

## Community Pharmacy Communication Update


Date: Tuesday 5<sup>th</sup> September 2023








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

In this edition –


- [Electronic Claim Workbook \(ECW\) - Updated Version - V 1.5](#)
- [National Pharmacy First PGDs for Hay Fever](#)
- [June Processing/August Payment](#)
- [Winter Vaccines Health Care Worker Flyer 2023](#)
- [Glasgow Recovery Communities September 2023](#)
- [Smoking Cessation training - Wednesday 11th October 2023](#)
- [Short-term Level 2 Supply Problem - Easyhaler Salbutamol 100mcg](#)
- [NES Update - September 2023](#)
- [Disulfiram Shortage](#)
- [Pre-Approved Price List](#)

<b>URGENT ACTION</b>	<b>Electronic Claim Workbook (ECW) - Updated Version - V 1.5</b>
 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><b>Version 1.5</b> 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 <a href="#">here</a>.</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>

<b>URGENT ACTION</b>	<b>National Pharmacy First PGDs for Hay Fever</b>
 PGD Beclometasone PGD v1.0.pdf   PGD Fexofenadine PGD v1.0.pdf   PGD Mometasone PGD v1.0.pdf	<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><b>Please ensure that all pharmacists read the PGDs and complete the individual signing sheet.</b> To cut down on paper and streamline the submission process, you only need to submit one signing sheet. This sheet <b>MUST</b> 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 <a href="mailto:ggc.cpdevteam@nhs.scot">ggc.cpdevteam@nhs.scot</a> or post to Pharmacy Services, Clarkston</p>

 PGD Olopatadine PGD v1.0.pdf   Hay Fever Single Signature Sheet.pdf  Attached	<p>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 <b>15<sup>th</sup> September 2023</b>.</p> <p>Thank you for giving this matter your attention.</p> <p>Lauren Keenan  10/08/2023</p>
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<b>ACTION</b>	<b>June Processing/August Payment</b>
	<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>Georgina Anderson - ePharmacy Customer Service Helpdesk Manager  31/08/2023</p>

<b>ACTION</b>	<b>Winter Vaccines Health Care Worker Flyer 2023</b>
 Winter vaccines 2023_ flu and Covid  Attached	<p>Please find attached the winter vaccines health care worker flyer 2023.</p> <p>Elaine Paton  31/08/2023</p>

<b>ACTION</b>	<b>Glasgow Recovery Communities September 2023</b>
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NWRC Recovery.pdf



NERC Recovery Programs September



SCRN Recovery Program September 2



JARC FREED UP 7th September 2023.pdf

Attached

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.

ADRS Central Pharmacy Team  
04/09/2023

**ACTION**

**Smoking Cessation training - Wednesday 11th October 2023**

**Smoking Cessation Training**  
**Wednesday 11<sup>th</sup> October 2023**  
**Campanile Hotel**  
**10 Tunnel Street, Glasgow. G3 8HL**

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

We presently have some places available for the event on the 11<sup>th</sup> October, 2023.

The training will include key elements from the NES Smoking Cessation training pack, together with brief intervention techniques and NRT products. This session is open to all pharmacy staff. Fees will be paid to the pharmacy contractor to cover the costs of staff attending, (as pre-reg students are paid through NES, no need to claim).

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

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

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

Parking is available at the hotel on a first come basis. Please park at the appropriate bays at the hotel and register your car details at the front desk.

Date 2023	Start time	Finish time	Nos	Meeting Place	Contact	Event
Wednesday 11 <sup>th</sup> October 2023	9:00	15:00	30	Campanile Hotel Tunnel St, Glasgow	0141 201 4945 <a href="mailto:pharmacyhit@ggc.scot.nhs.uk">pharmacyhit@ggc.scot.nhs.uk</a>	QYW Training
Tuesday 14 <sup>th</sup> November 2023	9:00	15:00	30	Campanile Hotel Tunnel St, Glasgow	0141 201 4945 <a href="mailto:pharmacyhit@ggc.scot.nhs.uk">pharmacyhit@ggc.scot.nhs.uk</a>	QYW Training


**Please note that the training date Tuesday 19<sup>th</sup> September at Campanile Hotel has been cancelled**


Annette Robb

05/09/2023

<b>IMPORTANT INFORMATION</b>	<b>Short-term Level 2 Supply Problem - Easyhaler Salbutamol 100mcg</b>
	<p>There is a short-term manufacturer-level supply problem with Easyhaler Salbutamol 100mcg. Easyhaler Salbutamol 200mcg is unaffected.</p> <p>Stock is expected back to Orion at the end of this week.</p> <p>Mairi-Anne McLean 05/09/2023</p>

<b>UPDATE</b>	<b>NES Update - September 2023</b>
	<p>Please find the latest news update from NES <a href="#">here</a>. I would draw your attention to two specific articles in relation to the Community Pharmacy Workforce Survey and also the Independent Prescribing courses for 2024 as these both have key delivery dates within September.</p> <p>Alan Harrison 05/09/2023</p>

<b>UPDATE</b>	<b>Disulfiram Shortage</b>
 Disulfiram Shortage Community Pharmaci  Attached	<p>Please refer to the attached guidance for further information relating to accessing supplies of disulfiram medication. Further updates will be communicated when available.</p> <p>Amanda Laird - ADRS Central Pharmacy Team 05/09/2023</p>

<b>UPDATE</b>	<b>Pre-Approved Price List</b>
 Guide Prices for Commonly Requestec  Attached	<p>Please find attached an updated version of the pre-approved price list.</p> <p>05/09/2023</p>

### **Communication Update Index link**

[INDEX - Community Pharmacy Communications Updates](#)

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## Community Pharmacy Communication Update


Date: Thursday 7<sup>th</sup> September 2023




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### REMINDERS AND UPDATES:

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 <p>NWRC Recovery.pdf</p>  <p>NERC Recovery Programs September</p>  <p>SCRN Recovery Program September 2</p>  <p>JARC FREED UP 7th September 2023.pdf</p>	<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>ADRS Central Pharmacy Team 04/09/2023</p>


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<b><u>REMINDER</u></b>	<b>Changes with The Community Pharmacy Development Team</b>
	<p>The Community Pharmacy Development Team would like to inform you that Karen Armstong (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: <a href="mailto:cpdt@ggc.scot.nhs.uk">cpdt@ggc.scot.nhs.uk</a></p> <p>29/08/2023</p>

<b><u>REMINDER</u></b>	<b>Form PC70 - Instalment/Supervised Doses Dispensing Claim Form</b>
	<p>Please be aware of a change to the current Form PC70 - Instalment/Supervised Doses Dispensing Claim Form.</p> <p>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. <b>However, please exhaust any existing stocks of the lilac PC70 form.</b></p> <p><b><u>Please note:</u></b> 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.</p>



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 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 URN Number:

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

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](mailto:nss.psd-pscriber-statnry@nhs.scot)

Annette Robertson  
29/08/2023

<b><u>REMINDER</u></b>	<b>Patient Alert</b>
	<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"> <li>• Roseanne Reid</li> <li>• Kay Reid</li> <li>• Edith McKenzie</li> <li>• Mary Cameron (most recent name used)</li> </ul> <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>

<b><u>REMINDER</u></b>	<b>Useful Contact Information for Community Pharmacies</b>
 <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: <a href="https://www.scot.nhs.uk">NHS Community Pharmacy Website (scot.nhs.uk)</a></p> <p>If you have any questions, suggestions, or further feedback, please don't hesitate to contact me at <a href="mailto:ggc.cpdevteam@nhs.scot">ggc.cpdevteam@nhs.scot</a></p> <p>Lauren Keenan 21/08/2023</p>

<b><u>REMINDER</u></b>	<b>Webinar on FtP for Pharmacy Technicians, 26 Sept 2023</b>
	<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 <b>Tuesday 26 September</b> from <b>19:00-20:00</b>.</p> <p>They are hosting this joint webinar with APTUK. People can register directly on Zoom using the following link - <a href="https://eu01web.zoom.us/webinar/register/WN_Uz9WzheyTAum9r7MeT8n0w">https://eu01web.zoom.us/webinar/register/WN_Uz9WzheyTAum9r7MeT8n0w</a></p> <p>Carole Muir, General Pharmaceutical Council 11/08/2023</p>

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In this edition –


- **Inhixa® to Clexane® switch**
- **PCA (P)(2023) 32 EXTENSION ON THE SERIOUS SHORTAGE PROTOCOL ISSUED FOR UTROGESTAN® (MICRONISED PROGESTERONE) 100MG CAPSULES**
- **National Pharmacy First PGDs for Hay Fever**
- **Supply constraint of Creon® 25000 (Pancreatin) 4th September 2023**
- **Entecavir Memorandum**
- **Sandyford for Young People - Campaign Launch Today**
- **September Pre-approved Price List**
- **Supply Disruptions for Products used in Treatment of Scabies**


<b>ACTION</b>	<b>Inhixa® to Clexane® switch</b>
	<p>It is the intention of Acute services to switch the prescribing of enoxaparin from Inhixa to Clexane starting on the 9<sup>th</sup> of October for all new patients being discharged from acute sites. Nurses will be advised to wait and educate patients once the discharge medications have arrived on the ward to ensure that patients are educated on the correct brand.</p> <p>This will mean a reduction in the use of Inhixa within primary care for ongoing treatment although for those patients currently using Inhixa they will continue to use until treatment is complete.</p> <p>Please bear this in mind when considering stock holding and reordering of these products.</p> <p>Alan Harrison 12/09/2023</p>


<b>ACTION</b>	<b>PCA (P)(2023) 32 EXTENSION ON THE SERIOUS SHORTAGE PROTOCOL ISSUED FOR UTROGESTAN® (MICRONISED PROGESTERONE) 100MG CAPSULES</b>
	<p><a href="http://www.sehd.scot.nhs.uk/pca/PCA2023(P)32.pdf">www.sehd.scot.nhs.uk/pca/PCA2023(P)32.pdf</a></p> <p>12/09/2023</p>

<b>URGENT ACTION</b>	<b>National Pharmacy First PGDs for Hay Fever</b>
 PGD Beclometasone PGD v1.0.pdf	<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>

 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><b>Please ensure that all pharmacists read the PGDs and complete the individual signing sheet.</b> To cut down on paper and streamline the submission process, you only need to submit one signing sheet. This sheet <b><u>MUST</u></b> 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 <a href="mailto:ggc.cpdevteam@nhs.scot">ggc.cpdevteam@nhs.scot</a> 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 <b>Friday 15<sup>th</sup> September 2023</b>.</p> <p>Thank you for giving this matter your attention.</p> <p>Lauren Keenan – Contracts Officer  10/08/2023</p>
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<b>IMPORTANT INFORMATION</b>	<b>Supply constraint of Creon® 25000 (Pancreatin) 4th September 2023</b>
 CRE-2023-0661_UK_ Creon 25k OOS Corr Attached	Please find attached information regarding shortage of Creon 25,000.  Alison McAuley - Senior Pharmacy Technician, Central Prescribing Team 08/09/2023

<b>IMPORTANT INFORMATION</b>	<b>Entecavir Memorandum</b>
 Entecavir Memo 230908.pdf Attached	Please find attached memo.  Pamela Macintyre 12/09/2023

<b>IMPORTANT INFORMATION</b>	<b>Sandyford for Young People - Campaign Launch Today</b>
 Sandyford For Young People Camp Attached	<p>I'm writing to let you know that today we will be launching an advertising campaign for Sandyford's <a href="#">Young People Service</a>.</p> <p>This targeted campaign is aimed at 13-17 year olds in the Greater Glasgow &amp; Clyde area. Our aim is to raise awareness of the sexual health services we provide in an approachable manner, to encourage young people to reach out to us for support.</p> <p>We would very much appreciate your support in sharing our campaign messages and assets, and have provided a communications pack with social media images/copy and all other key info, to help make this as easy as possible for you.</p> <p><b>It may also be of interest to you that next week (11-17 September) is also <a href="#">Sexual Health Awareness Week</a></b>, so our campaign content may be of added interest to your audiences during this time. Feel free to add the Sexual Health Awareness Week campaign hashtag (#SHW23) to our social media copy when you're posting during this time.</p> <p>All other necessary info is in the document attached, but any questions, please just get in touch - happy to chat.</p>

	<p>Best wishes,</p> <p>Maria Gillen - Senior Communications Officer 12/09/2023</p>
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<b>UPDATE</b>	<b>September Pre-approved Price List</b>
 Guide Prices for Commonly Requeste  Attached	<p>Please find attached September Pre-approved price list.</p> <p>Alison McAuley 12/09/2023</p>

<b>UPDATE</b>	<b>Supply Disruptions for Products used in Treatment of Scabies</b>
 Supply Disruptions for Products used in  Attached	<p>NB: Ivermectin has now been added to the specials pre-approved list so individual authorisation is no longer required. If the 6mg strength is unavailable - double the quantity of the 3mg strength may be supplied without the need to obtain a new prescription</p> <p>Pamela Macintyre 12/09/2023</p>

**Communication Update Index link**

[INDEX - Community Pharmacy Communications Updates](#)

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

## Community Pharmacy Communication Update

Date: Thursday 14<sup>th</sup> September 2023



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In this edition –






- **Flu Vaccination Service 2023/2024**
- **PCA (P)(2023) 33, Extension To Serious Shortage Protocols Issued For Estradot® (Estradiol Hemihydrate) 100 Microgram Patch And Jext® 300 Micrograms/0.3ml (1 In 100) Solution For Injection Auto-Injector PenPCA33**
- **PCA(P)(2023) 34, Additional Pharmaceutical Services Naloxone Emergency Supply Service**

ACTION	Flu Vaccination Service 2023/2024
	<p>We would like to inform you that this year's flu service is now <b>Live</b>.</p> <p>A list of all Participating Pharmacies can be found here: <a href="https://www.sehd.scot.nhs.uk/pca/PCA2023(P)33.pdf">participation-list-070923-webpage.xlsx (live.com)</a></p> <p>Pharmacies can use this list to:</p> <ul style="list-style-type: none"> <li>• Direct eligible patients to neighbouring participating pharmacies</li> <li>• Direct all eligible employees to neighbouring participating pharmacies</li> </ul> <p>Further information in relation to the Flu Vaccination service can be found here: <a href="https://www.nhs.uk/community-pharmacy/">NHS Community Pharmacy Website (scot.nhs.uk)</a></p> <p>Mani Narwan 13/09/2023</p>


ACTION	PCA (P)(2023) 33 - Extension To Serious Shortage Protocols Issued For Estradot® (Estradiol Hemihydrate) 100 Microgram Patch And Jext® 300 Micrograms/0.3ml (1 In 100) Solution For Injection Auto-Injector Pen
	<p><a href="https://www.sehd.scot.nhs.uk/pca/PCA2023(P)33.pdf">www.sehd.scot.nhs.uk/pca/PCA2023(P)33.pdf</a></p> <p>14/09/2023</p>

ACTION	PCA(P)(2023) 34 - Additional Pharmaceutical Services Naloxone Emergency Supply Service
	<p>Please find link to the Scottish Government circular: <a href="https://www.sehd.scot.nhs.uk/pca/PCA2023(P)34.pdf">www.sehd.scot.nhs.uk/pca/PCA2023(P)34.pdf</a>, relating to the new Naloxone holding service which will commence on the 30<sup>th</sup> of October. Community pharmacy contractors should ensure that pharmacy teams complete the e-learning module for naloxone emergency supply, now available on the NES TURAS Learn website at: <a href="https://learn.nes.nhs.scot/70968/">https://learn.nes.nhs.scot/70968/</a></p> <p>In addition, webinars to support the implementation of the service will be held on <b>Wednesday 4 October and Tuesday 14 November at 19:30</b>. Details of how to register can be found on <a href="https://learn.nes.nhs.scot/70915">https://learn.nes.nhs.scot/70915</a> The webinar will be recorded and made available.</p> <p>14/09/2023</p>


## REMINDERS AND UPDATES:


URGENT ACTION	National Pharmacy First PGDs for Hay Fever
 <p>PGD Beclometasone PGD v1.0.pdf</p>  <p>PGD Fexofenadine PGD v1.0.pdf</p>  <p>PGD Mometasone PGD v1.0.pdf</p>  <p>PGD Olopatadine PGD v1.0.pdf</p>  <p>Hay Fever Single Signature Sheet.pdf</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><b>Please ensure that all pharmacists read the PGDs and complete the individual signing sheet.</b> To cut down on paper and streamline the submission process, you only need to submit one signing sheet. This sheet <b><i>MUST</i></b> 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 <a href="mailto:ggc.cpdevteam@nhs.scot">ggc.cpdevteam@nhs.scot</a> 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 <b>Friday 15<sup>th</sup> September 2023</b>.</p> <p>Thank you for giving this matter your attention.</p> <p>Lauren Keenan – Contracts Officer 10/08/2023</p>


REMINDER	Inhixa® to Clexane® switch
	<p>It is the intention of Acute services to switch the prescribing of enoxaparin from Inhixa to Clexane starting on the 9<sup>th</sup> of October for all new patients being discharged from acute sites. Nurses will be advised to wait and educate patients once the discharge medications have arrived on the ward to ensure that patients are educated on the correct brand.</p> <p>This will mean a reduction in the use of Inhixa within primary care for ongoing treatment although for those patients currently using Inhixa they will continue to use until treatment is complete.</p> <p>Please bear this in mind when considering stock holding and reordering of these products.</p> <p>Alan Harrison 12/09/2023</p>


REMINDER	Supply constraint of Creon® 25000 (Pancreatin) 4th September 2023
 <p>CRE-2023-0661_UK_ Creon 25k OOS Cor</p>	<p>Please find attached information regarding shortage of Creon 25,000.</p> <p>Alison McAuley - Senior Pharmacy Technician, Central Prescribing Team 08/09/2023</p>





<b><u>REMINDER</u></b>	<b>Entecavir Memorandum</b>
 Entecavir Memo 230908.pdf	Please find attached memo.  Pamela Macintyre 12/09/2023





<b><u>REMINDER</u></b>	<b>Sandyford for Young People - Campaign Launch Today</b>
 Sandyford For Young People Camp	<p>I'm writing to let you know that today we will be launching an advertising campaign for Sandyford's <a href="#">Young People Service</a>.</p> <p>This targeted campaign is aimed at 13-17 year olds in the Greater Glasgow &amp; Clyde area. Our aim is to raise awareness of the sexual health services we provide in an approachable manner, to encourage young people to reach out to us for support.</p> <p>We would very much appreciate your support in sharing our campaign messages and assets, and have provided a communications pack with social media images/copy and all other key info, to help make this as easy as possible for you.</p> <p><b>It may also be of interest to you that next week (11-17 September) is also <a href="#">Sexual Health Awareness Week</a></b>, so our campaign content may be of added interest to your audiences during this time. Feel free to add the Sexual Health Awareness Week campaign hashtag (#SHW23) to our social media copy when you're posting during this time.</p> <p>All other necessary info is in the document attached, but any questions, please just get in touch - happy to chat.</p> <p>Best wishes,</p> <p>Maria Gillen - Senior Communications Officer  12/09/2023</p>

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<b><u>REMINDER</u></b>	<b>Electronic Claim Workbook (ECW) - Updated Version - V 1.5</b>
 <p>ECW - Version 1.5.xlsx</p>	<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><b><u>Version 1.5</u></b> 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 <a href="#">here</a>.</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>

<b><u>REMINDER</u></b>	<b>Winter Vaccines Health Care Worker Flyer 2023</b>
 <p>Winter vaccines 2023_ flu and Covid</p>	<p>Please find attached the winter vaccines health care worker flyer 2023.</p> <p>Elaine Paton 31/08/2023</p>

<b><u>REMINDER</u></b>	<b>Glasgow Recovery Communities September 2023</b>
 <p>NWRC Recovery.pdf</p>  <p>NERC Recovery Programs September</p>  <p>SCRN Recovery Program September 2</p>  <p>JARC FREED UP 7th September 2023.pdf</p>	<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>ADRS Central Pharmacy Team 04/09/2023</p>

<b><u>REMINDER</u></b>	<b>Smoking Cessation training - Wednesday 11th October 2023</b>
	<p><b><u>Smoking Cessation Training</u></b>  <b><u>Wednesday 11<sup>th</sup> October 2023</u></b>  <b><u>Campanile Hotel</u></b>  <b><u>10 Tunnel Street, Glasgow. G3 8HL</u></b></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 11<sup>th</sup> October, 2023.

The training will include key elements from the NES Smoking Cessation training pack, together with brief intervention techniques and NRT products. This session is open to all pharmacy staff. Fees will be paid to the pharmacy contractor to cover the costs of staff attending, (as pre-reg students are paid through NES, no need to claim).

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

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

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

Parking is available at the hotel on a first come basis. Please park at the appropriate bays at the hotel and register your car details at the front desk.

Date 2023	Start time	Finish time	Nos	Meeting Place	Contact	Event
Wednesday 11 <sup>th</sup> October 2023	9:00	15:00	30	Campanile Hotel Tunnel St, Glasgow	0141 201 4945 pharmacyhit@ggc.scot.nhs.uk	QYW Training
Tuesday 14 <sup>th</sup> November 2023	9:00	15:00	30	Campanile Hotel Tunnel St, Glasgow	0141 201 4945 pharmacyhit@ggc.scot.nhs.uk	QYW Training

**Please note that the training date Tuesday 19<sup>th</sup> September at Campanile Hotel has been cancelled**

Annette Robb  
05/09/2023

**REMINDER**

**Short-term Level 2 Supply Problem - Easyhaler Salbutamol 100mcg**

There is a short-term manufacturer-level supply problem with Easyhaler Salbutamol 100mcg. Easyhaler Salbutamol 200mcg is unaffected.

Stock is expected back to Orion at the end of this week.

Mairi-Anne McLean  
05/09/2023

**REMINDER**

**NES Update - September 2023**

Please find the latest news update from NES [here](#). I would draw your attention to two specific articles in relation to the Community Pharmacy Workforce Survey and also the Independent Prescribing courses for 2024 as these both have key delivery dates within September.

Alan Harrison  
05/09/2023

**REMINDER**

**Disulfiram Shortage**



Disulfiram Shortage  
Community Pharmaci

Please refer to the attached guidance for further information relating to accessing supplies of disulfiram medication. Further updates will be communicated when available.

Amanda Laird - ADRS Central Pharmacy Team  
05/09/2023

### **REMINDER**

### **Webinar on FtP for Pharmacy Technicians, 26 Sept 2023**

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**.

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](https://eu01web.zoom.us/webinar/register/WN_Uz9WzheyTAum9r7MeT8n0w)

Carole Muir, General Pharmaceutical Council  
11/08/2023

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[INDEX - Community Pharmacy Communications Updates](#)

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## Community Pharmacy Communication Update

Date: Tuesday 19<sup>th</sup> September 2023




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- **Flu Vaccination Service 2023/2024**
- **Falls Prevention Awareness Week Poster**
- **Advanced Notification – Q2 Customer Complaints / Whistleblowing**
- **National Pharmacy First PGDs for Hay Fever**
- **Permethrin 5% w/w cream**
- **Estradiol (FemSeven®) 75micrograms/24hours and 100micrograms/24hours**
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ACTION	Flu Vaccination Service 2023/2024
	<p>We would like to inform you that this year's flu service is now <b>Live</b>.</p> <p>A list of all Participating Pharmacies can be found here: <a href="#">participation-list-070923-webpage.xlsx (live.com)</a></p> <p>Pharmacies can use this list to:</p> <ul style="list-style-type: none"> <li>• Direct eligible patients to neighbouring participating pharmacies</li> <li>• Direct all eligible employees to neighbouring participating pharmacies</li> </ul> <p>Further information in relation to the Flu Vaccination service can be found here: <a href="#">NHS Community Pharmacy Website (scot.nhs.uk)</a></p> <p>Mani Narwan 13/09/2023</p>


ACTION	Falls Prevention Awareness Week Poster
 <p>Falls Awareness Week poster 2023.pdf Attached</p>	<p>Please find attached Falls Prevention Awareness Week poster.</p> <p>19/09/2023</p>


ACTION	Advanced Notification – Q2 Customer Complaints / Whistleblowing
	<p>Q2 Customer Complaints / Whistleblowing, for the collection of information relating to the Patient Rights (Scotland) Act 2011 will be sent in the next two weeks.</p> <p>You should note that submission of this information is a contractual requirement and as such you should complete the Webropol survey within the timescale which will appear in the covering message.</p> <p>Thank you for your continued co-operation.</p>

	Michelle Cooper 19/09/2023
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<b>URGENT ACTION</b>	<b>National Pharmacy First PGDs for Hay Fever</b>
 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  Patient Assessment Form.docx <b>Attached</b>	<p><b>Update: I have now attached the patient assessment form for your attention.</b></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 hay fever under Pharmacy First. The expectation is that these should replace any existing local PGDs.</p> <p><b>Please ensure that all pharmacists read the PGDs and complete the individual signing sheet.</b> To cut down on paper and streamline the submission process, you only need to submit one signing sheet. This sheet <b><i>MUST</i></b> 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 <a href="mailto:ggc.cpdevteam@nhs.scot">ggc.cpdevteam@nhs.scot</a> 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 <b>15<sup>th</sup> September 2023</b>.</p> <p>Thank you for giving this matter your attention.</p> <p>Lauren Keenan 19/09/2023</p>

<b>IMPORTANT INFORMATION</b>	<b>Permethrin 5% w/w cream</b>
 MSAN (2023)23 - Permethrin 5pc cream <b>Attached</b>	Please find attached medicine supply alert notice.  19/09/2023

<b>IMPORTANT INFORMATION</b>	<b>Estradiol (FemSeven®) 75micrograms/24hours and 100micrograms/24hours</b>
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**Community Pharmacy Communication Update**


**Date: Thursday 21st September 2023**




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 <p>CRE-2023-0661_UK_Creon 25k OOS Corr</p>	<p>Please find attached information regarding shortage of Creon 25,000.</p> <p>Alison McAuley - Senior Pharmacy Technician, Central Prescribing Team 08/09/2023</p>

<b><u>REMINDER</u></b>	<b>Entecavir Memorandum</b>
 <p>Entecavir Memo 230908.pdf</p>	<p>Please find attached memo.</p> <p>Pamela Macintyre 12/09/2023</p>

<b><u>REMINDER</u></b>	<b>Sandyford for Young People - Campaign Launch Today</b>
 <p>Sandyford For Young People Camp</p>	<p>I'm writing to let you know that today we will be launching an advertising campaign for Sandyford's <a href="#">Young People Service</a>.</p> <p>This targeted campaign is aimed at 13-17 year olds in the Greater Glasgow &amp; Clyde area. Our aim is to raise awareness of the sexual health services we provide in an approachable manner, to encourage young people to reach out to us for support.</p> <p>We would very much appreciate your support in sharing our campaign messages and assets, and have provided a communications pack with social media images/copy and all other key info, to help make this as easy as possible for you.</p> <p><b>It may also be of interest to you that next week (11-17 September) is also <a href="#">Sexual Health Awareness Week</a></b>, so our campaign content may be of added interest to your audiences during this time. Feel free to add the Sexual Health Awareness Week campaign hashtag (#SHW23) to our social media copy when you're posting during this time.</p> <p>All other necessary info is in the document attached, but any questions, please just get in touch - happy to chat.</p> <p>Best wishes,</p> <p>Maria Gillen - Senior Communications Officer 12/09/2023</p>

<b>REMINDER</b>	<b>September Pre-approved Price List</b>
 Guide Prices for Commonly Requeste	Please find attached September Pre-approved price list.  Alison McAuley 12/09/2023

<b>REMINDER</b>	<b>Supply Disruptions for Products used in Treatment of Scabies</b>
 Supply Disruptions for Products used in	NB: Ivermectin has now been added to the specials pre-approved list so individual authorisation is no longer required. If the 6mg strength is unavailable - double the quantity of the 3mg strength may be supplied without the need to obtain a new prescription  Pamela Macintyre 12/09/2023

<b>REMINDER</b>	<b>Smoking Cessation training - Wednesday 11th October 2023</b>																								
	<p><b><u>Smoking Cessation Training</u></b>  <b><u>Wednesday 11<sup>th</sup> October 2023</u></b>  <b><u>Campanile Hotel</u></b>  <b><u>10 Tunnel Street, Glasgow. G3 8HL</u></b></p> <p>In order for a Community Pharmacy to become an accredited Quit Your Way Pharmacy it is mandatory for a one day training programme to be completed by pharmacists, locums and support staff – 9am- 3:00pm (approx)</p> <p>We presently have some places available for the event on the 11<sup>th</sup> October, 2023.</p> <p>The training will include key elements from the NES Smoking Cessation training pack, together with brief intervention techniques and NRT products. This session is open to all pharmacy staff. Fees will be paid to the pharmacy contractor to cover the costs of staff attending, (as pre-reg students are paid through NES, no need to claim).</p> <p>Please contact us ASAP by phone on 0141 201 4945, by e-mail <a href="mailto:pharmacyhit@ggc.scot.nhs.uk">pharmacyhit@ggc.scot.nhs.uk</a></p> <p>Places will be allocated on a first-come basis and will be confirmed in writing.</p> <p>Lunch will be provided. Please inform us if you do not require lunch or you have special dietary requirements.</p> <p>Parking is available at the hotel on a first come basis. Please park at the appropriate bays at the hotel and register your car details at the front desk.</p> <table border="1"> <thead> <tr> <th>Date</th> <th>2023</th> <th>Start time</th> <th>Finish time</th> <th>Nos</th> <th>Meeting Place</th> <th>Contact</th> <th>Event</th> </tr> </thead> <tbody> <tr> <td>Wednesday</td> <td>11<sup>th</sup> October 2023</td> <td>9:00</td> <td>15:00</td> <td>30</td> <td>Campanile Hotel Tunnel St, Glasgow</td> <td>0141 201 4945 <a href="mailto:pharmacyhit@ggc.scot.nhs.uk">pharmacyhit@ggc.scot.nhs.uk</a></td> <td>QYW Training</td> </tr> <tr> <td>Tuesday</td> <td>14<sup>th</sup> November 2023</td> <td>9:00</td> <td>15:00</td> <td>30</td> <td>Campanile Hotel Tunnel St, Glasgow</td> <td>0141 201 4945 <a href="mailto:pharmacyhit@ggc.scot.nhs.uk">pharmacyhit@ggc.scot.nhs.uk</a></td> <td>QYW Training</td> </tr> </tbody> </table> <p><b><u>Please note that the training date Tuesday 19<sup>th</sup> September at Campanile Hotel has been cancelled</u></b></p>	Date	2023	Start time	Finish time	Nos	Meeting Place	Contact	Event	Wednesday	11 <sup>th</sup> October 2023	9:00	15:00	30	Campanile Hotel Tunnel St, Glasgow	0141 201 4945 <a href="mailto:pharmacyhit@ggc.scot.nhs.uk">pharmacyhit@ggc.scot.nhs.uk</a>	QYW Training	Tuesday	14 <sup>th</sup> November 2023	9:00	15:00	30	Campanile Hotel Tunnel St, Glasgow	0141 201 4945 <a href="mailto:pharmacyhit@ggc.scot.nhs.uk">pharmacyhit@ggc.scot.nhs.uk</a>	QYW Training
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	Annette Robb 05/09/2023
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<b><u>REMINDER</u></b>	<b>Webinar on FtP for Pharmacy Technicians, 26 Sept 2023</b>
	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 <b>Tuesday 26 September</b> from <b>19:00-20:00</b> .  They are hosting this joint webinar with APTUK. People can register directly on Zoom using the following link - <a href="https://eu01web.zoom.us/webinar/register/WN_Uz9WzheyTAum9r7MeT8n0w">https://eu01web.zoom.us/webinar/register/WN_Uz9WzheyTAum9r7MeT8n0w</a>  Carole Muir, General Pharmaceutical Council 11/08/2023

**Communication Update Index link**

[INDEX - Community Pharmacy Communications Updates](#)

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

## Community Pharmacy Communication Update

Date: Tuesday 26<sup>th</sup> September 2023



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

In this edition –

- **July Processing paid September 2023**
- **AMS Digital Payments Programme Update**
- **PCA (P)(2023) 35 - Pharmaceutical Services Drug Tariff Part 7 Dispensing Pool Payment**
- **eSchedule**

ACTION	July Processing paid September 2023
	<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.</p> <p>Processing times and key rates are currently lower than we anticipated, and this has resulted in a post-implementation backlog with the new system. We are doing everything possible to recover this situation, and be able to return to normal. However, given the current challenges, we are writing to inform you that all Pharmacy contractors will receive estimated payments this month, September 2023.</p> <p>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.</p> <p>Unfortunately, in order to ensure all contractors receive a payment into their bank account for September 2023, it has been necessary for this month's payment to be an estimate. We have based this estimated payment on a comparable to previous months scripts load which is "March dispensing paid May 2023" payment. We aim to inform all CPs of their payment in respect of the actual value of the estimated payment which will be paid on the 29<sup>th</sup> September 2023. This communication will be issued on or before the payment date of 29<sup>th</sup> of September 2023.</p> <p>In line with the Circular issued on the 21 September 2023 in respect of PCA(P)(2023)35 - Pharmaceutical Services Drug Tariff Part 7 - Dispensing Pool Payment, we are pleased to be able to inform you that if you are eligible, you will also receive a dispensing pool payment which will be in your bank account Thursday 28<sup>th</sup> of September. Again, we will communicate the actual amount.</p> <p>Any underpayments due to you from the August 2023 estimated payments will be paid by BACs as soon as they have been calculated, and any overpayments will be recovered from the next available actual months payment schedule. Once the end of month process for August 2023 is complete, the data loaded into the Warehouse is complete, and Public Health Scotland (PHS) release the data for use, we will issue the e-schedules for August 2023 as soon as possible.</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 pricing system.</p>

**ACTION**

**AMS Digital Payments Programme Update**

The AMS Digital Payments Programme Team would like to officially advise the programme will **NOT** be going live on **1st November 2023**.

The programme continues to discuss the new direction of travel with Scottish Government (SG) & Community Pharmacy Scotland (CPS), however, we wish to note that new timescale to go live is from **January 2024**.

The programme will initially establish a like for like service in 2024; where scanning of all 6.5 million scripts will continue. Separation of scripts (barcoded and non-barcoded) will still be required at the pharmacy end ahead of AMS Digital going live. This allows opportunity for continued checks on this critical step for AMS Digital and to provide required assurance.

The Early Adopter phase will continue as is, and provide learnings for the future phases of the AMS Digital programme. The AMS Digital Payments Programme will continue to work with all contractors and PMR Suppliers to plan the implementation through incremental stages.

The following phases are those of delivery by **PMR Suppliers in April 2024**

**Phase 1 –**

- (a) Switch to AMS Digital mode
- (b) Reconciliation Lite
- (c) Claim at the Point of Collection (prevent claiming at point of labelling - only allow claims after patient collection)

**Phase 2 –**

- (a) Remove Flexible Claiming
- (b) Mandate functionality for 'claim on hold awaiting endorsement' for AMS

**Following PMR Phases in 2025**

**Phase 3 –**

- (a) Improve pharmacy efficiency (reduced enforced wait time for prescription response)
- (b) Full Reconciliation functionality

**Phase 4 –**

- (a) Introduce AMS Prescription release functionality which will prevent two CPs requesting the same AMS prescription at a given point in time and
- (b) Mandate reconciliation of electronic Rx data if electronic Rx is received late after the dispensing process started
- (c) Introduce a dashboard approach in the PMR to notify pharmacy staff of late claim submission

Throughout 2024, the programme will continue to work on education and training, working alongside CPS, IM&T Facilitators, and other external stakeholders to help Community Pharmacies (CPs) get up to speed with the new processes of bag splitting, looking at workshops for endorsing and housekeeping that will be required. The programme team will facilitate and provide CP training to enhance efficiencies through higher electronic claiming levels and preparation for DPDP.

AMS Digital Programme Team  
20/09/2023

<b>ACTION</b>	<b>PCA (P)(2023) 35 - PHARMACEUTICAL SERVICES DRUG TARIFF PART 7 DISPENSING POOL PAYMENT</b>
	<a href="http://www.sehd.scot.nhs.uk/pca/PCA2023(P)35.pdf">www.sehd.scot.nhs.uk/pca/PCA2023(P)35.pdf</a> 26/09/2023

<b>IMPORTANT INFORMATION</b>	<b>eSchedule</b>
	<p>As you may be aware, since completion of May Dispensing and subsequent upload of data to the Corporate Data Warehouse (CDW) there has been a delay in provision of the eSchedules.</p> <p>There are a few reasons for this delay, however, initially there was some downtime to allow for the move from the old reporting tool to the new from which the eSchedule is reported. Further to the upload of data to the new data warehouse, a Quality Assurance (QA) exercise had to be completed to ensure the quality and accuracy of the data. This discovered some issues with the data that was loaded into the warehouse. The three current issues are as follows –</p> <ol style="list-style-type: none"> <li>1. Duplicate records in the data warehouse;</li> <li>2. Elements of the BNF structure are missing; and</li> <li>3. The accuracy of remuneration objects.</li> </ol> <p>Currently as a high priority. the Data Warehouse team are working hard to rectify and resolve these issues to enable the provision of the schedules as soon as possible.</p> <p>We apologise for the delay and any inconvenience this may have or be causing you.</p> <p>Georgina Anderson - ePharmacy Customer Service Helpdesk Manager  21/09/2023</p>

**Communication Update Index link**

[INDEX - Community Pharmacy Communications Updates](#)

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## Community Pharmacy Communication Update

Date: Thursday 28th September 2023



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### REMINDERS AND UPDATES:

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AMS Digital Programme Team  
20/09/2023

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<b><u>REMINDER</u></b>	<b>Permethrin 5% w/w cream</b>
 MSAN (2023)23 - Permethrin 5pc cream	Please find attached medicine supply alert notice.  19/09/2023

<b><u>REMINDER</u></b>	<b>Estradiol (FemSeven®) 75micrograms/24hours and 100micrograms/24hours</b>
 MSAN (2023) 25.pdf	Please find attached medicine supply alert notice.  19/09/2023

<b><u>REMINDER</u></b>	<b>Estradiol valerate/medroxyprogesterone acetate (Indivina®) 1mg/5mg tablets</b>
 MSAN (2023) 24.pdf	Please find attached medicine supply alert notice.  19/09/2023

<b><u>REMINDER</u></b>	<b>Advanced Notification – Q2 Customer Complaints / Whistleblowing</b>
	<p>Q2 Customer Complaints / Whistleblowing, for the collection of information relating to the Patient Rights (Scotland) Act 2011 will be sent in the next two weeks.</p> <p>You should note that submission of this information is a contractual requirement and as such you should complete the Webropol survey within the timescale which will appear in the covering message.</p> <p>Thank you for your continued co-operation.</p> <p>Michelle Cooper</p>

	19/09/2023
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<b><u>REMINDER</u></b>	<b>Falls Prevention Awareness Week Poster</b>
 Falls Awareness Week poster 2023.pdf	Please find attached Falls Prevention Awareness Week poster.  19/09/2023



**Communication Update Index link**

[INDEX - Community Pharmacy Communications Updates](#)

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