09/08/2023

INFORMATION	Webinar on FtP for Pharmacy Technicians, 26 Sept 2023
	<p>The GPhC have today sent an email inviting pharmacy technicians and pre-registration trainee pharmacy technicians to a webinar on fitness to practise and professionalism on Tuesday 26 September from 19:00-20:00.</p> <p>They are hosting this joint webinar with APTUK. People can register directly on Zoom using the following link - https://eu01web.zoom.us/webinar/register/WN_Uz9WzheyTAum9r7MeT8n0w</p> <p>Carole Muir, General Pharmaceutical Council 11/08/2023</p>

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REMINDERS AND UPDATES:

REMINDER	Webinar on FtP for Pharmacy Technicians, 26 Sept 2023
	<p>The GPhC have today sent an email inviting pharmacy technicians and pre-registration trainee pharmacy technicians to a webinar on fitness to practise and professionalism on Tuesday 26 September from 19:00-20:00.</p> <p>They are hosting this joint webinar with APTUK. People can register directly on Zoom using the following link - https://eu01web.zoom.us/webinar/register/WN_Uz9WzheyTAum9r7MeT8n0w</p> <p>Carole Muir, General Pharmaceutical Council 11/08/2023</p>

REMINDER	Betty Humes Boots Newton Mearns
	<p>Gail Caldwell, Director of Pharmacy NMSGC, and myself had the absolute privilege of visiting Boots in Newton Mearns last week to celebrate a very special anniversary. Betty Humes, Pharmacy Advisor, was celebrating 60 years of service within Boots in Newton Mearns since it opened in 1963 and in her words "has loved every minute of it".</p> <p>Betty has worked, trained, and supported many colleagues through her career and is highly thought of in Boots and the local community. Her primary focus is her patients and her community care. She always does her best to help 'the old folk' (as she calls them)</p>

with their weekly shopping, running errands and delivering their medication personally on foot. Betty has achieved many qualifications over the years. She has been a healthcare advisor, trained in No7 and got her mini badge and now to this day still works as a fully trained Pharmacy Advisor (dispenser).

Betty shows no signs of slowing down and hopes to continue supporting and caring for the people of Newton Mearns for years to come.

You are an inspiration to us all Betty 😊



Alan Harrison
09/08/2023

REMINDER



Medicines+ Shortages+Guidance+V2.0+

Medical Information Support

NHS GGC has a Medical Information (MI) Service which supports professionals with clinical medicine queries. This service is available to be utilised and accessed by Community Pharmacy teams as well as GP practice staff and Acute colleagues. The contact details for the service are as follows :-

NHS Greater Glasgow and Clyde Medicines Information Service –

Tel: 0141 201 3227


Opening hours: 08:45 - 17:00 Monday to Friday

e-mail an enquiry: medinfo@ggc.scot.nhs.uk

There has been a number of queries to the MI team recently regarding shortages. This is not what the MI team are there for, and shortages queries should be dealt with using the shortages guidelines already circulated as well as working with colleagues in GP practices. I have attached a further copy of the guidelines for ease of reference.




Alan Harrison
08/082023


<u>REMINDER</u>	Local Implementation Group - Friday 25th August 2023																		
	<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 25th August 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"> <thead> <tr> <th style="background-color: #ccccff;"><u>HSCP</u></th> <th style="background-color: #ccccff;"><u>Pharmacy Champion</u></th> </tr> </thead> <tbody> <tr> <td>East Dunbartonshire</td> <td>ggc.cpdevteam@nhs.scot</td> </tr> <tr> <td>East Renfrewshire</td> <td>elizabeth.rodick@nhs.scot</td> </tr> <tr> <td>Glasgow City - North East</td> <td>derek.jamieson@ggc.scot.nhs.uk or hannah.mcphail@nhs.scot</td> </tr> <tr> <td>Glasgow City - North West</td> <td>garry.scott@nhs.scot or stuart.dinnie@nhs.scot</td> </tr> <tr> <td>Glasgow City - South</td> <td>Karen.macdonald4@ggc.scot.nhs.uk or narinder.dhillon7@nhs.scot</td> </tr> <tr> <td>Inverclyde</td> <td>Sandra.reynolds4@nhs.scot</td> </tr> <tr> <td>Renfrewshire</td> <td>ggc.cpdevteam@nhs.scot</td> </tr> <tr> <td>West Dunbartonshire</td> <td>joan.miller@ggc.scot.nhs.uk</td> </tr> </tbody> </table> <p>Trish Cawley, Contracts Co-ordinator 14/08/2023</p>	<u>HSCP</u>	<u>Pharmacy Champion</u>	East Dunbartonshire	ggc.cpdevteam@nhs.scot	East Renfrewshire	elizabeth.rodick@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	Glasgow City - South	Karen.macdonald4@ggc.scot.nhs.uk or narinder.dhillon7@nhs.scot	Inverclyde	Sandra.reynolds4@nhs.scot	Renfrewshire	ggc.cpdevteam@nhs.scot	West Dunbartonshire	joan.miller@ggc.scot.nhs.uk
<u>HSCP</u>	<u>Pharmacy Champion</u>																		
East Dunbartonshire	ggc.cpdevteam@nhs.scot																		
East Renfrewshire	elizabeth.rodick@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																		
Glasgow City - South	Karen.macdonald4@ggc.scot.nhs.uk or narinder.dhillon7@nhs.scot																		
Inverclyde	Sandra.reynolds4@nhs.scot																		
Renfrewshire	ggc.cpdevteam@nhs.scot																		
West Dunbartonshire	joan.miller@ggc.scot.nhs.uk																		


<u>REMINDER</u>	Scottish Drug Tariff (SDT) Part 6 Stoma Appliances
 Scottish Drug Tariff Part 6 Update August	<p>Please find attached Scottish Drug Tariff (SDT) Part 6 Stoma Appliances Memorandum.</p> <p>Carol Smart, Prescribing Advisor 10/08/2023</p>


<u>REMINDER</u>	Forged Private Prescriptions
	<p>We have been informed of a confirmed forged private prescription that is circulating community pharmacies. The prescription was presented in Partick but due to it being potentially photocopied there may be multiple copies.</p> <p>The prescription is from Hampden Sports Clinic and is for Zopiclone. Please ensure that you confirm the authenticity of prescriptions of this nature before any supply is made. If you are presented with a prescription of this nature please contact the CD governance team at the following email address advising them of the details</p> <p>CDGovernance@ggc.scot.nhs.uk</p> <p>Thanks to the team at Houlihans Pharmacy in Partick for alerting us to this situation</p>

	Alan Harrison 03/08/2023
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<u>REMINDER</u>	August Recovery Community Events
 NERC Recovery Programs August 20  NWRC Recovery programme Aug 23.pc  SCRN Summer programme 2023.pdf	<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 08/08/2023</p>

<u>REMINDER</u>	Counter Fraud Services Alert
 06-2023-24 – Don Whitley Scientific - E	<p>Please find attached alert for attempted bank account takeover – Don Whitley Scientific.</p> <p>08/08/2023</p>

<u>REMINDER</u>	Disulfiram – Updated Guidance During Shortage
 Disulfiram Shortage Community Pharmac	<p>There is still an ongoing shortage of licensed disulfiram 200mg tablets. Please refer to the guidance update for information on how to obtain unlicensed stock.</p> <p>Amanda Laird - ADRS Central Pharmacy Team 08/08/2023</p>

<u>REMINDER</u>	Electronic Claiming Workbook (ECW)		
 ECW - Version 1.4.xlsx	<p>Thank you to community pharmacies in Glasgow City – North West, Glasgow City – North East, East Dunbartonshire and West Dunbartonshire who are already using the ECW and who have provided valuable feedback leading to improvements.</p> <p>Glasgow City – South and Inverclyde HSCPs will commence usage of the ECW in September (for services provided in August 2023).</p> <p>Below is a further copy of the timetable for HSCPs who have yet to move over to the new system.</p>		
	<u>HSCP</u>	<u>Commence Use of Electronic Workbook</u>	<u>For claiming month</u>
	Glasgow City – South	September 2023	August 2023
	Inverclyde	September 2023	August 2023
	Renfrewshire	November 2023	October 2023
	East Renfrewshire	November 2023	October 2023

The ECW has recently been updated. We are now working on Version 1.4. Please make sure you are using the correct version (which can be found [here](#)). Please make yourself familiar with the User's Guide before submitting your first claim.

Thank you for your continued co-operation.

Janine Glen
01/08/2023

REMINDER

Smoking Cessation Training - Eastbank Training Centre- 23rd August 2023

Wednesday 23rd August 2023
Eastbank Training Centre
22 Academy Street, Shettleston G32 9AA

In order for a Community Pharmacy to become an accredited Quit Your Way Pharmacy, it is mandatory for a one-day training programme to be completed by pharmacists, locums and support staff – 9am- 3:00pm (approx)

We presently have some places available for the event on the 23rd August 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 email pharmacyhit@ggc.scot.nhs.uk Places will be allocated on a first-come basis and will be confirmed in writing.

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

Parking is available on a first come basis.

Wednesday 23 rd August 2023	9:00	15:00	Eastbank Training Centre	0141 201 4945 pharmacyhit@ggc.scot.nhs.uk	QYW Training
Tuesday 19th September 2023	9:00	15:00	Campanile Hotel Tunnel St, Glasgow	0141 201 4945 pharmacyhit@ggc.scot.nhs.uk	QYW Trai

Annette Robb
01/07/2023

REMINDER


Joiner/Leaver Form

You will be aware that the Community Pharmacy Development Team (CPDT) developed a resource for community pharmacists which sets out actions that should be taken when a pharmacist begins employment within GGC, moves between pharmacies in GGC, or leaves employment in GGC.

The aim of the resource is to reduce risk in areas such as information, financial and clinical governance.

The resource serves as an aide memoire for managers setting out tasks that should be undertaken for an effective on-boarding/off-boarding process and can be found here: [cp-joiner-leaver-iform.pdf \(scot.nhs.uk\)](#)

	<p><i>We have recently updated the form on the request of the ADRS Pharmacy Team, who have asked that new pharmacists to GGC, or those moving between pharmacies in GGC complete an OST self-audit at the earliest opportunity when joining a community pharmacy. This will provide base-line information for the Pharmacy Team.</i></p> <p>If you have any questions about the Joiner/Leaver form in general please contact: cpdt@ggc.scot.nhs.uk.</p> <p>Janine Glen 01/08/2023</p>
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<u>REMINDER</u>	Supply Disruption Memo
 Supply Disruptions for Products used in	Please find attached the memorandum for the supply disruption of products used for treatment of scabies. 01/08/2023

<u>REMINDER</u>	NES Pharmacy: Designated Prescribing Practitioner Webinar
	<p>We will be hosting a webinar on Wednesday 23rd August at 7pm for pharmacists who are thinking about becoming a DPP or for anyone who is about to start the role. This is a great opportunity to have questions answered, familiarise yourself with role requirements and resources available to support. There will also be a chance to hear from those who have undertaken the role already. If you would like to register, please book via the DPP webinar course booking page. Any questions please get in touch.</p> <p>We look forward to seeing you there.</p> <p>Eleanor Paton - Senior Educator- Prescribing and Clinical Skills 11/07/2023</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: cpdt@ggc.scot.nhs.uk

Community Pharmacy Communication Update






Date: Tuesday 22nd August 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 –

- **National Pharmacy First PGDs for Hay Fever**
- **Unscheduled Care - PGD Version 30 – May 2023**
- **Service Now – IT Support**
- **Sharps Bins Disposal**
- **Pharmaceutical Waste – How to Request an Uplift**
- **Useful Contact Information for Community Pharmacies**
- **Post-APC Infographic**
- **Travel Health Services**

URGENT ACTION	National Pharmacy First PGDs for Hay Fever
 PGD Beclometasone PGD v1.0.pdf  PGD Fexofenadine PGD v1.0.pdf  PGD Mometasone PGD v1.0.pdf  PGD Olopatadine PGD v1.0.pdf  Hay Fever Single Signature Sheet.pdf Attached	<p>Please find attached the National Pharmacy First PGDs for Hay Fever.</p> <p>To support a 'Once for Scotland' approach, four PGDs have been developed nationally and signed off by NHS 24 for use in all Health Boards for hayfever under Pharmacy First. The expectation is that these should replace any existing local PGDs.</p> <p>Please ensure that all pharmacists read the PGDs and complete the individual signing sheet. To cut down on paper and streamline the submission process, you only need to submit one signing sheet. This sheet <i>MUST</i> however contain separate signatures for all four PGDs showing that you have read, understood and accept the professional responsibility for each arrangement.</p> <p>Once signed, the individual signing sheet should be returned for the attention of Lauren Keenan by email ggc.cpdevteam@nhs.scot or post to Pharmacy Services, Clarkston Court, 56 Busby Road, Glasgow, G76 7AT. Please note that all pharmacists, managers, relief managers and locum pharmacists must sign and return this form for any supply they make on a UCF/CP4 form under the PGD to be legal.</p> <p>Please sign and return by Friday 15th September 2023.</p> <p>Thank you for giving this matter your attention.</p> <p>Lauren Keenan 10/08/2023</p>

URGENT ACTION	Unscheduled Care - PGD Version 30 – May 2023
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What's New V30.pdf



Individual Signing Sheet v30.pdf



Direct Referral - Prof to Prof contact number

Attached

We have been asked by NHS 24 to advise you that the National PGD for Urgent Provision of Current Prescribed Medicines, Appliances and ACBS products has been updated to version 30. This is now ONLY available electronically via the NHS Scotland Community Pharmacy internet site:

<https://www.communitypharmacy.scot.nhs.uk/unscheduled-care/>

Please can you ensure that all pharmacy staff read the updates on the website. For an overview and explanation of the changes please review the “**What’s New**” section.

Please ensure that all pharmacists read the new version of the PGD and complete **the individual signing sheet**. Once signed, the individual signing sheet should be returned for the attention of Lauren Keenan by post to Pharmacy Services, Clarkston Court, 56 Busby Road, Glasgow, G76 7AT or email ggc.cpdevteam@nhs.scot. Please note that all pharmacists, managers, relief managers and locum pharmacists must sign and return this form for any supply they make on a UCF/CP4 form under the PGD to be legal.

NHS 24 would like to take this opportunity to thank contractors for their continued support in providing unscheduled care and to highlight the following points on the PGD and its use:

- Please complete the individual signing sheet and tick each board you work in.
- It is also important to name the main pharmacy you work in for each board area and return to each health board you wish to use the PGD in. Contractors must ensure that at least one pharmacist names their premises or payment cannot be issued if a supply is made via the PGD.
- Pharmacists have until **Friday 1st September** to sign version 30, after which payment for supply may be stopped if there are no pharmacists signed up to use the PGD in that pharmacy.
- Individual pharmacists are reminded that they must sign the most recent version of the PGD.
- If you do not complete and sign an individual signing sheet for each new version of the PGD, and continue to use the CPUS/CP4 forms, you will be acting illegally.

Please ensure that all locums have signed and returned the individual signing sheet as soon as possible and that they are aware of the direct referral process in your board area, particularly if working at the weekends, rota days and over the Public Holiday periods. Please also ensure all pharmacy staff are aware of the direct referral process and the PGD, as they are often the first point of contact for many patients.

Thank you for giving this matter your attention.

Lauren Keenan
11/07/2023

ACTION

Service Now – IT Support

IT IS VERY IMPORTANT TO READ ALL OF THE INFORMATION BELOW AND WATCH THE VIDEO LINKS FOR FURTHER ASSISTANCE.

PLEASE BE ADVISED THAT EACH SITE HAS BEEN SET UP WITH ONE SERVICE NOW ACCOUNT.

THE LOGIN DETAILS FOR THIS ACCOUNT SHOULD BE SHARED WITH ALL STAFF. THIS WILL ALLOW ALL MEMBERS OF STAFF TO LOG A CALL.

THE USERNAME FOR THIS ACCOUNT WILL BE YOUR SITES SHARED/CLINICAL MAILBOX.

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

Select forgot your password (please see below)

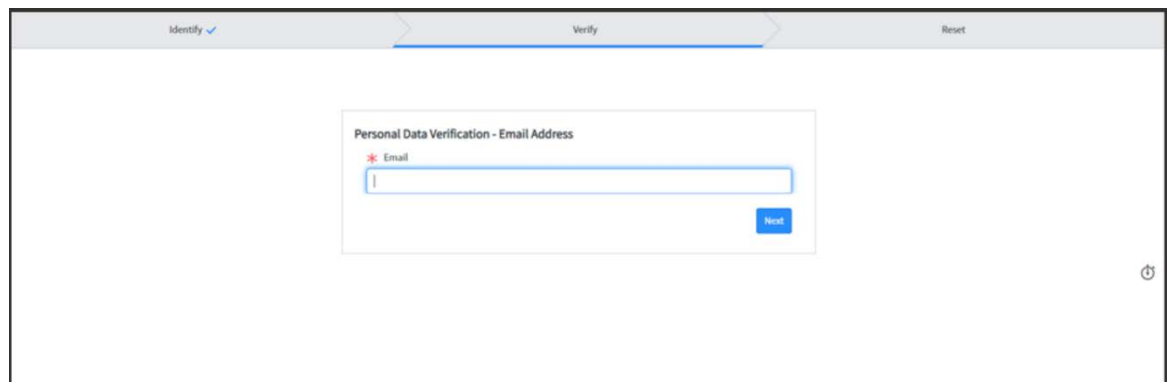


Enter your user name – **PLEASE BE ADVISED THIS IS YOUR SHARED/CLINICAL MAILBOX FOR YOUR SPECIFIC SITE. FOR EXAMPLE:**

dental.gdgXXXXXd@nhs.scot

pharm.CPXXXXXXXXclinical@nhs.scot

ci.optom.opXXXXXX@nhs.scot



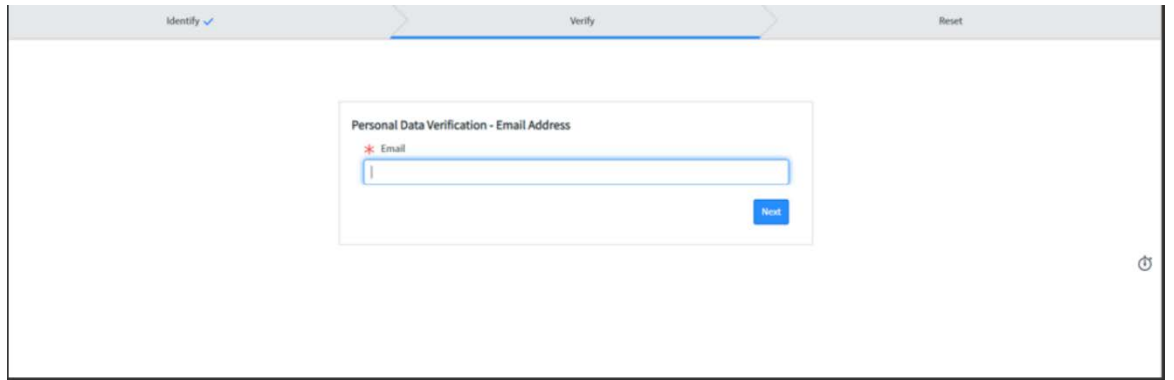
Enter your username again **THIS WILL BE THE SAME AS THE USERNAME ENTERED IN PREVIOUS SCREEN – FOR EXAMPLE:**

dental.gdgXXXXXd@nhs.scot

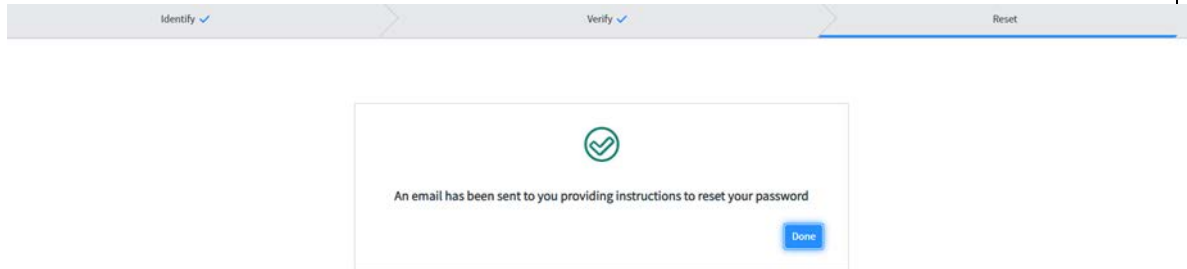
pharm.CPXXXXXXXXclinical@nhs.scot

ci.optom.opXXXXXX@nhs.scot

SELECT NEXT (SEE SCREEN SHOT BELOW)



YOU WILL NOW SEE THE BELOW SCREEN. HIT DONE



You should receive an automated email into the SHARED/CLINICAL Mailbox. **THIS IS THE EMAIL ADDRESS YOU ENTERED AS THE USERNAME**

SELECT CLICK HERE TO RESET YOUR PASSWORD

Example of email below:



Hello Dental,

A password reset was requested for your user account on the ServiceNow instance

<https://nhsscotland.service-now.com/>

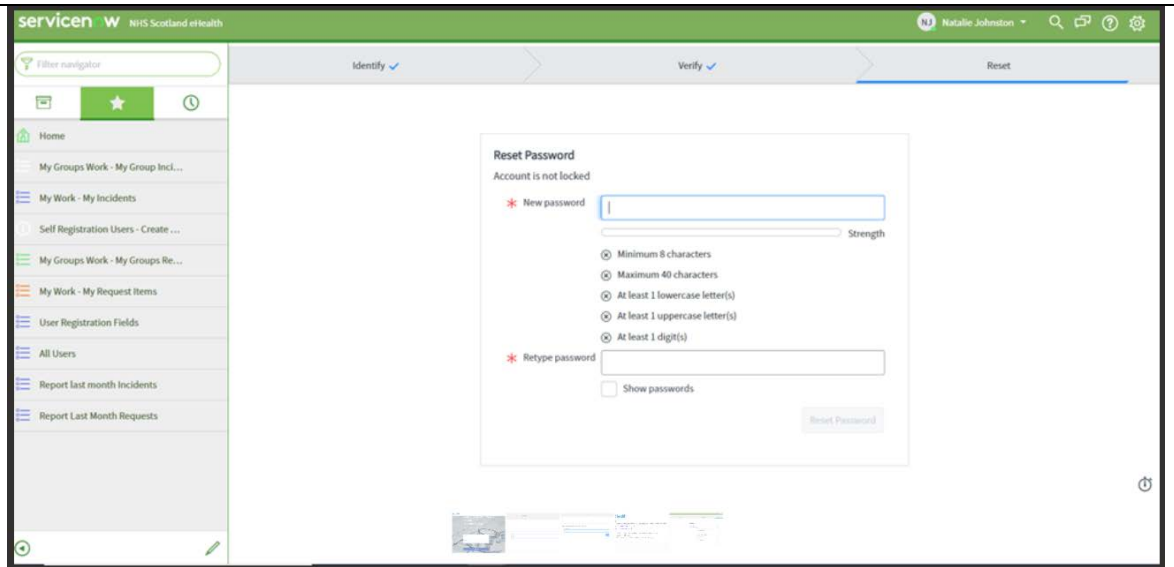
[Click here to reset your password](#)

If you do not want to reset your password, please disregard this email.

The link will expire in 12 hours.

If you did not request this password reset, please click on [link](#)

The next screen you will see will look like the below, please reset your password from this screen.



PLEASE REMEMBER TO SHARE THE LOGIN DETAILS WITH COLLEAGUES WITHIN YOUR SITE, THEY CAN THEN USE THESE TO LOG A CALL IN THE FUTURE.


Below are links to videos on how to use the app –


- [How to access your account](#)
- [Logging on and updating your details](#)
- [How to log a call](#)
- [How to reset your password](#)

17/08/2023

ACTION	Sharps Bins Disposal
	<p>Following our last two communications on the 13th June 2023 and the 25th July 2023, we have been asked by our Prescribing Colleagues to issue further (and final) clarification on the issue of sharps bins being incorrectly returned to Community Pharmacies for disposal.</p> <p>Patients should be advised that their used sharps bins should be returned to the patients' GP Practice, independent of their source. The only exception to this would be those sharps containers used in Needle Exchange, who have their own service arrangements.</p> <p>We would ask all Board Community Pharmacies to continue to advise CPDT when faced with patients attempting to incorrectly return used sharps bins via our ggc.cpdevteam@nhs.scot mailbox - providing some information on where the patient got the incorrect advice from i.e. which hospital/ward/clinic.</p> <p>We will then contact the aforementioned service and advise them on the correct procedures for patient disposal of the bins.</p> <p>Following your recent feedback, we have so far contacted the following areas to re-iterate the correct disposal information to them:</p> <ul style="list-style-type: none"> • GP Practice Managers Forum • Obstetrics Department at GRI • Midwifery • HSCP Health Visitors <p>Please click here for NHSGGC Area Drug & Therapeutics Committee guidance.</p>

	<p>We would like to thank you once again for your continued co-operation.</p> <p>Bridie McCallum 22/08/23</p>
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ACTION	Pharmaceutical Waste – How to Request an Uplift
 <p>How to use your Pharmaceutical waste Attached</p>	<p>The Board currently operates a single service for the collection and uplift of patients' returned medicines (pharmaceutical waste) from Community Pharmacies. Pharmaceutical Waste is collected from Community Pharmacies either every three months or every two months (for Health Centre pharmacies only).</p> <p>Where an AD HOC uplift (an additional uplift out with the agreed schedule) is required for any reason, the Pharmacist (or their representative) must contact the Community Pharmacy Development Team via email gqc.cpdevteam@nhs.scot to make arrangements. Our Team will agree a collection date with the waste Contractors and inform the pharmacy of this date.</p> <p>Please find attached a list of what should and should not be put into the pharmaceutical waste bins. Please print and display as a reference document for all pharmacy staff. Any questions regarding collection schedules, AD HOC requests, or any other pharmaceutical waste queries, should be directed to the CPDEV Team mailbox (gqc.cpdevteam@nhs.scot)</p> <p>Please refer to our webpage: NHS Community Pharmacy Website (scot.nhs.uk) and the useful contacts sheet for further information.</p> <p>Mani Narwan 18/08/23</p>

IMPORTANT INFORMATION	Useful Contact Information for Community Pharmacies
 <p>Pharmacy Services Contact List v1.pdf</p>	<p>I'm pleased to share that community pharmacies have now received the A3 size laminated copies of the useful contact sheet, which is aimed at providing quick and easy access to important contacts and resources.</p> <p>Based on recent feedback received, I have now attached a pdf copy for locum pharmacists. This will enable you to have a digital version readily available for reference, making it even more convenient for you to access the essential contact details whenever needed.</p> <p>Additionally, you can find it located within the 'Contacts' and 'Locum' sections on the left-hand side of the Community Pharmacy website: NHS Community Pharmacy Website (scot.nhs.uk)</p> <p>If you have any questions, suggestions, or further feedback, please don't hesitate to contact me at gqc.cpdevteam@nhs.scot</p> <p>Lauren Keenan 21/08/2023</p>

IMPORTANT INFORMATION	Post-APC Infographic
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APC report.pdf

Attached

Please find attached APC Report.

Audrey Thompson
21/08/2023

IMPORTANT INFORMATION

Travel Health Services

Travel Health Services have been delivered across NHS GGC since April 2022 by City Doc and Emcare our two providers. Emcare currently provides Travel Health and advice for North West Glasgow. From 2nd September 2023 City Doc will no longer provide Travel Health Services to NHS GGC. The following areas will have their travel health services provided directly by NHS GGC:

- East Glasgow
- South Glasgow
- Inverclyde
- West Dunbartonshire
- East Dunbartonshire
- Renfrewshire
- East Renfrewshire

NHS GGC patients travelling abroad are advised to check "[Fit for Travel](#)" prior to contacting either Emcare for North West Glasgow or NHS GGC for all other areas. Our providers:

Emcare for North West Glasgow can be contacted on:

- **Email:** NHSGGC@emcare.co.uk
- **Call:** 0141 816 1002

NHS GGC for all other areas can be contacted on:

- **E Mail:** Ggc.VaccinationContactCentre@ggc.scot.nhs.uk
- **Call:** 0800 9176115

Both Services will appoint the patient for a Travel Health Risk Assessment, advice and any vaccinations required will be given. There are 4 Travel Vaccinations available as part of NHS provision:

- DTP
- Typhoid
- Hepatitis A
- Cholera

Any other vaccinations will incur a fee. We ask that where possible patients give as much notice as possible for travel vaccinations requesting a minimum of 14 working days notice.

All information on travel health can be found on NHS GGC Overseas Travel webpage and can be found here: [Overseas Travel Vaccinations - NHSGGC](#)

Jane A. Beresford
21/08/2023

Communication Update Index link

[INDEX - Community Pharmacy Communications Updates](#)








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New in this edition -

- **PCA (P)(2023) 28 EXTENSION ON THE SERIOUS SHORTAGE PROTOCOL ISSUED FOR UTROGESTAN® (MICRONISED PROGESTERONE) 100MG CAPSULES**

ACTION	PCA (P)(2023) 28 EXTENSION ON THE SERIOUS SHORTAGE PROTOCOL ISSUED FOR UTROGESTAN® (MICRONISED PROGESTERONE) 100MG CAPSULES
	www.sehd.scot.nhs.uk/pca/PCA2023(P)28.pdf
	24/08/2023

URGENT ACTION	National Pharmacy First PGDs for Hay Fever
 PGD Beclometasone PGD v1.0.pdf  PGD Fexofenadine PGD v1.0.pdf  PGD Mometasone PGD v1.0.pdf  PGD Olopatadine PGD v1.0.pdf  Hay Fever Single Signature Sheet.pdf Attached	<p>Please find attached the National Pharmacy First PGDs for Hay Fever.</p> <p>To support a 'Once for Scotland' approach, four PGDs have been developed nationally and signed off by NHS 24 for use in all Health Boards for hayfever under Pharmacy First. The expectation is that these should replace any existing local PGDs.</p> <p>Please ensure that all pharmacists read the PGDs and complete the individual signing sheet. To cut down on paper and streamline the submission process, you only need to submit one signing sheet. This sheet <i>MUST</i> however contain separate signatures for all four PGDs showing that you have read, understood and accept the professional responsibility for each arrangement.</p> <p>Once signed, the individual signing sheet should be returned for the attention of Lauren Keenan by email ggc.cpdevteam@nhs.scot or post to Pharmacy Services, Clarkston Court, 56 Busby Road, Glasgow, G76 7AT. Please note that all pharmacists, managers, relief managers and locum pharmacists must sign and return this form for any supply they make on a UCF/CP4 form under the PGD to be legal.</p> <p>Please sign and return by Friday 15th September 2023.</p> <p>Thank you for giving this matter your attention.</p> <p>Lauren Keenan 10/08/2023</p>

URGENT ACTION	Unscheduled Care - PGD Version 30 – May 2023
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Please can you ensure that all pharmacy staff read the updates on the website. For an overview and explanation of the changes please review the "What's New" section.

Please ensure that all pharmacists read the new version of the PGD and complete **the individual signing sheet**. Once signed, the individual signing sheet should be returned for the attention of Lauren Keenan by post to Pharmacy Services, Clarkston Court, 56 Busby Road, Glasgow, G76 7AT or email ggc.cpdevteam@nhs.scot. Please note that all pharmacists, managers, relief managers and locum pharmacists must sign and return this form for any supply they make on a UCF/CP4 form under the PGD to be legal.

NHS 24 would like to take this opportunity to thank contractors for their continued support in providing unscheduled care and to highlight the following points on the PGD and its use:


- Please complete the individual signing sheet and tick each board you work in.
- It is also important to name the main pharmacy you work in for each board area and return to each health board you wish to use the PGD in. Contractors must ensure that at least one pharmacist names their premises or payment cannot be issued if a supply is made via the PGD.
- Pharmacists have until **Friday 1st September** to sign version 30, after which payment for supply may be stopped if there are no pharmacists signed up to use the PGD in that pharmacy.
- Individual pharmacists are reminded that they must sign the most recent version of the PGD.
- If you do not complete and sign an individual signing sheet for each new version of the PGD, and continue to use the CPUS/CP4 forms, you will be acting illegally.

Please ensure that all locums have signed and returned the individual signing sheet as soon as possible and that they are aware of the direct referral process in your board area, particularly if working at the weekends, rota days and over the Public Holiday periods. Please also ensure all pharmacy staff are aware of the direct referral process and the PGD, as they are often the first point of contact for many patients.

Thank you for giving this matter your attention.

Lauren Keenan
11/07/2023

REMINDERS AND UPDATES:

<u>REMINDER</u>	Useful Contact Information for Community Pharmacies
 <p>Pharmacy Services Contact List v1.pdf</p>	<p>I'm pleased to share that community pharmacies have now received the A3 size laminated copies of the useful contact sheet, which is aimed at providing quick and easy access to important contacts and resources.</p> <p>Based on recent feedback received, I have now attached a pdf copy for locum pharmacists. This will enable you to have a digital version readily available for reference, making it even more convenient for you to access the essential contact details whenever needed.</p>

Additionally, you can find it located within the 'Contacts' and 'Locum' sections on the left-hand side of the Community Pharmacy website: [NHS Community Pharmacy Website \(scot.nhs.uk\)](https://www.scot.nhs.uk)

If you have any questions, suggestions, or further feedback, please don't hesitate to contact me at ggc.cpdevteam@nhs.scot

Lauren Keenan
21/08/2023

REMINDER

Service Now – IT Support

IT IS VERY IMPORTANT TO READ ALL OF THE INFORMATION BELOW AND WATCH THE VIDEO LINKS FOR FURTHER ASSISTANCE.

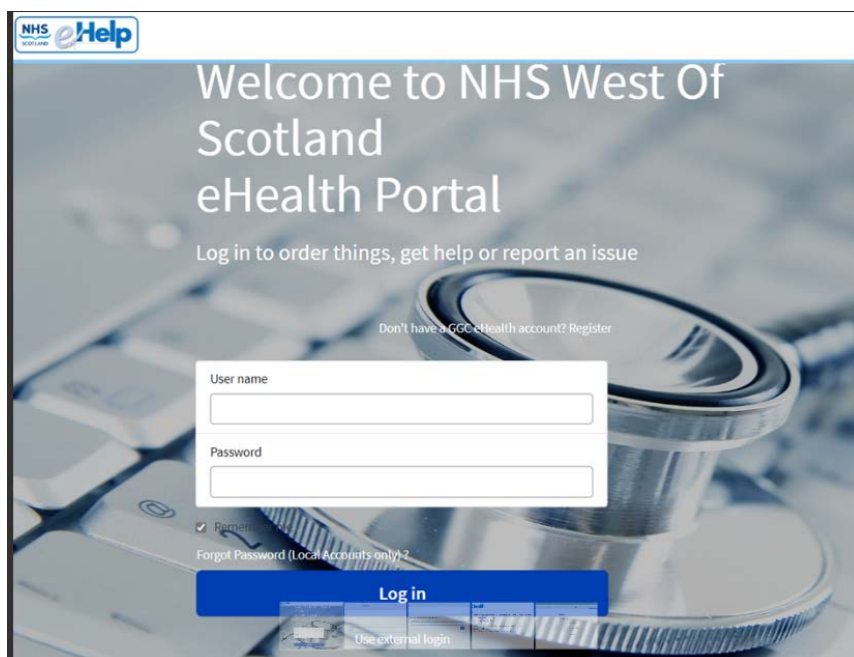
PLEASE BE ADVISED THAT EACH SITE HAS BEEN SET UP WITH ONE SERVICE NOW ACCOUNT.

THE LOGIN DETAILS FOR THIS ACCOUNT SHOULD BE SHARED WITH ALL STAFF. THIS WILL ALLOW ALL MEMBERS OF STAFF TO LOG A CALL.

THE USERNAME FOR THIS ACCOUNT WILL BE YOUR SITES SHARED/CLINICAL MAILBOX.

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

Select forgot your password (please see below)



Enter your user name – **PLEASE BE ADVISED THIS IS YOUR SHARED/CLINICAL MAILBOX FOR YOUR SPECIFIC SITE. FOR EXAMPLE:**

dental.gdqXXXXXd@nhs.scot

pharm.CPXXXXXXXXclinical@nhs.scot

ci.optom.opXXXXX@nhs.scot

Identify ✓ Verify Reset

Personal Data Verification - Email Address

* Email

Next

Enter your username again **THIS WILL BE THE SAME AS THE USERNAME ENTERED IN PREVIOUS SCREEN – FOR EXAMPLE:**

[dental.gdgXXXXXd@nhs.scot](#)

[pharm.CPXXXXXXXXclinical@nhs.scot](#)

[ci.optom.opXXXXX@nhs.scot](#)

SELECT NEXT (SEE SCREEN SHOT BELOW)

Identify ✓ Verify Reset


Personal Data Verification - Email Address

* Email

Next

YOU WILL NOW SEE THE BELOW SCREEN. HIT DONE

Identify ✓ Verify ✓ Reset



An email has been sent to you providing instructions to reset your password

Done

You should receive an automated email into the SHARED/CLINICAL Mailbox. **THIS IS THE EMAIL ADDRESS YOU ENTERED AS THE USERNAME**

SELECT CLICK HERE TO RESET YOUR PASSWORD

Example of email below:

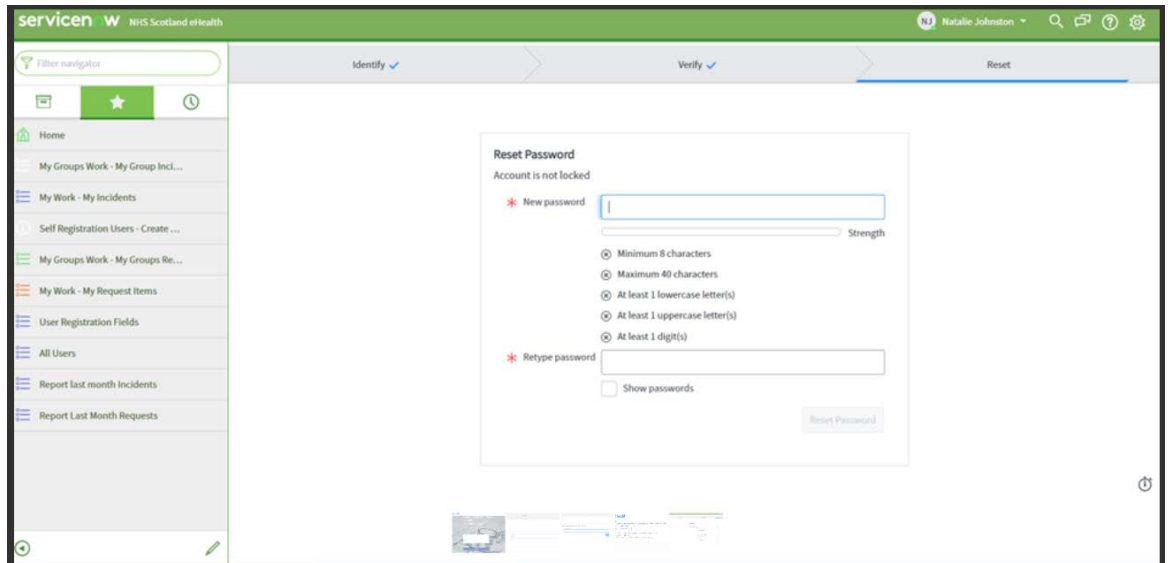


Hello Dental,

A password reset was requested for your user account on the ServiceNow instance <https://nhsscotland.service-now.com/>
[Click here to reset your password](#)

If you do not want to reset your password, please disregard this email.
The link will expire in 12 hours.
If you did not request this password reset, please click on [link](#)

The next screen you will see will look like the below, please reset your password from this screen.



PLEASE REMEMBER TO SHARE THE LOGIN DETAILS WITH COLLEAGUES WITHIN YOUR SITE, THEY CAN THEN USE THESE TO LOG A CALL IN THE FUTURE.

Below are links to videos on how to use the app –

- [How to access your account](#)
- [Logging on and updating your details](#)
- [How to log a call](#)
- [How to reset your password](#)

17/08/2023


REMINDER


Sharps Bins Disposal

Following our last two communications on the **13th June 2023** and the **25th July 2023**, we have been asked by our Prescribing Colleagues to issue further (and final) clarification on the issue of sharps bins being incorrectly returned to Community Pharmacies for disposal.

Patients should be advised that their used sharps bins should be returned to the patients' GP Practice, independent of their source. The only exception to this would be those sharps containers used in Needle Exchange, who have their own service arrangements.

	<p>We would ask all Board Community Pharmacies to continue to advise CPDT when faced with patients attempting to incorrectly return used sharps bins via our ggc.cpdevteam@nhs.scot mailbox - providing some information on where the patient got the incorrect advice from i.e. which hospital/ward/clinic.</p> <p>We will then contact the aforementioned service and advise them on the correct procedures for patient disposal of the bins.</p> <p>Following your recent feedback, we have so far contacted the following areas to re-iterate the correct disposal information to them:</p> <ul style="list-style-type: none"> • GP Practice Managers Forum • Obstetrics Department at GRI • Midwifery • HSCP Health Visitors <p>Please click here for NHSGGC Area Drug & Therapeutics Committee guidance.</p> <p>We would like to thank you once again for your continued co-operation.</p> <p>Bridie McCallum 22/08/23</p>
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<u>REMINDER</u>	Pharmaceutical Waste – How to Request an Uplift
 <p>How to use your Pharmaceutical waste</p>	<p>The Board currently operates a single service for the collection and uplift of patients' returned medicines (pharmaceutical waste) from Community Pharmacies. Pharmaceutical Waste is collected from Community Pharmacies either every three months or every two months (for Health Centre pharmacies only).</p> <p>Where an AD HOC uplift (an additional uplift out with the agreed schedule) is required for any reason, the Pharmacist (or their representative) must contact the Community Pharmacy Development Team via email ggc.cpdevteam@nhs.scot to make arrangements. Our Team will agree a collection date with the waste Contractors and inform the pharmacy of this date.</p> <p>Please find attached a list of what should and should not be put into the pharmaceutical waste bins. Please print and display as a reference document for all pharmacy staff. Any questions regarding collection schedules, AD HOC requests, or any other pharmaceutical waste queries, should be directed to the CPDEV Team mailbox (ggc.cpdevteam@nhs.scot)</p> <p>Please refer to our webpage: NHS Community Pharmacy Website (scot.nhs.uk) and the useful contacts sheet for further information.</p> <p>Mani Narwan 18/08/23</p>

<u>REMINDER</u>	Post-APC Infographic
 <p>APC report.pdf</p>	<p>Please find attached APC Report.</p> <p>Audrey Thompson 21/08/2023</p>

<u>REMINDER</u>	Travel Health Services
	<p>Travel Health Services have been delivered across NHS GGC since April 2022 by City Doc and Emcare our two providers. Emcare currently provides Travel Health and advice for North West Glasgow. From 2nd September 2023 City Doc will no longer provide Travel Health Services to NHS GGC. The following areas will have their travel health services provided directly by NHS GGC:</p> <ul style="list-style-type: none"> · East Glasgow · South Glasgow · Inverclyde · West Dunbartonshire · East Dunbartonshire · Renfrewshire · East Renfrewshire <p>NHS GGC patients travelling abroad are advised to check “Fit for Travel” prior to contacting either Emcare for North West Glasgow or NHS GGC for all other areas. Our providers:</p> <p>Emcare for North West Glasgow can be contacted on:</p> <ul style="list-style-type: none"> · Email: NHSGGC@emcare.co.uk · Call: 0141 816 1002 <p>NHS GGC for all other areas can be contacted on:</p> <ul style="list-style-type: none"> · E Mail: Ggc.VaccinationContactCentre@ggc.scot.nhs.uk · Call: 0800 9176115 <p>Both Services will appoint the patient for a Travel Health Risk Assessment, advice and any vaccinations required will be given. There are 4 Travel Vaccinations available as part of NHS provision:</p> <ul style="list-style-type: none"> · DTP · Typhoid · Hepatitis A · Cholera <p>Any other vaccinations will incur a fee. We ask that where possible patients give as much notice as possible for travel vaccinations requesting a minimum of 14 working days notice.</p> <p>All information on travel health can be found on NHS GGC Overseas Travel webpage and can be found here: Overseas Travel Vaccinations - NHSGGC</p> <p>Jane A. Beresford 21/08/2023</p>

<u>REMINDER</u>	Webinar on FtP for Pharmacy Technicians, 26 Sept 2023
	<p>The GPhC have today sent an email inviting pharmacy technicians and pre-registration trainee pharmacy technicians to a webinar on fitness to practise and professionalism on Tuesday 26 September from 19:00-20:00.</p> <p>They are hosting this joint webinar with APTUK. People can register directly on Zoom using the following link - https://eu01web.zoom.us/webinar/register/WN_Uz9WzheyTAum9r7MeT8n0w</p> <p>Carole Muir, General Pharmaceutical Council 11/08/2023</p>

<u>REMINDER</u>	Local Implementation Group - Friday 25th August 2023																		
	<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 25th August 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"> <thead> <tr> <th><u>HSCP</u></th> <th><u>Pharmacy Champion</u></th> </tr> </thead> <tbody> <tr> <td>East Dunbartonshire</td> <td>ggc.cpdevteam@nhs.scot</td> </tr> <tr> <td>East Renfrewshire</td> <td>elizabeth.rodick@nhs.scot</td> </tr> <tr> <td>Glasgow City - North East</td> <td>derek.jamieson@ggc.scot.nhs.uk or hannah.mcphail@nhs.scot</td> </tr> <tr> <td>Glasgow City - North West</td> <td>garry.scott@nhs.scot or stuart.dinnie@nhs.scot</td> </tr> <tr> <td>Glasgow City - South</td> <td>Karen.macdonald4@ggc.scot.nhs.uk or narinder.dhillon7@nhs.scot</td> </tr> <tr> <td>Inverclyde</td> <td>Sandra.reynolds4@nhs.scot</td> </tr> <tr> <td>Renfrewshire</td> <td>ggc.cpdevteam@nhs.scot</td> </tr> <tr> <td>West Dunbartonshire</td> <td>joan.miller@ggc.scot.nhs.uk</td> </tr> </tbody> </table> <p>Trish Cawley, Contracts Co-ordinator 14/08/2023</p>	<u>HSCP</u>	<u>Pharmacy Champion</u>	East Dunbartonshire	ggc.cpdevteam@nhs.scot	East Renfrewshire	elizabeth.rodick@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	Glasgow City - South	Karen.macdonald4@ggc.scot.nhs.uk or narinder.dhillon7@nhs.scot	Inverclyde	Sandra.reynolds4@nhs.scot	Renfrewshire	ggc.cpdevteam@nhs.scot	West Dunbartonshire	joan.miller@ggc.scot.nhs.uk
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East Renfrewshire	elizabeth.rodick@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																		
Glasgow City - South	Karen.macdonald4@ggc.scot.nhs.uk or narinder.dhillon7@nhs.scot																		
Inverclyde	Sandra.reynolds4@nhs.scot																		
Renfrewshire	ggc.cpdevteam@nhs.scot																		
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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: Tuesday 29th August 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 –

- **Changes with The Community Pharmacy Development Team**
- **Declaration of Interest: FLU SERVICE 23/24**
- **RENFREWSHIRE HSCP ONLY: Nominations for APC Membership - NHS Greater Glasgow & Clyde Area Pharmaceutical Committee & Community Pharmacy Subcommittee**
- **PCA (P)(2023) 28 Extension On The Serious Shortage Protocol Issued For Utrogestan® (Micronised Progesterone) 100mg Capsules**
- **PCA (P)(2023) 29 WITHDRAWAL OF THE SERIOUS SHORTAGE PROTOCOL ISSUED FOR PROGYNOVA® TS 100 MICROGRAM PATCHES**
- **PCA (P)(2023) 30SERIOUS SHORTAGE PROTOCOL: ESTRADOT® (ESTRADIOL HEMIHYDRATE) 100 MICROGRAM PATCH**
- **PCA (P)(2023) 31 SERIOUS SHORTAGE PROTOCOL: JEXT® 300 MICROGRAMS/0.3ML (1 IN 100) SOLUTION FOR INJECTION AUTO-INJECTOR PEN**
- **National Pharmacy First PGDs for Hay Fever**
- **Unscheduled Care - PGD Version 30 – May 2023**
- **Patient Alert**
- **Form PC70 - Instalment/Supervised Doses Dispensing Claim Form**

Team Update	Changes with The Community Pharmacy Development Team
	<p>The Community Pharmacy Development Team would like to inform you that Karen Armstrong (Contracts Administrator) has moved on to pastures new.</p> <p>Karen has been an integral part of our team for more than 13 years, providing excellent administrative support to Community Pharmacist, and other NHS services.</p> <p>Please direct all communications you would normally send to Karen to: cpdt@ggc.scot.nhs.uk</p> <p>29/08/2023</p>

URGENT ACTION	Declaration of Interest: FLU SERVICE 23/24
 <p>Declaration of Interest Form.docx Attached</p>	<p>PLEASE NOTE: Branches of Boots, Dicksons, Gilbride's, 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 coordinated from a central point within your company.</p> <p>NHSGGC's Vaccination Management Group have confirmed that community pharmacies will continue their key role in providing access to major public health initiatives through their involvement in the seasonal flu immunisation programme for 2023/2024.</p> <p>The campaign will commence for community pharmacies on Tuesday 5th September 2023.</p>

	<p>This year community pharmacies will offer the vaccine to any patient who is over the age of 50 as well as those that are between the ages of 16 and 50 and are identified as at risk because of their medical conditions. They would also be identified as a site where front line health and social care workers (which would include all Community Pharmacy staff) would be able to access their flu vaccine. As in previous years any mop up service would be directed towards community pharmacy network.</p> <p>Details such as the vaccination and training fees, along with the number of participants required are currently being considered by CP GGC and we hope to secure their agreement on behalf of the community pharmacy network by the end of August.</p> <p>Pending agreement and to assist in the process, the numbers of community pharmacies interested in participating in this year's campaign is required by Friday 1st September 2023. Please complete and return this form as a basic first step in recruiting participants and contact cpdt@ggc.scot.nhs.uk in the first instance should you require any clarification prior to submitting your form.</p> <p>Further details will be forthcoming once the current level of deliberation is complete.</p> <p>Mani Narwan 25/08/2023</p>
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ACTION	RENFREWSHIRE HSCP <u>ONLY</u>: Nominations for APC Membership - NHS Greater Glasgow & Clyde Area Pharmaceutical Committee & Community Pharmacy Subcommittee
 Nomination form.doc Attached	<p>Nominations are being sought from community pharmacists and/or registered technicians for membership of the Area Pharmaceutical Committee (APC), a statutory committee within NHS Regulations with a remit to advise the Board on pharmacy matters.</p> <p>Nominations are now invited from community pharmacists and/or registered technicians within Renfrewshire HSCP keen to play a more active role in advising the Board on pharmacy matters. Candidates are requested to complete and return the attached nomination form by close of play Wednesday 6th September 2023. An election will then be arranged involving the constituent community pharmacies within your HSCP should more than one candidate come forward.</p> <p>Mani Narwan 29/08/2023</p>

ACTION	PCA (P)(2023) 28 Extension On The Serious Shortage Protocol Issued For Utrogestan® (Micronised Progesterone) 100mg Capsules
	www.sehd.scot.nhs.uk/pca/PCA2023(P)28.pdf 24/08/2023

ACTION	PCA (P)(2023) 29 WITHDRAWAL OF THE SERIOUS SHORTAGE PROTOCOL ISSUED FOR PROGYNOVA® TS 100 MICROGRAM PATCHES
	www.sehd.scot.nhs.uk/pca/PCA2023(P)29.pdf 29/08/2023

ACTION	PCA (P)(2023) 30SERIOUS SHORTAGE PROTOCOL: ESTRADOT® (ESTRADIOL HEMIHYDRATE) 100 MICROGRAM PATCH
	www.sehd.scot.nhs.uk/pca/PCA2023(P)30.pdf

29/08/2023

ACTION

PCA (P)(2023) 31 SERIOUS SHORTAGE PROTOCOL: JEXT® 300 MICROGRAMS/0.3ML (1 IN 100) SOLUTION FOR INJECTION AUTO-INJECTOR PEN

[www.sehd.scot.nhs.uk/pca/PCA2023\(P\)31.pdf](http://www.sehd.scot.nhs.uk/pca/PCA2023(P)31.pdf)

29/08/2023

URGENT ACTION

National Pharmacy First PGDs for Hay Fever



PGD Beclometasone
PGD v1.0.pdf



PGD Fexofenadine
PGD v1.0.pdf



PGD Mometasone
PGD v1.0.pdf



PGD Olopatadine
PGD v1.0.pdf



Hay Fever Single
Signature Sheet.pdf

Attached

Please find attached the National Pharmacy First PGDs for Hay Fever.

To support a 'Once for Scotland' approach, four PGDs have been developed nationally and signed off by NHS 24 for use in all Health Boards for hayfever under Pharmacy First. The expectation is that these should replace any existing local PGDs.

Please ensure that all pharmacists read the PGDs and complete the individual signing sheet. To cut down on paper and streamline the submission process, you only need to submit one signing sheet. This sheet **MUST** however contain separate signatures for all four PGDs showing that you have read, understood and accept the professional responsibility for each arrangement.

Once signed, the individual signing sheet should be returned for the attention of Lauren Keenan by email gqc.cpdevteam@nhs.scot or post to Pharmacy Services, Clarkston Court, 56 Busby Road, Glasgow, G76 7AT. Please note that all pharmacists, managers, relief managers and locum pharmacists must sign and return this form for any supply they make on a UCF/CP4 form under the PGD to be legal.

Please sign and return by Friday **15th September 2023**.

Thank you for giving this matter your attention.

Lauren Keenan
10/08/2023

URGENT ACTION

Unscheduled Care - PGD Version 30 – May 2023



What's New V30.pdf



Individual Singing
Sheet v30.pdf



Direct Referral - Prof
to Prof contact number

Attached

We have been asked by NHS 24 to advise you that the National PGD for Urgent Provision of Current Prescribed Medicines, Appliances and ACBS products has been updated to version 30. This is now **ONLY** available electronically via the NHS Scotland Community Pharmacy internet site:

<https://www.communitypharmacy.scot.nhs.uk/unscheduled-care/>

Please can you ensure that all pharmacy staff read the updates on the website. For an overview and explanation of the changes please review the **“What's New”** section.

Please ensure that all pharmacists read the new version of the PGD and complete **the individual signing sheet**. Once signed, the individual signing sheet should be returned for the attention of Lauren Keenan by post to Pharmacy Services, Clarkston Court, 56 Busby Road, Glasgow, G76 7AT or email gqc.cpdevteam@nhs.scot. Please note that all pharmacists, managers, relief managers and locum pharmacists must sign and return this form for any supply they make on a UCF/CP4 form under the PGD to be legal.

NHS 24 would like to take this opportunity to thank contractors for their continued support in providing unscheduled care and to highlight the following points on the PGD and its use:

- Please complete the individual signing sheet and tick each board you work in.
- It is also important to name the main pharmacy you work in for each board area and return to each health board you wish to use the PGD in. Contractors must ensure that at least one pharmacist names their premises or payment cannot be issued if a supply is made via the PGD.
- Pharmacists have until **Friday 1st September** to sign version 30, after which payment for supply may be stopped if there are no pharmacists signed up to use the PGD in that pharmacy.
- Individual pharmacists are reminded that they must sign the most recent version of the PGD.
- If you do not complete and sign an individual signing sheet for each new version of the PGD, and continue to use the CPUS/CP4 forms, you will be acting illegally.

Please ensure that all locums have signed and returned the individual signing sheet as soon as possible and that they are aware of the direct referral process in your board area, particularly if working at the weekends, rota days and over the Public Holiday periods. Please also ensure all pharmacy staff are aware of the direct referral process and the PGD, as they are often the first point of contact for many patients.

Thank you for giving this matter your attention.

Lauren Keenan
11/07/2023

IMPORTANT INFORMATION	Patient Alert
	<p>We are aware of an individual who is continuing to attend multiple practices across NHS Grampian seeking pain relief for a number of conditions. Whilst this patient is thought to be currently residing in Grampian, we are aware that she also presents in other Health Board areas seeking analgesics.</p> <p>They are using a number of different names/DoB/address details to be seen as a Temporary Resident/patient including:</p> <ul style="list-style-type: none"> • Roseanne Reid • Kay Reid • Edith McKenzie • Mary Cameron (most recent name used) <p>Other names used in the past also include - CAMERON Jane, COOK Charlotte, DONALDSON Isobel, JOHNSTONE Margaret, MAUGHAN Bridget, MCDONALD Isabelle MCDONALD Isabella, MCDONALD Catherine, MCKENZIE Catherine, MCPHEE Margaret, REID Jean, STEWART Bella</p> <p>The individual appears 40-50 years of age, medium build ~ 5'3, with dark/grey hair (usually tied up).</p> <p>Contact mobile number that has been used in all cases - 07456 728435.</p> <p>The presentation has been for the ongoing treatment of back pain or abdominal pain, with a plausible history and description of symptoms. There have also been requests for additional medication due to loss/need to travel/visiting.</p> <p>This individual has managed to obtain a significant amount of opioid medication (dihydrocodeine) over the past few weeks.</p>

UPDATE

Form PC70 - Instalment/Supervised Doses Dispensing Claim Form

Please be aware of a change to the current Form PC70 - Instalment/Supervised Doses Dispensing Claim Form.

As of 23rd August 2023, the PC70 form will change colour from lilac (purple) to white. This change is due to recent and ongoing challenges in procuring lilac-coloured paper. NHS National Services Scotland (NSS) and Community Pharmacy Scotland (CPS) have agreed that the best suitable option to avoid further delays in procuring lilac PC70 forms is to replace the forms with a white version of the PC70. **However, please exhaust any existing stocks of the lilac PC70 form.**

Please note:

The PC70 form template has been updated. If you have a barcoded prescription, please add the Barcode UPN number only or continue to add the prescription serial number for all non-barcoded prescriptions.

NATIONAL HEALTH SERVICE in SCOTLAND Form PC70 (Scotland)

CONTROLLED DRUG INSTALMENT / SUPERVISED DOSES DISPENSING CLAIM FORM

PID contractor code:

NOTES

Additional fees are paid for **supervision of medicine** or for **instalment dispensing**, providing the following criteria are met.

- Request for medicines to be **supervised or dispensed in instalments** must be initiated by the Prescriber. Where a stamp is used for this purpose it's origin must be verified by the prescriber by adding his/her initials.
- The frequency for **supervised doses or instalments** must be clearly stated.
- The grid on the reverse side of this form should detail each individual episode.
- Please write with **black ink in block capitals**

Prescription Barcode UPN Number:

Only enter the prescription serial number if there is no barcode UPN.

Prescription Serial Number:

Item No.	Item Name	Total dispensed quantity	Total no of instalments	No of instalments SUPERVISED
1				
2				
3				

I certify that the details above are an accurate account of **supervised and instalment dispensing** activities.

Signature: Date:

01550155

General Use

Use of the white PC70 form should follow the existing process and a reminder of this process has been noted below.

- The PC70 form must be completed for each instalment-controlled drug prescription as the pharmacist is legally obliged to sign and date the prescription form each time a CD is dispensed.
- The PC70 is linked and is counted as an extension to the original form and, in order to ensure correct payments, the pharmacist must endorse the prescription form with the details of the instalment dispensing.
- Completed PC70 forms can also help alert pharmacy staff to the fact that instalments have not been collected. Ideally the proposed dates of supply should be completed at the time the script is received to help ensure no instalments are supplied beyond the end date of the prescription.

For any further guidance or questions relating to the PC70 form change, please contact nss.psd-pscriber-statnry@nhs.scot

Annette Robertson
29/08/2023

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 31st August 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 –






- **[Electronic Claim Workbook \(ECW\) - Updated Version - V 1.5](#)**
- **[June Processing/August Payment](#)**
- **[Winter Vaccines Health Care Worker flyer 2023](#)**




URGENT ACTION	Electronic Claim Workbook (ECW) - Updated Version - V 1.5
 ECW - Version 1.5.xlsx Attached	<p>An updated version of the Electronic Claiming Workbook (ECW) is available for community pharmacies in those HSCPs who have transitioned to the new process (details on the front page of our website).</p> <p><u>Version 1.5</u> contains up to date contractor codes for those pharmacies who have recently transferred ownership.</p> <p>A copy is attached and can also be found here.</p> <p>Please ensure that you are using the most up to date version before submitting your workbook.</p> <p>I hope this is helpful. As always if you have any issues, please let us know.</p> <p>Janine Glen – Contracts Manager 31/08/2023</p>

ACTION	June Processing/August Payment
	<p>As you'll be aware we've been in the process of implementing a new system, nDCVP. As part of this implementation some unexpected technical challenges were experienced. Processing time and key rates are currently lower than usual as staff familiarise themselves with the new system. Given these challenges, we anticipate that Pharmacy contractors will receive estimated payments this month with a few exceptions. Our immediate focus is to ensure all contractors receive a payment on time and that any underpayments are paid by BACs as soon as we have calculated them. We are working hard to resolve these issues to enable a return to actual payments for all contractors as soon as possible. Where estimates are needed, we will keep you and your NHS Boards informed and work to reconcile these as quickly as possible. Our immediate focus is to ensure all contractors receive a payment on time and we aim to inform all CPs of their payment value in advance of the payment date of 31st August 2023 payments based on the March Paid May Payment. Any underpayments will be paid by BACs as soon as they have been calculated and over payments will wait until the following month. Once the End of Month Process and the load to the Warehouse is complete we will issue the e-schedules.</p> <p>We will continue to seek to resolve the ongoing issues and put in place steps to improve this situation as soon as possible and appreciate your patience while we implement this new system.</p> <p>31/08/2023</p>

URGENT ACTION	Winter Vaccines Health Care Worker flyer 2023
 Winter vaccines 2023_ flu and Covid- Attached	Please find attached winter vaccines health care worker flyer 2023. Elaine Paton 31/08/2023

REMINDERS AND UPDATES:

URGENT ACTION	National Pharmacy First PGDs for Hay Fever
 PGD Beclometasone PGD v1.0.pdf  PGD Fexofenadine PGD v1.0.pdf  PGD Mometasone PGD v1.0.pdf  PGD Olopatadine PGD v1.0.pdf  Hay Fever Single Signature Sheet.pdf	Please find attached the National Pharmacy First PGDs for Hay Fever. To support a 'Once for Scotland' approach, four PGDs have been developed nationally and signed off by NHS 24 for use in all Health Boards for hayfever under Pharmacy First. The expectation is that these should replace any existing local PGDs. Please ensure that all pharmacists read the PGDs and complete the individual signing sheet. To cut down on paper and streamline the submission process, you only need to submit one signing sheet. This sheet <i>MUST</i> however contain separate signatures for all four PGDs showing that you have read, understood and accept the professional responsibility for each arrangement. Once signed, the individual signing sheet should be returned for the attention of Lauren Keenan by email ggc.cpdevteam@nhs.scot or post to Pharmacy Services, Clarkston Court, 56 Busby Road, Glasgow, G76 7AT. Please note that all pharmacists, managers, relief managers and locum pharmacists must sign and return this form for any supply they make on a UCF/CP4 form under the PGD to be legal. Please sign and return by Friday 15th September 2023 . Thank you for giving this matter your attention. Lauren Keenan – Contracts Officer 10/08/2023

URGENT ACTION	Unscheduled Care - PGD Version 30 – May 2023
 What's New V30.pdf  Individual Singing Sheet v30.pdf  Direct Referral - Prof to Prof contact numbe	We have been asked by NHS 24 to advise you that the National PGD for Urgent Provision of Current Prescribed Medicines, Appliances and ACBS products has been updated to version 30. This is now ONLY available electronically via the NHS Scotland Community Pharmacy internet site: https://www.communitypharmacy.scot.nhs.uk/unscheduled-care/ Please can you ensure that all pharmacy staff read the updates on the website. For an overview and explanation of the changes please review the “ What’s New ” section. Please ensure that all pharmacists read the new version of the PGD and complete the individual signing sheet . Once signed, the individual signing sheet should be returned for the attention of Lauren Keenan by post to Pharmacy Services, Clarkston Court, 56 Busby Road, Glasgow, G76 7AT or email ggc.cpdevteam@nhs.scot . Please note that all pharmacists, managers, relief managers and locum pharmacists must sign and return this form for any supply they make on a UCF/CP4 form under the PGD to be legal. NHS 24 would like to take this opportunity to thank contractors for their continued support in providing unscheduled care and to highlight the following points on the PGD and its use:


- Please complete the individual signing sheet and tick each board you work in.
- It is also important to name the main pharmacy you work in for each board area and return to each health board you wish to use the PGD in. Contractors must ensure that at least one pharmacist names their premises or payment cannot be issued if a supply is made via the PGD.
- Pharmacists have until **Friday 1st September** to sign version 30, after which payment for supply may be stopped if there are no pharmacists signed up to use the PGD in that pharmacy.
- Individual pharmacists are reminded that they must sign the most recent version of the PGD.
- If you do not complete and sign an individual signing sheet for each new version of the PGD, and continue to use the CPUS/CP4 forms, you will be acting illegally.

Please ensure that all locums have signed and returned the individual signing sheet as soon as possible and that they are aware of the direct referral process in your board area, particularly if working at the weekends, rota days and over the Public Holiday periods. Please also ensure all pharmacy staff are aware of the direct referral process and the PGD, as they are often the first point of contact for many patients.

Thank you for giving this matter your attention.

Lauren Keenan
11/07/2023

<u>REMINDER</u>	Changes with The Community Pharmacy Development Team
	<p>The Community Pharmacy Development Team would like to inform you that Karen Armstrong (Contracts Administrator) has moved on to pastures new.</p> <p>Karen has been an integral part of our team for more than 13 years, providing excellent administrative support to Community Pharmacist, and other NHS services.</p> <p>Please direct all communications you would normally send to Karen to: cpdt@ggc.scot.nhs.uk</p> <p>29/08/2023</p>

<u>REMINDER</u>	RENFREWSHIRE HSCP ONLY: Nominations for APC Membership - NHS Greater Glasgow & Clyde Area Pharmaceutical Committee & Community Pharmacy Subcommittee
 <p>Nomination form.doc</p>	<p>Nominations are being sought from community pharmacists and/or registered technicians for membership of the Area Pharmaceutical Committee (APC), a statutory committee within NHS Regulations with a remit to advise the Board on pharmacy matters.</p> <p>Nominations are now invited from community pharmacists and/or registered technicians within Renfrewshire HSCP keen to play a more active role in advising the Board on pharmacy matters. Candidates are requested to complete and return the attached nomination form by close of play Wednesday 6th September 2023. An election will then be arranged involving the constituent community pharmacies within your HSCP should more than one candidate come forward.</p> <p>Mani Narwan 29/08/2023</p>

REMINDER

Form PC70 - Instalment/Supervised Doses Dispensing Claim Form

Please be aware of a change to the current Form PC70 - Instalment/Supervised Doses Dispensing Claim Form.

As of 23rd August 2023, the PC70 form will change colour from lilac (purple) to white. This change is due to recent and ongoing challenges in procuring lilac-coloured paper. NHS National Services Scotland (NSS) and Community Pharmacy Scotland (CPS) have agreed that the best suitable option to avoid further delays in procuring lilac PC70 forms is to replace the forms with a white version of the PC70. **However, please exhaust any existing stocks of the lilac PC70 form.**

Please note:

The PC70 form template has been updated. If you have a barcoded prescription, please add the Barcode UPN number only or continue to add the prescription serial number for all non-barcoded prescriptions.

NATIONAL HEALTH SERVICE in SCOTLAND Form PC70 (Scotland)

CONTROLLED DRUG INSTALMENT / SUPERVISED DOSES DISPENSING CLAIM FORM

PID contractor code:

NOTES

Additional fees are paid for supervision of medicine or for instalment dispensing, providing the following criteria are met.

- Requests for medicines to be supervised or dispensed in instalments must be instated by the Prescriber. Where a stamp is used for this purpose it's origin must be verified by the prescriber by adding his/her initials.
- The frequency for supervised doses or instalments must be clearly stated.
- The grid on the reverse side of this form should detail each individual episode.
- Please write with black ink in block capitals

Prescription Barcode UPN Number:

Only enter the prescription serial number if there is no barcode UPN

Prescription Serial Number:

Item No.	Item Name	Total dispensed quantity	Total no of instalments	No of instalments SUPERVISED
1				
2				
3				

I certify that the details above are an accurate account of supervised and instalment dispensing activities.


Signature: Date:

01550155

General Use


Use of the white PC70 form should follow the existing process and a reminder of this process has been noted below.

	<ul style="list-style-type: none"> • The PC70 form must be completed for each instalment-controlled drug prescription as the pharmacist is legally obliged to sign and date the prescription form each time a CD is dispensed. • The PC70 is linked and is counted as an extension to the original form and, in order to ensure correct payments, the pharmacist must endorse the prescription form with the details of the instalment dispensing. • Completed PC70 forms can also help alert pharmacy staff to the fact that instalments have not been collected. Ideally the proposed dates of supply should be completed at the time the script is received to help ensure no instalments are supplied beyond the end date of the prescription. <p>For any further guidance or questions relating to the PC70 form change, please contact nss.psd-pscriber-statnry@nhs.scot</p> <p>Annette Robertson 29/08/2023</p>
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<u>REMINDER</u>	Declaration of Interest: FLU SERVICE 23/24
 <p>Declaration of Interest Form.docx</p>	<p>PLEASE NOTE: Branches of Boots, Dicksons, Gilbride's, 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 coordinated from a central point within your company.</p> <p>NHSGGC's Vaccination Management Group have confirmed that community pharmacies will continue their key role in providing access to major public health initiatives through their involvement in the seasonal flu immunisation programme for 2023/2024.</p> <p>The campaign will commence for community pharmacies on Tuesday 5th September 2023.</p> <p>This year community pharmacies will offer the vaccine to any patient who is over the age of 50 as well as those that are between the ages of 16 and 50 and are identified as at risk because of their medical conditions. They would also be identified as a site where front line health and social care workers (which would include all Community Pharmacy staff) would be able to access their flu vaccine. As in previous years any mop up service would be directed towards community pharmacy network.</p> <p>Details such as the vaccination and training fees, along with the number of participants required are currently being considered by CP GGC and we hope to secure their agreement on behalf of the community pharmacy network by the end of August.</p> <p>Pending agreement and to assist in the process, the numbers of community pharmacies interested in participating in this year's campaign is required by Friday 1st September 2023. Please complete and return this form as a basic first step in recruiting participants and contact cpdt@ggc.scot.nhs.uk in the first instance should you require any clarification prior to submitting your form.</p> <p>Further details will be forthcoming once the current level of deliberation is complete.</p> <p>Mani Narwan 25/08/2023</p>

<u>REMINDER</u>	Patient Alert
	<p>We are aware of an individual who is continuing to attend multiple practices across NHS Grampian seeking pain relief for a number of conditions. Whilst this patient is thought to</p>

	<p>be currently residing in Grampian, we are aware that she also presents in other Health Board areas seeking analgesics.</p> <p>They are using a number of different names/DoB/address details to be seen as a Temporary Resident/patient including:</p> <ul style="list-style-type: none"> • Roseanne Reid • Kay Reid • Edith McKenzie • Mary Cameron (most recent name used) <p>Other names used in the past also include - CAMERON Jane, COOK Charlotte, DONALDSON Isobel, JOHNSTONE Margaret, MAUGHAN Bridget, MCDONALD Isabelle MCDONALD Isabella, MCDONALD Catherine, MCKENZIE Catherine, MCPHEE Margaret, REID Jean, STEWART Bella</p> <p>The individual appears 40-50 years of age, medium build ~ 5'3, with dark/grey hair (usually tied up).</p> <p>Contact mobile number that has been used in all cases - 07456 728435.</p> <p>The presentation has been for the ongoing treatment of back pain or abdominal pain, with a plausible history and description of symptoms. There have also been requests for additional medication due to loss/need to travel/visiting.</p> <p>This individual has managed to obtain a significant amount of opioid medication (dihydrocodeine) over the past few weeks.</p> <p>Lyn Robertson - Medicines Management Pharmacist 23/08/2023</p>
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REMINDER	Useful Contact Information for Community Pharmacies
 <p>Pharmacy Services Contact List v1.pdf</p>	<p>I'm pleased to share that community pharmacies have now received the A3 size laminated copies of the useful contact sheet, which is aimed at providing quick and easy access to important contacts and resources.</p> <p>Based on recent feedback received, I have now attached a pdf copy for locum pharmacists. This will enable you to have a digital version readily available for reference, making it even more convenient for you to access the essential contact details whenever needed.</p> <p>Additionally, you can find it located within the 'Contacts' and 'Locum' sections on the left-hand side of the Community Pharmacy website: NHS Community Pharmacy Website (scot.nhs.uk)</p> <p>If you have any questions, suggestions, or further feedback, please don't hesitate to contact me at gqc.cpdevteam@nhs.scot</p> <p>Lauren Keenan 21/08/2023</p>

REMINDER	Service Now – IT Support
	<p>IT IS VERY IMPORTANT TO READ ALL OF THE INFORMATION BELOW AND WATCH THE VIDEO LINKS FOR FURTHER ASSISTANCE.</p> <p>PLEASE BE ADVISED THAT EACH SITE HAS BEEN SET UP WITH ONE SERVICE NOW ACCOUNT.</p>

THE LOGIN DETAILS FOR THIS ACCOUNT SHOULD BE SHARED WITH ALL STAFF. THIS WILL ALLOW ALL MEMBERS OF STAFF TO LOG A CALL.

THE USERNAME FOR THIS ACCOUNT WILL BE YOUR SITES SHARED/CLINICAL MAILBOX.

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

Select forgot your password (please see below)



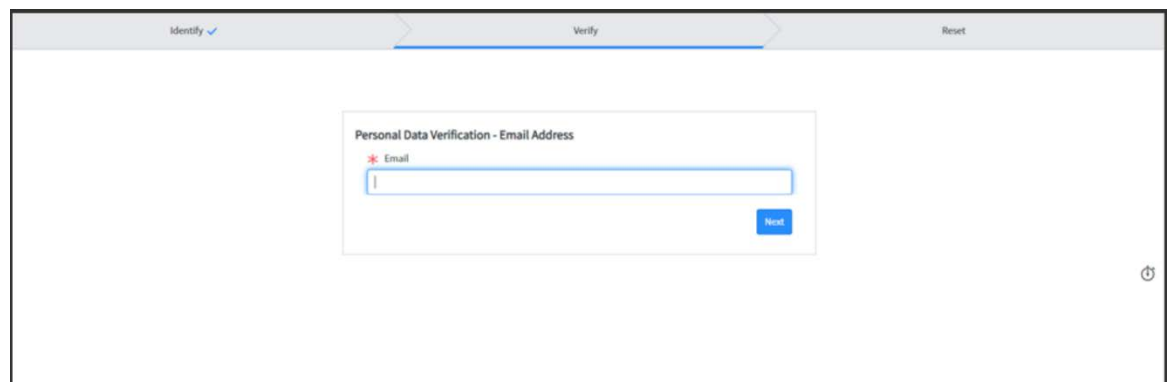
The screenshot shows the NHS West Of Scotland eHealth Portal login page. At the top left is the NHS eHelp logo. The main heading is "Welcome to NHS West Of Scotland eHealth Portal". Below this is the text "Log in to order things, get help or report an issue". There is a link "Don't have a GGC eHealth account? Register". The login form has two input fields: "User name" and "Password". Below the password field is a checkbox for "Remember" and a link "Forgot Password (Local Accounts only)?". A blue "Log in" button is at the bottom. There is also a link for "Use external login".

Enter your user name – **PLEASE BE ADVISED THIS IS YOUR SHARED/CLINICAL MAILBOX FOR YOUR SPECIFIC SITE. FOR EXAMPLE:**

dental.gdqXXXXXd@nhs.scot

pharm.CPXXXXXXXXclinical@nhs.scot

ci.optom.opXXXXXX@nhs.scot



The screenshot shows the "Personal Data Verification - Email Address" screen. At the top, there are three tabs: "Identify" (checked), "Verify", and "Reset". The main content area has a form with a label "Personal Data Verification - Email Address" and a red asterisk icon. Below the label is an input field for "Email" and a blue "Next" button. There is a small icon in the bottom right corner.

Enter your username again **THIS WILL BE THE SAME AS THE USERNAME ENTERED IN PREVIOUS SCREEN – FOR EXAMPLE:**

dental.gdqXXXXXd@nhs.scot

pharm.CPXXXXXXXXclinical@nhs.scot

ci.optom.opXXXXXX@nhs.scot

SELECT NEXT (SEE SCREEN SHOT BELOW)

Identify ✓ Verify Reset


Personal Data Verification - Email Address

* Email

Next

YOU WILL NOW SEE THE BELOW SCREEN. HIT DONE

Identify ✓ Verify ✓ Reset



An email has been sent to you providing instructions to reset your password

Done

You should receive an automated email into the SHARED/CLINICAL Mailbox. **THIS IS THE EMAIL ADDRESS YOU ENTERED AS THE USERNAME**

SELECT CLICK HERE TO RESET YOUR PASSWORD

Example of email below:



Hello Dental,

A password reset was requested for your user account on the ServiceNow instance

<https://nhsscotland.service-now.com/>

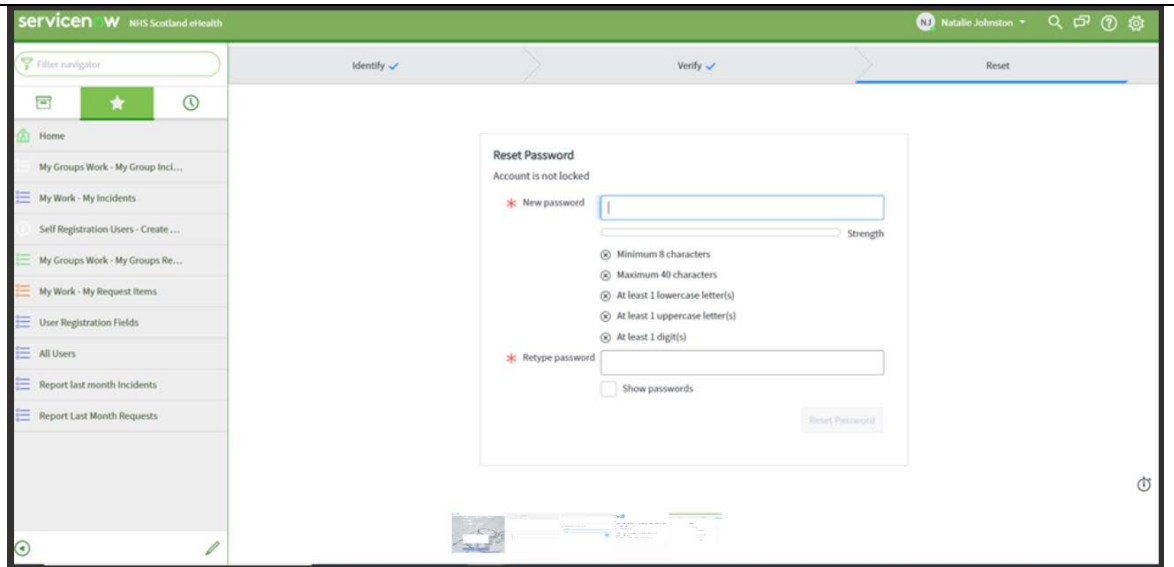
[Click here to reset your password](#)

If you do not want to reset your password, please disregard this email.

The link will expire in 12 hours.

If you did not request this password reset, please click on [link](#)

The next screen you will see will look like the below, please reset your password from this screen.



PLEASE REMEMBER TO SHARE THE LOGIN DETAILS WITH COLLEAGUES WITHIN YOUR SITE, THEY CAN THEN USE THESE TO LOG A CALL IN THE FUTURE.

Below are links to videos on how to use the app –

- [How to access your account](#)
- [Logging on and updating your details](#)
- [How to log a call](#)
- [How to reset your password](#)

17/08/2023

REMINDER

Sharps Bins Disposal

Following our last two communications on the **13th June 2023** and the **25th July 2023**, we have been asked by our Prescribing Colleagues to issue further (and final) clarification on the issue of sharps bins being incorrectly returned to Community Pharmacies for disposal.

Patients should be advised that their used sharps bins should be returned to the patients' GP Practice, independent of their source. The only exception to this would be those sharps containers used in Needle Exchange, who have their own service arrangements.

We would ask all Board Community Pharmacies to continue to advise CPDT when faced with patients attempting to incorrectly return used sharps bins via our ggc.cpdevteam@nhs.scot mailbox - providing some information on where the patient got the incorrect advice from i.e. which hospital/ward/clinic.

We will then contact the aforementioned service and advise them on the correct procedures for patient disposal of the bins.


Following your recent feedback, we have so far contacted the following areas to re-iterate the correct disposal information to them:


- GP Practice Managers Forum
- Obstetrics Department at GRI
- Midwifery
- HSCP Health Visitors

Please click [here](#) for NHSGGC Area Drug & Therapeutics Committee guidance.

We would like to thank you once again for your continued co-operation.

	Bridie McCallum 22/08/23
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<u>REMINDER</u>	Pharmaceutical Waste – How to Request an Uplift
 How to use your Pharmaceutical waste	<p>The Board currently operates a single service for the collection and uplift of patients' returned medicines (pharmaceutical waste) from Community Pharmacies. Pharmaceutical Waste is collected from Community Pharmacies either every three months or every two months (for Health Centre pharmacies only).</p> <p>Where an AD HOC uplift (an additional uplift out with the agreed schedule) is required for any reason, the Pharmacist (or their representative) must contact the Community Pharmacy Development Team via email ggc.cpdevteam@nhs.scot to make arrangements. Our Team will agree a collection date with the waste Contractors and inform the pharmacy of this date.</p> <p>Please find attached a list of what should and should not be put into the pharmaceutical waste bins. Please print and display as a reference document for all pharmacy staff. Any questions regarding collection schedules, AD HOC requests, or any other pharmaceutical waste queries, should be directed to the CPDEV Team mailbox (ggc.cpdevteam@nhs.scot)</p> <p>Please refer to our webpage: NHS Community Pharmacy Website (scot.nhs.uk) and the useful contacts sheet for further information.</p> <p>Mani Narwan 18/08/23</p>

<u>REMINDER</u>	Post-APC Infographic
 APC report.pdf	<p>Please find attached APC Report.</p> <p>Audrey Thompson 21/08/2023</p>

<u>REMINDER</u>	Travel Health Services
	<p>Travel Health Services have been delivered across NHS GGC since April 2022 by City Doc and Emcare our two providers. Emcare currently provides Travel Health and advice for North West Glasgow. From 2nd September 2023 City Doc will no longer provide Travel Health Services to NHS GGC. The following areas will have their travel health services provided directly by NHS GGC:</p> <ul style="list-style-type: none"> • East Glasgow • South Glasgow • Inverclyde • West Dunbartonshire • East Dunbartonshire • Renfrewshire • East Renfrewshire <p>NHS GGC patients travelling abroad are advised to check "Fit for Travel" prior to contacting either Emcare for North West Glasgow or NHS GGC for all other areas. Our providers:</p> <p>Emcare for North West Glasgow can be contacted on:</p>

- Email: NHSGGC@emcare.co.uk
- Call: 0141 816 1002

NHS GGC for all other areas can be contacted on:

- E Mail: Ggc.VaccinationContactCentre@ggc.scot.nhs.uk
- Call: 0800 9176115

Both Services will appoint the patient for a Travel Health Risk Assessment, advice and any vaccinations required will be given. There are 4 Travel Vaccinations available as part of NHS provision:

- DTP
- Typhoid
- Hepatitis A
- Cholera

Any other vaccinations will incur a fee. We ask that where possible patients give as much notice as possible for travel vaccinations requesting a minimum of 14 working days notice.

All information on travel health can be found on NHS GGC Overseas Travel webpage and can be found here: [Overseas Travel Vaccinations - NHSGGC](#)

Jane A. Beresford
21/08/2023

REMINDER	Webinar on FtP for Pharmacy Technicians, 26 Sept 2023
	<p>The GPhC have today sent an email inviting pharmacy technicians and pre-registration trainee pharmacy technicians to a webinar on fitness to practise and professionalism on Tuesday 26 September from 19:00-20:00.</p> <p>They are hosting this joint webinar with APTUK. People can register directly on Zoom using the following link - https://eu01web.zoom.us/webinar/register/WN_Uz9WzheyTAum9r7MeT8n0w</p> <p>Carole Muir, General Pharmaceutical Council 11/08/2023</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: cpdt@ggc.scot.nhs.uk