

Community Pharmacy Communication Update

Date: Tuesday 3rd October 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 –




- **UPDATE TO PREVIOUS COMMUNICATIONS – 12/09/23) Inhixa® to Clexane® switch**
- **Minor Injuries - Flow Navigation Centre**
- **PCA (P)(2023) 36 - Extension To Serious Shortage Protocols (Ssps) For Clarithromycin Products**
- **Glasgow Recovery Communities**
- **Scottish Palliative Care Guidelines: New web and mobile app**

URGENT ACTION	(UPDATE TO PREVIOUS COMMUNICATIONS – 12/09/23) Inhixa® to Clexane® switch
	<p>Please note that the planned switch from Inhixa® to Clexane® switch (as per the Community Pharmacy Update on 12th September) will no longer be going ahead as planned from the 9th of October.</p> <p>Pamela McIntyre 03/10/2023</p>

ACTION	Minor Injuries - Flow Navigation Centre
 <p>Minor Injuries to FNC not GP Aug 23.1</p> <p>Attached</p>	<p>Any patient aged over 5 years presenting in a community pharmacy with any type of minor injury should be directly referred to the Flow Navigation Centre (FNC). Please see the attached referral process. The FNC is operational between 10am and 10pm daily.</p> <p>For children ≤ 5 years - see here for referral pathway.</p> <p>Please do not refer the patient to their GP (even during normal working hours) as they will not be able to see them, especially if the injury has occurred within the last 7 days.</p> <p>Pamela McIntyre 03/10/2023</p>

ACTION	PCA (P)(2023) 36 - Extension To Serious Shortage Protocols (Ssps) For Clarithromycin Products
	<p>www.sehd.scot.nhs.uk/pca/PCA2023(P)36.pdf</p> <p>03/10/2023</p>

ACTION	Glasgow Recovery Communities
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 NERC Weekly Planner - October 2023  NWRC Weekly Planner - October 2023  SCRN Weekly Planner - October 2023 Attached	<p>A number of weekly recovery cafes and groups take place across Glasgow City, These will be held within the North East, North West, and Glasgow South HSCP's, allowing individuals the opportunity to access a number of different activities and support.</p> <p>Please consider displaying a poster(s) of the events in your area.</p> <p>ADRS Central Pharmacy Team 03/10/2023</p>
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ACTION	Scottish Palliative Care Guidelines: New web and mobile app
	<p>We are delighted to announce the launch of the new web and mobile app for the Scottish Palliative Care Guidelines. This app is delivered through the Right Decision Service – the national decision support service provided by Healthcare Improvement Scotland. This initial version of the app provides a starting point for future development, and we look forward to working with stakeholders to improve and expand it over the coming months.</p> <p>Access via the web at: https://www.palliativecareguidelines.scot.nhs.uk/ or https://rightdecisions.scot.nhs.uk/scottish-palliative-care-guidelines/ OR</p> <p>Download the Right Decisions mobile app from the app stores. Search for “right decisions” on the app stores. Install the app. Search within the app for “palliative care guidelines” and download the app to “My toolkits.”</p> <p>Apple download (https://apps.apple.com/app/right-decisions-health-care/id6443955210)</p> <p>Android download (https://play.google.com/store/apps/details?id=com.tactuum.guris&hl=en_GB&gl=US)</p> <p>QR Codes Website RDS App (Apple) RDS App (Android). Find practical, evidence-based guidance on: Management of pain End of life care Symptom control Medicines</p> <p>Elayne Harris- Macmillan Lead Pharmacist (Palliative Care) 03/10/2023</p>

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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 5th October 2023



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

REMINDERS AND UPDATES:

<p><u>REMINDER</u></p>	<p>(UPDATE TO PREVIOUS COMMUNICATIONS – 12/09/23) Inhixa® to Clexane® switch</p>
	<p>Please note that the planned switch from Inhixa® to Clexane® switch (as per the Community Pharmacy Update on 12th September) will no longer be going ahead as planned from the 9th of October.</p> <p>Pamela McIntyre 03/10/2023</p>
<p><u>REMINDER</u></p>	<p>Minor Injuries - Flow Navigation Centre</p>
<p> Minor Injuries to FNC not GP Aug 23. Attached</p>	<p>Any patient aged over 5 years presenting in a community pharmacy with any type of minor injury should be directly referred to the Flow Navigation Centre (FNC). Please see the attached referral process. The FNC is operational between 10am and 10pm daily.</p> <p>For children ≤ 5 years - see here for referral pathway.</p> <p>Please do not refer the patient to their GP (even during normal working hours) as they will not be able to see them, especially if the injury has occurred within the last 7 days.</p> <p>Pamela McIntyre 03/10/2023</p>
<p><u>REMINDER</u></p>	<p>PCA (P)(2023) 36 - Extension To Serious Shortage Protocols (Ssps) For Clarithromycin Products</p>
	<p>www.sehd.scot.nhs.uk/pca/PCA2023(P)36.pdf</p> <p>03/10/2023</p>
<p><u>REMINDER</u></p>	<p>Glasgow Recovery Communities</p>
<p> NERC Weekly Planner - October 2023  NWRC Weekly Planner - October 2023</p>	<p>A number of weekly recovery cafes and groups take place across Glasgow City, These will be held within the North East, North West, and Glasgow South HSCP's, allowing individuals the opportunity to access a number of different activities and support.</p> <p>Please consider displaying a poster(s) of the events in your area.</p> <p>ADRS Central Pharmacy Team 03/10/2023</p>



SCRN Weekly
Planner - October 2023

Attached

<u>REMINDER</u>	Scottish Palliative Care Guidelines: New web and mobile app
	<p>We are delighted to announce the launch of the new web and mobile app for the Scottish Palliative Care Guidelines. This app is delivered through the Right Decision Service – the national decision support service provided by Healthcare Improvement Scotland. This initial version of the app provides a starting point for future development, and we look forward to working with stakeholders to improve and expand it over the coming months.</p> <p>Access via the web at: https://www.palliativecareguidelines.scot.nhs.uk/ or https://rightdecisions.scot.nhs.uk/scottish-palliative-care-guidelines/ OR</p> <p>Download the Right Decisions mobile app from the app stores. Search for “right decisions” on the app stores. Install the app. Search within the app for “palliative care guidelines” and download the app to “My toolkits.”</p> <p>Apple download (https://apps.apple.com/app/right-decisions-health-care/id6443955210)</p> <p>Android download (https://play.google.com/store/apps/details?id=com.tactuum.quris&hl=en_GB&gl=US)</p> <p>QR Codes Website RDS App (Apple) RDS App (Android). Find practical, evidence-based guidance on: Management of pain End of life care Symptom control Medicines</p> <p>Elayne Harris- Macmillan Lead Pharmacist (Palliative Care) 03/10/2023</p>

<u>REMINDER</u>	eSchedule
	<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"> 1. Duplicate records in the data warehouse; 2. Elements of the BNF structure are missing; and 3. The accuracy of remuneration objects. <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</p>

	21/09/2023
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Community Pharmacy Communication Update


Date: Tuesday 10th October 2023




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In this edition –

- **Service Provision - Christmas and New Year 2023/2024**
- **Discontinuation of Ensure Plus Yoghurt Style Oral Nutritional Supplement**
- **Ongoing medicine shortages**
- **Detect Cancer Earlier Campaign**
- **ADHD medication guidance for patients**



<p>URGENT ACTION</p>  <p>Pro-forma 23-24.docx</p> <p>Attached</p>	<p>Service Provision - Christmas and New Year 2023/2024</p> <p>PLEASE NOTE: Branches of Boots, Dickson's, 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 co-ordinated from a central point within your company.</p> <p>The Board has a statutory responsibility to ensure public access to pharmacy services during public holidays. We are gathering information about which pharmacies plan to open on the specific dates listed in the attached pro-forma.</p> <p>As in previous years, our focus will be on providing pharmaceutical services around the Out of Hours centres across the Board's area.</p> <p>Christmas Day (Monday December 25th) and New Year's Day (Monday January 1st):</p> <ul style="list-style-type: none"> • At least one pharmacy in each designated area. • Minimum 3-hour service between noon and 3:00pm. <p>Boxing Day (Tuesday December 26th) and Tuesday After New Year's (January 2nd):</p> <ul style="list-style-type: none"> • At least two pharmacies in each designated area. • Each pharmacy open for a minimum of 3 hours between noon and 5:30pm. • There will be a half-hour overlap between the two pharmacies in each area. <p><u>We will only schedule pharmacies to open if absolutely necessary, depending on the responses we receive. Please complete the attached pro-forma to confirm the days you plan to provide pharmaceutical services during the festive holiday dates.</u></p> <p><i><u>Responses will be reviewed and matched against service needs in each area. Where gaps are identified, we will try to use volunteers to cover them. If no volunteers are available, we will rota pharmacies to open. Contractors who receive formal confirmation from the CPD Team via email will be reimbursed at a rate of £244.75 per hour for all agreed-upon service slots. We will also notify NHS24 and the Out of Hours Service about service provision.</u></i></p> <p>Please submit your completed pro-forma by the indicated deadline, even if you plan to close on all days.</p> <p>Thank you for your cooperation. Janine Glen 10/10/2023</p>
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ACTION	Discontinuation of Ensure Plus Yoghurt Style Oral Nutritional Supplement
 <p>Ensure Plus Yoghurt-style 200 ml attached</p>	<p>We have been made aware of the discontinuation of Ensure Plus Yoghurt Style Oral Nutritional Supplement in December 2023, which is currently a formulary choice within NHSGGC.</p> <p>Please find attached further information from Abbott. Dietitians are working to review all affected patients and arrange a suitable alternative however, if you become aware of any patients where the dietitian hasn't been in touch to organise a suitable alternative, please get in touch with their managing dietetic department for support.</p> <p>If you need any general support with this product change, please contact the prescribing support dietitians on 0141 201 6012 or presupdiet@ggc.scot.nhs.uk.</p> <p>Una Cuthbert Dietetic Manager Prescribing 05/10/2023</p>

ACTION	Ongoing medicine shortages
	<p>The number of MSAN's and notices of shortages being sent to the CP network as the list of medicines unavailable is increasing.</p> <p>I thought it would be a good time to resend the shortages guidance that has been supplied to the network previously and remind everyone that there are actions in certain circumstances that can be taken without the need to request a new prescription when a product is unavailable.</p> <p>Please see the link to the CPS shortages guidance below. Copy of Medicines Shortages Guidance</p> <p>Many thanks for your continued support with these ongoing issues.</p> <p>Alan Harrison 10/10/2023</p>

ACTION	Detect Cancer Earlier Campaign
	<p>Public Health Scotland's "Detect Cancer Earlier Campaign" poster should currently be live in community pharmacies as part of one of the core community pharmacy Public Health Services.</p> <p>Each member of the pharmacy team is uniquely placed to spot the early signs of cancer and encourage patients to see their GP. The earlier a cancer is diagnosed and treated, the better the survival outcomes.</p> <p>Cancer training resources for all pharmacy staff can be access at: NHS Community Pharmacy Website (scot.nhs.uk)</p> <p>which includes:</p> <ul style="list-style-type: none"> • The Scottish Referral Guidelines for Suspected Cancer www.cancerreferral.scot.nhs.uk/ to help identify patients who are most likely to have cancer and who therefore require urgent assessment by a specialist. • Cancer e-Learning Modules via the British Oncology Pharmacy Association's (BOPA) free e-learning platform specifically to equip pharmacy teams in the early detection of cancer and to best support patients with cancer.

Alexandra Thurlow
Public Health Pharmacist
10/10/2023

ACTION	ADHD medication guidance for patients
 <p>ADHD medicines supply problem cover</p>  <p>Letter ADHD meds shortage (all groups)</p> <p>attached</p>	<p>As you will be aware there are issues with obtaining medicines used to treat ADHD. Please find attached a letter and information sheet that will be sent directly to patients currently being prescribed these medicines.</p> <p>The document includes advice on what to do if their usual preparation strength is unavailable as well as other non-pharmacological self-help resources.</p> <p>Pamela MacIntyre 10/10/2023</p>

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Community Pharmacy Communication Update

Date: Thursday 12th October 2023




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REMINDERS AND UPDATES:

- Sodium Valproate - MHRA
- Correction from 10/10/2023: Ongoing medicine shortages

ACTION	Sodium Valproate - MHRA
	<p>Please could we highlight to all Community Pharmacies the attached MHRA instruction re the dispensing of products containing sodium valproate.</p> <p>https://www.gov.uk/government/publications/full-pack-dispensing-of-valproate-containing-medicines/full-pack-dispensing-of-valproate-containing-medicines</p> <p>Pamela Macintyre 12/10/2023</p>

ACTION	Correction from 10/10/2023: Ongoing medicine shortages
	<p>Yet again there are more MSAN's and notices of shortages presenting themselves to the CP network as the list of medicines unavailable continues to grow.</p> <p>I thought it would be a good time to resend the shortages guidance that has been supplied to the network previously and remind everyone that there are actions that can be taken, in certain circumstances, without the need to request a new prescription when a product is unavailable.</p> <p>Please see the link to the CPS shortages guidance below. Copy of Medicines Shortages Guidance</p> <p>Many thanks for your continued support with these ongoing issues.</p> <p>Alan Harrison 10/10/2023</p>

REMINDER	Service Provision - Christmas and New Year 2023/2024
 <p>Pro-forma 23-24.docx</p>	<p>PLEASE NOTE: Branches of Boots, Dickson's, 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 co-ordinated from a central point within your company.</p> <p>The Board has a statutory responsibility to ensure public access to pharmacy services during public holidays. We are gathering information about which pharmacies plan to open on the specific dates listed in the attached pro-forma.</p>

As in previous years, our focus will be on providing pharmaceutical services around the Out of Hours centres across the Board's area.

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Responses will be reviewed and matched against service needs in each area. Where gaps are identified, we will try to use volunteers to cover them. If no volunteers are available, we will rota pharmacies to open. Contractors who receive formal confirmation from the CPD Team via email will be reimbursed at a rate of £244.75

REMINDER

Ongoing medicine shortages

The number of MSAN's and notices of shortages being sent to the CP network as the list of medicines unavailable is increasing.

I thought it would be a good time to resend the shortages guidance that has been supplied to the network previously and remind everyone that there are actions in certain circumstances that can be taken without the need to request a new prescription when a product is unavailable.

Please see the link to the CPS shortages guidance below.

[Copy of Medicines Shortages Guidance](#)

Many thanks for your continued support with these ongoing issues.

Alan Harrison
10/10/2023

REMINDER

Discontinuation of Ensure Plus Yoghurt Style Oral Nutritional Supplement



Ensure Plus
Yoghurt-style 200 ml



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Please find attached further information from Abbott. Dietitians are working to review all affected patients and arrange a suitable alternative however, if you become aware of any patients where the dietitian hasn't been in touch to organise a suitable alternative, please get in touch with their managing dietetic department for support.


If you need any general support with this product change, please contact the prescribing support dietitians on 0141 201 6012 or presupdiet@ggc.scot.nhs.uk.

Una Cuthbert
Dietetic Manager Prescribing
05/10/2023

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	<p>Public Health Scotland's "Detect Cancer Earlier Campaign" poster should currently be live in community pharmacies as part of one of the core community pharmacy Public Health Services.</p> <p>Each member of the pharmacy team is uniquely placed to spot the early signs of cancer and encourage patients to see their GP. The earlier a cancer is diagnosed and treated, the better the survival outcomes.</p> <p>Cancer training resources for all pharmacy staff can be access at: NHS Community Pharmacy Website (scot.nhs.uk)</p> <p>which includes:</p> <ul style="list-style-type: none"> • The Scottish Referral Guidelines for Suspected Cancer www.cancerreferral.scot.nhs.uk/ to help identify patients who are most likely to have cancer and who therefore require urgent assessment by a specialist. • Cancer e-Learning Modules via the British Oncology Pharmacy Association's (BOPA) free e-learning platform specifically to equip pharmacy teams in the early detection of cancer and to best support patients with cancer. <p>Alexandra Thurlow Public Health Pharmacist 10/10/2023</p>




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	<p>Please do not refer the patient to their GP (even during normal working hours) as they will not be able to see them, especially if the injury has occurred within the last 7 days.</p> <p>Pamela McIntyre 03/10/2023</p>
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<u>REMINDER</u>	Glasgow Recovery Communities
 <p>NERC Weekly Planner - October 2023</p>  <p>NWRC Weekly Planner - October 2023</p>  <p>SCRN Weekly Planner - October 2023</p> <p>Attached</p>	<p>A number of weekly recovery cafes and groups take place across Glasgow City, These will be held within the North East, North West, and Glasgow South HSCP's, allowing individuals the opportunity to access a number of different activities and support.</p> <p>Please consider displaying a poster(s) of the events in your area.</p> <p>ADRS Central Pharmacy Team 03/10/2023</p>

<u>REMINDER</u>	Scottish Palliative Care Guidelines: New web and mobile app
	<p>We are delighted to announce the launch of the new web and mobile app for the Scottish Palliative Care Guidelines. This app is delivered through the Right Decision Service – the national decision support service provided by Healthcare Improvement Scotland. This initial version of the app provides a starting point for future development, and we look forward to working with stakeholders to improve and expand it over the coming months.</p> <p>Access via the web at: https://www.palliativecareguidelines.scot.nhs.uk/ or https://rightdecisions.scot.nhs.uk/scottish-palliative-care-guidelines/ OR</p> <p>Download the Right Decisions mobile app from the app stores. Search for “right decisions” on the app stores. Install the app. Search within the app for “palliative care guidelines” and download the app to “My toolkits.”</p> <p>Apple download (https://apps.apple.com/app/right-decisions-health-care/id6443955210)</p> <p>Android download (https://play.google.com/store/apps/details?id=com.tactuum.quris&hl=en_GB&gl=US)</p> <p>QR Codes Website RDS App (Apple) RDS App (Android). Find practical, evidence-based guidance on: Management of pain End of life care Symptom control Medicines</p> <p>Elayne Harris- Macmillan Lead Pharmacist (Palliative Care) 03/10/2023</p>

Community Pharmacy Communication Update

Date: Tuesday 17th October 2023



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In this edition –

- **National Technician Day**
- **Business Continuity Plan**
- **Electronic Claim Workbook (ECW) - Updated Version - V 1.6**
- **PCA (P)(2023) 37 - Extension To Serious Shortage Protocol (Ssp) Issued For Estradot® (Estradiol Hemihydrate) 100 Microgram Patches**
- **PH health improvement Healthcare professional update**
- **NES Pharmacy: Prescribers Database**
- **Joint Communication: Estimated Payments**
- **Medicine Supply Alert Notice - Various products - Bumetanide tablets, Pancrease capsules, and Azithromycin (Azyter) eye drops - 16 October 2023**
- **Service Provision - Christmas and New Year 2023/2024**
- **Information – Updated Early Warning Systems**
- **NHSGGC Pharmaceutical List as at 2nd October 2023**

National Technician Day

Today marks National Technician Day and I would like to take this opportunity to thank all our technicians working in Community Pharmacy for the sterling work they do in supporting the patients within NHS GGC. It is gratefully appreciated by everyone within the Pharmacy Services team.

Alan Harrison
17/10/2023

URGENT ACTION

Business Continuity Plan


As you will be aware contingency planning for a range of risks is a key business activity to ensure essential services continue to be provided and maintained in an emergency situation.

Every year we provide an annual reminder to community pharmacies that they should have an up to date Business Continuity Plan (BCP), the content of which should be relevant and reflect events such as adverse weather.

All contractors should review their plan over the next four to six weeks to ensure it remains “fit for purpose” and contains the most up to date information. There is no need for you to send a copy to the Board as previously. We would recommend however that a copy be retained “off site” in the event that you are unable to access the pharmacy for any reason. You can access a blank BCP template from the Community Pharmacy website. The link is provided below:

<https://www.communitypharmacy.scot.nhs.uk/nhs-boards/nhs-greater-glasgow-clyde/business-continuity-planning/>

Janine Glen
12/10/2023

ACTION	Electronic Claim Workbook (ECW) - Updated Version - V 1.6
 ECW.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>Version 1.6 contains up to date contractor codes for those pharmacies who have recently transferred ownership. We have also removed the claim form for FHS meetings which requires authorisation before submission and so will revert to paper format.</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 17/10/2023</p>

ACTION	PCA (P)(2023) 37 - EXTENSION TO SERIOUS SHORTAGE PROTOCOL (SSP) ISSUED FOR ESTRADOT® (ESTRADIOL HEMIHYDRATE) 100 MICROGRAM PATCHES
	www.sehd.scot.nhs.uk/pca/PCA2023(P)37.pdf 17/10/2023

ACTION	PH health improvement Healthcare professional update
	<p>Please click the link below to read the October edition of the NHSGGC Health Improvement - Healthcare Professional Update.</p> <p>Here you find all the latest updates from the NHSGGC Type 2 Diabetes, Weight Management and Physical Activity Team.</p> <p>Our programmes and resources are available to patients to support them to make changes to their lifestyle, helping them to manage their condition and to improve their health.</p> <p>More information about our services and how to refer can be found in the update below and on our website - www.nhsggc.scot/t2diabeteshub</p>



NHSGGC Type 2 Diabetes, Weight Management and Physical Activity

Here you find all the latest updates from the NHSGGC Type 2 Diabetes, Weight Management and Physical Activity Team.

[Go to this Sway](#)

Elaine Paton
12/10/2023

ACTION

NES Pharmacy: Prescribers Database



turas user
guide.pdf

Attached

A reminder that last year our process for collecting prescribing data changed with individuals now being responsible for updating their own data.

This data informs the annual Prescribing Report and influences education developments and workforce planning. We are communicating directly with pharmacist prescribers to remind them of this process, where they are required to update their own data by the end of November.

For this to be successful we would appreciate your support in encouraging prescribers to log onto TURAS and **complete this activity before 30th November 2023**.




A copy of the communication we are sending to prescribers is included below for your interest and you may wish to use this for your reminders in emails or newsletters. We have also attached a copy of the guidance document to help individuals with completing this activity. If you have any questions, please contact pharmacy@nes.scot.nhs.uk


'You may be aware that NES maintains a list of prescribers in Scotland to help with education development and workforce planning. This data is updated and maintained by the individual account holders through the TURAS Training Management application accessed from the TURAS Dashboard. Keeping your information up to date allows NES to make you aware of the latest opportunities to support your further development. Please follow the attached guidance and update your record by 30th November 2023. Please ensure the information is an accurate reflection of your prescribing practice in the past 12 months.'

To see how NES uses your information, please see our [privacy notice](#) . If you have any questions, please contact pharmacy@nes.scot.nhs.uk'

Eleanor Paton
12/10/2023

ACTION	Joint Communication: Estimated Payments
	<p>Practitioner & Counter Fraud Services (P&CFS) and Community Pharmacy Scotland (CPS) continue to work collaboratively to ensure timely payments are made with accurate information provided.</p> <p>Processes are currently in place for making estimated payments and for recovering overpayments. If significant overpayments have been made, P&CFS will engage with contractors individually to make them aware this has happened before any further action is taken.</p> <p>P&CFS and CPS continue to work collectively to increase payment processing capacity to bring back actual payments to contractors as quickly as possible</p> <p>Georgina Anderson 17/10/2023</p>

ACTION	Medicine Supply Alert Notice - Various products - Bumetanide tablets, Pancrease capsules, and Azithromycin (Azyter) eye drops - 16 October 2023
 MSAN33.pdf  MSAN34.pdf  MSAN35.pdf	<p>Please find attached a level 3 MSAN for Bumetanide 1mg and 5mg tablets along with two level 2 MSANs for Pancrease HL gastro-resistant capsules and Azithromycin (Azyter) 15mg/g eye drops respectively.</p> <p>17/10/2023</p>

ACTION	Service Provision - Christmas and New Year 2023/2024
 Pro-forma 23-24.docx Attached	<p>PLEASE NOTE: Branches of Boots, Dickson's, 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 co-ordinated from a central point within your company.</p> <p>The Board has a statutory responsibility to ensure public access to pharmacy services during public holidays. We are gathering information about which pharmacies plan to open on the specific dates listed in the attached pro-forma.</p> <p>As in previous years, our focus will be on providing pharmaceutical services around the Out of Hours centres across the Board's area.</p> <p>Christmas Day (Monday December 25th) and New Year's Day (Monday January 1st):</p> <ul style="list-style-type: none"> • At least one pharmacy in each designated area. • Minimum 3-hour service between noon and 3:00pm. <p>Boxing Day (Tuesday December 26th) and Tuesday After New Year's (January 2nd):</p> <ul style="list-style-type: none"> • At least two pharmacies in each designated area. • Each pharmacy open for a minimum of 3 hours between noon and 5:30pm. • There will be a half-hour overlap between the two pharmacies in each area.

We will only schedule pharmacies to open if absolutely necessary, depending on the responses we receive. Please complete the attached pro-forma to confirm the days you plan to provide pharmaceutical services during the festive holiday dates.

Responses will be reviewed and matched against service needs in each area. Where gaps are identified, we will try to use volunteers to cover them. If no volunteers are available, we will rota pharmacies to open. Contractors who receive formal confirmation from the CPD Team via email will be reimbursed at a rate of £244.75

ACTION

Information - Updated Early Warning Systems



EWS - All HSCPS -
October 2023.pdf

Attached

Please find attached an updated report which contains the Early Warning Systems (EWS) for each of the Board's HSCP's. A copy of this report can also be found on the Community Pharmacy Website: [NHS Community Pharmacy Website \(scot.nhs.uk\)](https://www.scot.nhs.uk)

Please identify your pharmacy and print off the relevant cascade.

I would like to reiterate the importance of all pharmacy staff, including Locums, knowing and understanding the cascade process and what they will need to do in response to a message. It may therefore be helpful to site this document close to your main telephone.

As a reminder, this cascade system can be started by either a Board Officer or any Community Pharmacist. Anyone initiating the system should telephone the 'Master Station' clearly relaying the message that is required for circulation. The 'Master Station' will start the cascade of calls by telephoning the next pharmacy on the list, who will in turn, telephone the next pharmacy and so forth until the last pharmacy calls the 'Master Station'. When the 'Master Station' receives the call from the last pharmacy in the cascade, it should contact the person who initiated the cascade thus completing the cycle.

It is essential that pharmacies follow this cascade in the specified order to ensure that all pharmacies receive the message and that the communication is successfully exchanged throughout each HSCP System. Closed pharmacies should be by-passed however; it would be helpful to telephone them with the message once they re-open. In these instances, please advise us that you have already passed on the message to the pharmacy they were expected to contact, which will stop unnecessary calls.

If there is anything in this cascade process which is unclear or you would like to discuss further, please telephone Michelle Cooper on 0141-201-6041.

Michelle Cooper
17/10/2023

UPDATE

NHSGGC Pharmaceutical List as at 2nd October 2023



Pharmacies Index
October.pdf

The following are attached and can also be found on the Community Pharmacy Website: [contractor lists](#)

1. Complete alphabetical index.
2. Complete Pharmaceutical List.
3. A list of amendments made since the previous notification.

Please ensure you remove your current index and replace with new version. Please remove old pages and replace with updated pages.



Pharmaceutical List
October.pdf



Pharmaceutical
Amendments Octob

Attached

Please check that the details for your pharmacy are complete and correct. If any amendment is required, please email ggc.cpdevteam@nhs.scot as soon as possible. This will allow our records and the Pharmaceutical List to be updated.

Next Update is due – 1st January 2024

Lauren Keenan

13/10/2023

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 19th October 2023


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


REMINDERS AND UPDATES:

<u>REMINDER</u>	<u>Business Continuity Plan</u>
	<p>As you will be aware contingency planning for a range of risks is a key business activity to ensure essential services continue to be provided and maintained in an emergency situation.</p> <p>Every year we provide an annual reminder to community pharmacies that they should have an up to date Business Continuity Plan (BCP), the content of which should be relevant and reflect events such as adverse weather.</p> <p>All contractors should review their plan over the next four to six weeks to ensure it remains “fit for purpose” and contains the most up to date information. There is no need for you to send a copy to the Board as previously. We would recommend however that a copy be retained “off site” in the event that you are unable to access the pharmacy for any reason. You can access a blank BCP template from the Community Pharmacy website. The link is provided below:</p> <p>https://www.communitypharmacy.scot.nhs.uk/nhs-boards/nhs-greater-glasgow-clyde/business-continuity-planning/</p> <p>Janine Glen 12/10/2023</p>

<u>REMINDER</u>	<u>Electronic Claim Workbook (ECW) - Updated Version - V 1.6</u>
 ECW.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>Version 1.6 contains up to date contractor codes for those pharmacies who have recently transferred ownership. We have also removed the claim form for FHS meetings which requires authorisation before submission and so will revert to paper format.</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 17/10/2023</p>




REMINDER	<u>PCA (P)(2023) 37 - EXTENSION TO SERIOUS SHORTAGE PROTOCOL (SSP) ISSUED FOR ESTRADOT® (ESTRADIOL HEMIHYDRATE) 100 MICROGRAM PATCHES</u>
	<p>www.sehd.scot.nhs.uk/pca/PCA2023(P)37.pdf</p> <p>17/10/2023</p>


REMINDER	<u>PH health improvement Healthcare professional update</u>
	<p>Please click the link below to read the October edition of the NHSGGC Health Improvement - Healthcare Professional Update.</p> <p>Here you find all the latest updates from the NHSGGC Type 2 Diabetes, Weight Management and Physical Activity Team.</p> <p>Our programmes and resources are available to patients to support them to make changes to their lifestyle, helping them to manage their condition and to improve their health.</p> <p>More information about our services and how to refer can be found in the update below and on our website - www.nhsqgc.scot/t2diabeteshub</p>
	 <p>NHSGGC Type 2 Diabetes, Weight Management and Physical Activity</p> <p>Here you find all the latest updates from the NHSGGC Type 2 Diabetes, Weight Management and Physical Activity Team.</p> <p style="text-align: center;">Go to this Sway</p>
	<p>Elaine Paton 12/10/2023</p>


REMINDER	<u>NES Pharmacy: Prescribers Database</u>
 turas user guide.pdf Attached	<p>A reminder that last year our process for collecting prescribing data changed with individuals now being responsible for updating their own data.</p> <p>This data informs the annual Prescribing Report and influences education developments and workforce planning. We are communicating directly with pharmacist prescribers to remind them of this process, where they are required to update their own data by the end of November.</p>

	<p>For this to be successful we would appreciate your support in encouraging prescribers to log onto TURAS and complete this activity before 30th November 2023.</p> <p>A copy of the communication we are sending to prescribers is included below for your interest and you may wish to use this for your reminders in emails or newsletters. We have also attached a copy of the guidance document to help individuals with completing this activity. If you have any questions, please contact pharmacy@nes.scot.nhs.uk</p> <p><i>'You may be aware that NES maintains a list of prescribers in Scotland to help with education development and workforce planning. This data is updated and maintained by the individual account holders through the TURAS Training Management application accessed from the TURAS Dashboard. Keeping your information up to date allows NES to make you aware of the latest opportunities to support your further development. Please follow the attached guidance and update your record by 30th November 2023. Please ensure the information is an accurate reflection of your prescribing practice in the past 12 months.'</i></p> <p>To see how NES uses your information, please see our privacy notice . If you have any questions, please contact pharmacy@nes.scot.nhs.uk'</p> <p>Eleanor Paton 12/10/2023</p>
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<u>REMINDER</u>	<u>Joint Communication: Estimated Payments</u>
	<p>Practitioner & Counter Fraud Services (P&CFS) and Community Pharmacy Scotland (CPS) continue to work collaboratively to ensure timely payments are made with accurate information provided.</p> <p>Processes are currently in place for making estimated payments and for recovering overpayments. If significant overpayments have been made, P&CFS will engage with contractors individually to make them aware this has happened before any further action is taken.</p> <p>P&CFS and CPS continue to work collectively to increase payment processing capacity to bring back actual payments to contractors as quickly as possible</p> <p>Georgina Anderson 17/10/2023</p>

<u>REMINDER</u>	<u>Medicine Supply Alert Notice - Various products - Bumetanide tablets, Pancrease capsules, and Azithromycin (Azyter) eye drops - 16 October 2023</u>
 MSAN33.pdf  MSAN34.pdf  MSAN35.pdf	<p>Please find attached a level 3 MSAN for Bumetanide 1mg and 5mg tablets along with two level 2 MSANs for Pancrease HL gastro-resistant capsules and Azithromycin (Azyter) 15mg/g eye drops respectively</p> <p>17/10/2023</p>


REMINDER	<u>Service Provision - Christmas and New Year 2023/2024</u>
 <p>Pro-forma 23-24.docx</p> <p>Attached</p>	<p>PLEASE NOTE: Branches of Boots, Dickson's, 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 co-ordinated from a central point within your company.</p> <p>The Board has a statutory responsibility to ensure public access to pharmacy services during public holidays. We are gathering information about which pharmacies plan to open on the specific dates listed in the attached pro-forma.</p> <p>As in previous years, our focus will be on providing pharmaceutical services around the Out of Hours centres across the Board's area.</p> <p>Christmas Day (Monday December 25th) and New Year's Day (Monday January 1st):</p> <ul style="list-style-type: none"> • At least one pharmacy in each designated area. • Minimum 3-hour service between noon and 3:00pm. <p>Boxing Day (Tuesday December 26th) and Tuesday After New Year's (January 2nd):</p> <ul style="list-style-type: none"> • At least two pharmacies in each designated area. • Each pharmacy open for a minimum of 3 hours between noon and 5:30pm. • There will be a half-hour overlap between the two pharmacies in each area. <p><u>We will only schedule pharmacies to open if absolutely necessary, depending on the responses we receive. Please complete the attached pro-forma to confirm the days you plan to provide pharmaceutical services during the festive holiday dates.</u></p> <p><i>Responses will be reviewed and matched against service needs in each area. Where gaps are identified, we will try to use volunteers to cover them. If no volunteers are available, we will rota pharmacies to open. Contractors who receive formal confirmation from the CPD Team via email will be reimbursed at a rate of £244.75 per hour for all agreed-upon service slots. We will also notify NHS24 and the Out of Hours Service about service provision.</i></p> <p>Please submit your completed pro-forma by Monday 30th October 2023, even if you plan to close on all days.</p> <p>Thank you for your cooperation. Janine Glen 10/10/2023</p>

REMINDER	<u>Information - Updated Early Warning Systems</u>
 <p>EWS - All HSCPS - October 2023.pdf</p> <p>Attached</p>	<p>Please find attached an updated report which contains the Early Warning Systems (EWS) for each of the Board's HSCP's. A copy of this report can also be found on the Community Pharmacy Website: NHS Community Pharmacy Website (scot.nhs.uk)</p> <p>Please identify your pharmacy and print off the relevant cascade.</p> <p>I would like to reiterate the importance of all pharmacy staff, including Locums, knowing and understanding the cascade process and what they will need to do in response to a message. It may therefore be helpful to site this document close to your main telephone.</p> <p>As a reminder, this cascade system can be started by either a Board Officer or any Community Pharmacist. Anyone initiating the system should telephone the 'Master</p>

	<p>Station' clearly relaying the message that is required for circulation. The 'Master Station' will start the cascade of calls by telephoning the next pharmacy on the list, who will in turn, telephone the next pharmacy and so forth until the last pharmacy calls the 'Master Station'. When the 'Master Station' receives the call from the last pharmacy in the cascade, it should contact the person who initiated the cascade thus completing the cycle.</p> <p>It is essential that pharmacies follow this cascade in the specified order to ensure that all pharmacies receive the message and that the communication is successfully exchanged throughout each HSCP System. Closed pharmacies should be by-passed however; it would be helpful to telephone them with the message once they re-open. In these instances, please advise us that you have already passed on the message to the pharmacy they were expected to contact, which will stop unnecessary calls.</p> <p>If there is anything in this cascade process which is unclear or you would like to discuss further, please telephone Michelle Cooper on 0141-201-6041.</p> <p>Michelle Cooper 17/10/2023</p>
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<u>REMINDER</u>	Sodium Valproate - MHRA
	<p>Please could we highlight to all Community Pharmacies the attached MHRA instruction re the dispensing of products containing sodium valproate.</p> <p>https://www.gov.uk/government/publications/full-pack-dispensing-of-valproate-containing-medicines/full-pack-dispensing-of-valproate-containing-medicines</p> <p>Pamela Macintyre 12/10/2023</p>

<u>REMINDER</u>	Correction from 10/10/2023: Ongoing medicine shortages
	<p>Yet again there are more MSAN's and notices of shortages presenting themselves to the CP network as the list of medicines unavailable continues to grow.</p> <p>I thought it would be a good time to resend the shortages guidance that has been supplied to the network previously and remind everyone that there are actions that can be taken, in certain circumstances, without the need to request a new prescription when a product is unavailable.</p> <p>Please see the link to the CPS shortages guidance below. Copy of Medicines Shortages Guidance</p> <p>Many thanks for your continued support with these ongoing issues.</p> <p>Alan Harrison 10/10/2023</p>


<u>REMINDER</u>	Discontinuation of Ensure Plus Yoghurt Style Oral Nutritional Supplement
 <p>Ensure Plus Yoghurt-style 200 m</p>	<p>We have been made aware of the discontinuation of Ensure Plus Yoghurt Style Oral Nutritional Supplement in December 2023, which is currently a formulary choice within NHSGGC.</p> <p>Please find attached further information from Abbott. Dietitians are working to review all affected patients and arrange a suitable alternative however, if you become aware of any patients where the dietitian hasn't been in touch to organise a suitable alternative, please</p>

	<p>get in touch with their managing dietetic department for support.</p> <p>If you need any general support with this product change, please contact the prescribing support dietitians on 0141 201 6012 or presupdiet@ggc.scot.nhs.uk.</p> <p>Una Cuthbert Dietetic Manager Prescribing 05/10/2023</p>
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<u>REMINDER</u>	Detect Cancer Earlier Campaign
	<p>Public Health Scotland's "Detect Cancer Earlier Campaign" poster should currently be live in community pharmacies as part of one of the core community pharmacy Public Health Services.</p> <p>Each member of the pharmacy team is uniquely placed to spot the early signs of cancer and encourage patients to see their GP. The earlier a cancer is diagnosed and treated, the better the survival outcomes.</p> <p>Cancer training resources for all pharmacy staff can be access at: NHS Community Pharmacy Website (scot.nhs.uk)</p> <p>which includes:</p> <ul style="list-style-type: none"> • The Scottish Referral Guidelines for Suspected Cancer www.cancerreferral.scot.nhs.uk/ to help identify patients who are most likely to have cancer and who therefore require urgent assessment by a specialist. • Cancer e-Learning Modules via the British Oncology Pharmacy Association's (BOPA) free e-learning platform specifically to equip pharmacy teams in the early detection of cancer and to best support patients with cancer. <p>Alexandra Thurlow Public Health Pharmacist 10/10/2023</p>

<u>REMINDER</u>	ADHD medication guidance for patients
 <p>ADHD medicines supply problem cover</p>  <p>Letter ADHD meds shortage (all groups attached</p>	<p>As you will be aware there are issues with obtaining medicines used to treat ADHD. Please find attached a letter and information sheet that will be sent directly to patients currently being prescribed these medicines.</p> <p>The document includes advice on what to do if their usual preparation strength is unavailable as well as other non-pharmacological self-help resources.</p> <p>Pamela MacIntyre 10/10/2023</p>

<u>REMINDER</u>	(UPDATE TO PREVIOUS COMMUNICATIONS – 12/09/23) Inhixa® to Clexane® switch
	<p>Please note that the planned switch from Inhixa® to Clexane® switch (as per the Community Pharmacy Update on 12th September) will no longer be going ahead as planned from the 9th of October.</p> <p>Pamela McIntyre 03/10/2023</p>

<u>REMINDER</u>	Minor Injuries - Flow Navigation Centre
 Minor Injuries to FNC not GP Aug 23. Attached	Any patient aged over 5 years presenting in a community pharmacy with any type of minor injury should be directly referred to the Flow Navigation Centre (FNC). Please see the attached referral process. The FNC is operational between 10am and 10pm daily. For children ≤ 5 years - see here for referral pathway. Please do not refer the patient to their GP (even during normal working hours) as they will not be able to see them, especially if the injury has occurred within the last 7 days. Pamela McIntyre 03/10/2023

<u>REMINDER</u>	PCA (P)(2023) 36 - Extension To Serious Shortage Protocols (Ssps) For Clarithromycin Products
	www.sehd.scot.nhs.uk/pca/PCA2023(P)36.pdf 03/10/2023

<u>REMINDER</u>	Glasgow Recovery Communities
 NERC Weekly Planner - October 2023  NWRC Weekly Planner - October 2023  SCRN Weekly Planner - October 2023 Attached	A number of weekly recovery cafes and groups take place across Glasgow City, These will be held within the North East, North West, and Glasgow South HSCP's, 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 03/10/2023

<u>REMINDER</u>	Scottish Palliative Care Guidelines: New web and mobile app
	We are delighted to announce the launch of the new web and mobile app for the Scottish Palliative Care Guidelines. This app is delivered through the Right Decision Service – the national decision support service provided by Healthcare Improvement Scotland. This initial version of the app provides a starting point for future development, and we look forward to working with stakeholders to improve and expand it over the coming months. Access via the web at: https://www.palliativecareguidelines.scot.nhs.uk/ or https://rightdecisions.scot.nhs.uk/scottish-palliative-care-guidelines/ OR Download the Right Decisions mobile app from the app stores. Search for “right decisions” on the app stores. Install the app. Search within the app for “palliative care guidelines” and download the app to “My toolkits.” Apple download (https://apps.apple.com/app/right-decisions-health-care/id6443955210) Android download (https://play.google.com/store/apps/details?id=com.tactuum.quris&hl=en_GB&gl=US)

QR Codes Website RDS App (Apple) RDS App (Android). Find practical, evidence-based guidance on: Management of pain End of life care Symptom control Medicines

Elayne Harris- Macmillan Lead Pharmacist (Palliative Care)
03/10/2023

UPDATE

NHSGGC Pharmaceutical List as at 2nd October 2023



Pharmacies Index
October.pdf



Pharmaceutical List
October.pdf



Pharmaceutical
Amendments Octob

Attached

The following are attached and can also be found on the Community Pharmacy Website:
[contractor lists](#)

1. Complete alphabetical index.
2. Complete Pharmaceutical List.
3. A list of amendments made since the previous notification.

Please ensure you remove your current index and replace with new version. Please remove old pages and replace with updated pages.

Please check that the details for your pharmacy are complete and correct. If any amendment is required, please email ggc.cpdevteam@nhs.scot as soon as possible. This will allow our records and the Pharmaceutical List to be updated.

Next Update is due – 1st January 2024

Lauren Keenan
13/10/2023

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: Tuesday 24th October 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 –


- **Service Provision - Christmas and New Year 2023/2024**
- **UPDATE: Electronic Claim Workbook (ECW) - Updated Version - V 1.6**
- **HEPC: Update to Ordering Detail for Ribavirin**
- **Medicine Supply Notification 2023 097 Testosterone enantate 250mg/ml solution for injection ampoules**
- **Pharmacy First and Common Clinical Conditions services**
- **PCA (P)(2023) 38 - Extension To Serious Shortage Protocol (Ssp) Issued For Estradot® Jext® 300 Micrograms/0.3ml (1 In 100) Solution For Injection Auto-Injector Pen**

URGENT ACTION	Service Provision - Christmas and New Year 2023/2024
 <p>Pro-forma 23-24.docx</p> <p>Attached</p>	<p>PLEASE NOTE: Branches of Boots, Dickson's, 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 co-ordinated from a central point within your company.</p> <p>The Board has a statutory responsibility to ensure public access to pharmacy services during public holidays. We are gathering information about which pharmacies plan to open on the specific dates listed in the attached pro-forma.</p> <p>As in previous years, our focus will be on providing pharmaceutical services around the Out of Hours centres across the Board's area.</p> <p>Christmas Day (Monday December 25th) and New Year's Day (Monday January 1st):</p> <ul style="list-style-type: none"> • At least one pharmacy in each designated area. • Minimum 3-hour service between noon and 3:00pm. <p>Boxing Day (Tuesday December 26th) and Tuesday After New Year's (January 2nd):</p> <ul style="list-style-type: none"> • At least two pharmacies in each designated area. • Each pharmacy open for a minimum of 3 hours between noon and 5:30pm. • There will be a half-hour overlap between the two pharmacies in each area. <p><u>We will only schedule pharmacies to open if absolutely necessary, depending on the responses we receive. Please complete the attached pro-forma to confirm the days you plan to provide pharmaceutical services during the festive holiday dates.</u></p> <p><i><u>Responses will be reviewed and matched against service needs in each area. Where gaps are identified, we will try to use volunteers to cover them. If no volunteers are available, we will rota pharmacies to open. Contractors who receive formal confirmation from the CPD Team via email will be reimbursed at a rate of £244.75 per hour for all agreed-upon service slots. We will also notify NHS24 and the Out of Hours Service about service provision.</u></i></p> <p>Please submit your completed pro-forma by Monday 30th October 2023, even if you plan to close on all days.</p>

	<p>Thank you for your cooperation.</p> <p>Janine Glen 10/10/2023</p>
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ACTION	UPDATE: Electronic Claim Workbook (ECW) - Updated Version - V 1.6
 ECW.xlsx Attached	<p>We have been informed that the link to the ECW provided on Tuesday 17th October was not navigating to the workbook. Please note that this has now been updated below.</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>Version 1.6 contains up to date contractor codes for those pharmacies who have recently transferred ownership. We have also removed the claim form for FHS meetings which requires authorisation before submission and so will revert to paper format.</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 17/10/2023</p>

URGENT ACTION	HEPC: Update to Ordering Detail for Ribavirin
	<p>We have recently been made aware that the Suppliers of Ribavirin have changed from Alloga to Sigma as of October 2023.</p> <p>In order for Community Pharmacies to order Ribivarin, an account will need to be opened with Sigma.</p> <p>Please find below the link to open an account -</p> <p>https://na3.docuSign.net/Member/PowerFormSigning.aspx?PowerFormId=945c210e-0198-457f-a5ff-ccc49833ff4c&env=na3&acct=7faf7a41-b298-4dd8-b9d7-58c89d0cf599&v=2</p> <p>The account activation will be for Ribavirin/Milpharm products (RIBAVIRIN CAPSULES 200MG (84))</p> <p>Mani Narwan 18/10/2023</p>

ACTION	Medicine Supply Notification 2023_097 Testosterone Enantate 250mg/ml Solution for Injection Ampoules
 MSN.pdf Attached	<p>Please find attached a Medicine Supply Notification for Testosterone enantate 250mg/ml solution for injection ampoules. Please circulate to your networks as appropriate.</p> <p>24/10/2023</p>

ACTION	Pharmacy First and Common Clinical Conditions Services
	<p>As we head into Autumn and Winter I thought it would be prudent to remind everyone of who can access the National Pharmacy First and Common Clinical Conditions service.</p> <p>As per the NHS NSS website the following eligibility criteria is in place :-</p> <p>Who is eligible for NHS Pharmacy First Scotland?</p> <p>Eligibility for the Pharmacy First Scotland service is reserved for those who fit the following criteria:</p> <ul style="list-style-type: none"> • Everyone registered with a GP practice in Scotland or the Defence Medical Services on a permanent or temporary basis (including care home residents); and • People who live in Scotland (including gypsy or travellers / asylum seeker or dependant of an asylum seeker). <p>Who isn't eligible for NHS Pharmacy First Scotland?</p> <ul style="list-style-type: none"> • Visitors to Scotland are excluded from accessing the service, however pharmacists will still be able to provide general help and advice to these patients as well as providing medication by over the counter sale. <p>Please ensure that all staff are fully aware of this criteria especially taking into consideration the inclusion of asylum seekers and their dependents.</p> <p>Alan Harrison 24/10/2023</p>

ACTION	PCA (P)(2023) 38 - Extension To Serious Shortage Protocol (Ssp) Issued For Estradot® Jext® 300 Micrograms/0.3ml (1 In 100) Solution For Injection Auto-Injector Pen
	<p>PCA2023(P)38.pdf (scot.nhs.uk)</p> <p>23/10/2023</p>

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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 26th October 2023



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

REMINDERS AND UPDATES:

URGENT ACTION	Service Provision - Christmas and New Year 2023/2024
 <p>Pro-forma 23-24.docx</p> <p>Attached</p>	<p>PLEASE NOTE: Branches of Boots, Dickson's, 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 co-ordinated from a central point within your company.</p> <p>The Board has a statutory responsibility to ensure public access to pharmacy services during public holidays. We are gathering information about which pharmacies plan to open on the specific dates listed in the attached pro-forma.</p> <p>As in previous years, our focus will be on providing pharmaceutical services around the Out of Hours centres across the Board's area.</p> <p>Christmas Day (Monday December 25th) and New Year's Day (Monday January 1st):</p> <ul style="list-style-type: none"> • At least one pharmacy in each designated area. • Minimum 3-hour service between noon and 3:00pm. <p>Boxing Day (Tuesday December 26th) and Tuesday After New Year's (January 2nd):</p> <ul style="list-style-type: none"> • At least two pharmacies in each designated area. • Each pharmacy open for a minimum of 3 hours between noon and 5:30pm. • There will be a half-hour overlap between the two pharmacies in each area. <p><u>We will only schedule pharmacies to open if absolutely necessary, depending on the responses we receive. Please complete the attached pro-forma to confirm the days you plan to provide pharmaceutical services during the festive holiday dates.</u></p> <p><i><u>Responses will be reviewed and matched against service needs in each area. Where gaps are identified, we will try to use volunteers to cover them. If no volunteers are available, we will rota pharmacies to open. Contractors who receive formal confirmation from the CPD Team via email will be reimbursed at a rate of £244.75 per hour for all agreed-upon service slots. We will also notify NHS24 and the Out of Hours Service about service provision.</u></i></p> <p>Please submit your completed pro-forma by Monday 30th October 2023, even if you plan to close on all days.</p> <p>Thank you for your cooperation.</p> <p>Janine Glen 10/10/2023</p>

<u>REMINDER</u>	Business Continuity Plan
	<p>As you will be aware contingency planning for a range of risks is a key business activity to ensure essential services continue to be provided and maintained in an emergency situation.</p> <p>Every year we provide an annual reminder to community pharmacies that they should have an up to date Business Continuity Plan (BCP), the content of which should be relevant and reflect events such as adverse weather.</p> <p>All contractors should review their plan over the next four to six weeks to ensure it remains “fit for purpose” and contains the most up to date information. There is no need for you to send a copy to the Board as previously. We would recommend however that a copy be retained “off site” in the event that you are unable to access the pharmacy for any reason. You can access a blank BCP template from the Community Pharmacy website. The link is provided below:</p> <p>https://www.communitypharmacy.scot.nhs.uk/nhs-boards/nhs-greater-glasgow-clyde/business-continuity-planning/</p> <p>Janine Glen 12/10/2023</p>

<u>REMINDER</u>	PCA (P)(2023) 37 - EXTENSION TO SERIOUS SHORTAGE PROTOCOL (SSP) ISSUED FOR ESTRADOT® (ESTRADIOL HEMIHYDRATE) 100 MICROGRAM PATCHES
	<p>www.sehd.scot.nhs.uk/pca/PCA2023(P)37.pdf</p> <p>17/10/2023</p>

<u>REMINDER</u>	PH Health Improvement Healthcare Professional Update
	<p>Please click the link below to read the October edition of the NHSGGC Health Improvement - Healthcare Professional Update.</p> <p>Here you find all the latest updates from the NHSGGC Type 2 Diabetes, Weight Management and Physical Activity Team.</p> <p>Our programmes and resources are available to patients to support them to make changes to their lifestyle, helping them to manage their condition and to improve their health.</p> <p>More information about our services and how to refer can be found in the update below and on our website - www.nhsqgc.scot/t2diabeteshub</p>



NHSGGC Type 2 Diabetes, Weight Management and Physical Activity

Here you find all the latest updates from the NHSGGC Type 2 Diabetes, Weight Management and Physical Activity Team.

[Go to this Sway](#)

Elaine Paton
12/10/2023

REMINDER

NES Pharmacy: Prescribers Database



turas user
guide.pdf

Attached

A reminder that last year our process for collecting prescribing data changed with individuals now being responsible for updating their own data.

This data informs the annual Prescribing Report and influences education developments and workforce planning. We are communicating directly with pharmacist prescribers to remind them of this process, where they are required to update their own data by the end of November.

For this to be successful we would appreciate your support in encouraging prescribers to log onto TURAS and **complete this activity before 30th November 2023**.




A copy of the communication we are sending to prescribers is included below for your interest and you may wish to use this for your reminders in emails or newsletters. We have also attached a copy of the guidance document to help individuals with completing this activity. If you have any questions, please contact pharmacy@nes.scot.nhs.uk


'You may be aware that NES maintains a list of prescribers in Scotland to help with education development and workforce planning. This data is updated and maintained by the individual account holders through the TURAS Training Management application accessed from the TURAS Dashboard. Keeping your information up to date allows NES to make you aware of the latest opportunities to support your further development. Please follow the attached guidance and update your record by 30th November 2023. Please ensure the information is an accurate reflection of your prescribing practice in the past 12 months.'

To see how NES uses your information, please see our [privacy notice](#) . If you have any questions, please contact pharmacy@nes.scot.nhs.uk'

Eleanor Paton
12/10/2023



<u>REMINDER</u>	Joint Communication: Estimated Payments
	<p>Practitioner & Counter Fraud Services (P&CFS) and Community Pharmacy Scotland (CPS) continue to work collaboratively to ensure timely payments are made with accurate information provided.</p> <p>Processes are currently in place for making estimated payments and for recovering overpayments. If significant overpayments have been made, P&CFS will engage with contractors individually to make them aware this has happened before any further action is taken.</p> <p>P&CFS and CPS continue to work collectively to increase payment processing capacity to bring back actual payments to contractors as quickly as possible</p> <p>Georgina Anderson 17/10/2023</p>

<u>REMINDER</u>	Medicine Supply Alert Notice - Various products - Bumetanide tablets, Pancrease capsules, and Azithromycin (Azyter) eye drops - 16 October 2023
 MSAN33.pdf  MSAN34.pdf  MSAN35.pdf	<p>Please find attached a level 3 MSAN for Bumetanide 1mg and 5mg tablets along with two level 2 MSANs for Pancrease HL gastro-resistant capsules and Azithromycin (Azyter) 15mg/g eye drops respectively</p> <p>17/10/2023</p>

<u>REMINDER</u>	<u>Information - Updated Early Warning Systems</u>
 <p>EWS - All HSCPS - October 2023.pdf</p> <p>Attached</p>	<p>Please find attached an updated report which contains the Early Warning Systems (EWS) for each of the Board's HSCP's. A copy of this report can also be found on the Community Pharmacy Website: NHS Community Pharmacy Website (scot.nhs.uk)</p> <p>Please identify your pharmacy and print off the relevant cascade.</p> <p>I would like to reiterate the importance of all pharmacy staff, including Locums, knowing and understanding the cascade process and what they will need to do in response to a message. It may therefore be helpful to site this document close to your main telephone.</p> <p>As a reminder, this cascade system can be started by either a Board Officer or any Community Pharmacist. Anyone initiating the system should telephone the 'Master Station' clearly relaying the message that is required for circulation. The 'Master Station' will start the cascade of calls by telephoning the next pharmacy on the list, who will in turn, telephone the next pharmacy and so forth until the last pharmacy calls the 'Master Station'. When the 'Master Station' receives the call from the last pharmacy in the cascade, it should contact the person who initiated the cascade thus completing the cycle.</p> <p>It is essential that pharmacies follow this cascade in the specified order to ensure that all pharmacies receive the message and that the communication is successfully exchanged</p>

	<p>throughout each HSCP System. Closed pharmacies should be by-passed however; it would be helpful to telephone them with the message once they re-open. In these instances, please advise us that you have already passed on the message to the pharmacy they were expected to contact, which will stop unnecessary calls.</p> <p>If there is anything in this cascade process which is unclear or you would like to discuss further, please telephone Michelle Cooper on 0141-201-6041.</p> <p>Michelle Cooper 17/10/2023</p>
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REMINDER	Sodium Valproate - MHRA
	<p>Please could we highlight to all Community Pharmacies the attached MHRA instruction re the dispensing of products containing sodium valproate.</p> <p>https://www.gov.uk/government/publications/full-pack-dispensing-of-valproate-containing-medicines/full-pack-dispensing-of-valproate-containing-medicines</p> <p>Pamela Macintyre 12/10/2023</p>

REMINDER	NHSGGC Pharmaceutical List as at 2nd October 2023
 Pharmacies Index October.pdf  Pharmaceutical List October.pdf  Pharmaceutical Amendments Octob Attached	<p>The following are attached and can also be found on the Community Pharmacy Website: contractor lists</p> <ol style="list-style-type: none"> 1. Complete alphabetical index. 2. Complete Pharmaceutical List. 3. A list of amendments made since the previous notification. <p>Please ensure you remove your current index and replace with new version. Please remove old pages and replace with updated pages.</p> <p>Please check that the details for your pharmacy are complete and correct. If any amendment is required, please email ggc.cpdevteam@nhs.scot as soon as possible. This will allow our records and the Pharmaceutical List to be updated.</p> <p>Next Update is due – 1st January 2024</p> <p>Lauren Keenan 13/10/2023</p>

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Community Pharmacy Communication Update

Date: Tuesday 31st October 2023




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In this edition –

- **PCA (P)(2023) 39 - Community Pharmacy Public Health Service Poster Campaigns - Update**
- **Staff Wellbeing**
- **Health Improvement Quick Guide to Patient Resources**
- **Upcoming Webinar's for Electronic Claiming and CPNSS**
- **When to refer to the FNC - not GP/NHS 24**


ACTION	PCA (P)(2023) 39 - Community Pharmacy Public Health Service Poster Campaigns - Update
	<p>Please find link below to PCA(P)(2023) 39 - Community Pharmacy Public Health Service Poster Campaigns - Update</p> <p>PCA2023(P)39.pdf (scot.nhs.uk)</p> <p>26/10/2023</p>

ACTION	Staff Wellbeing
 <p>Workplace wellness.doc</p> <p>Attached</p>	<p>As we head into the autumn and winter seasons, the community pharmacy network do a fantastic job in looking after the health and wellbeing of patients within NHS GGC when minor ailments are at their most prevalent. However, we sometimes forget to look after our own wellbeing which becomes a back seat passenger while our focus is on others.</p> <p>It is important that staff have access to a variety of helpful advice and supports to maintain their Physical, Mental and Financial Wellbeing. Small acts of kindness can go a long way to showing support, making time to talk is always helpful.</p> <p>The attached has a number of information sources and some specific apps that can support Physical, Mental and Financial Wellbeing. We have included both web based links and QR codes for ease of access.</p> <p>Alan Harrison 31/10/2023</p>

ACTION	Health Improvement Quick Guide to Patient Resources
	<p>Many free resources (leaflets, cards, audio, wheels, etc.) can be ordered for community pharmacies to help support patients in delivering the Public Health Service element of their NHS contract.</p> <p>Why not use this revised guide as a checklist to help your pharmacy to best equip patients with up-to-date resources: quick-guide-for-patient-resources-v62-jul-23.pdf (scot.nhs.uk)</p>

	<p>Free leaflet dispensers of varying sizes can also be ordered according to details in the guide.</p> <p>For queries regarding the Guide or any suggestions on how it could be improved, please e-mail: pharmacyhit@ggc.scot.nhs.uk or telephone:0141 201 4945</p> <p>Public Health 31/10/2023</p>
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ACTION	Upcoming Webinar's for Electronic Claiming and CPNSS
	<p>The Common Clinical Conditions (CCC) Advisory Group is pleased to announce two evening webinars for November 2023, as detailed below.</p> <p>Electronic Claiming</p> <p>Tuesday 14th November @7pm – click here to join the meeting</p> <ul style="list-style-type: none"> - Do you worry if your electronic claims are correct? - Are you confident on how to electronically endorse a script if you need to supply something different but allowed under the Drug Tariff rules? <p>This session is particularly relevant to any member of staff who works within the dispensary.</p> <p>Community Pharmacy Nutrition Support Service</p> <p>Wednesday 22nd November @7pm - click here to join the meeting</p> <ul style="list-style-type: none"> - Do you have new staff who require training - Are you confident on how you should be monitoring patients when requested to do so - Come along and have the chance to ask questions <p>Pamela Macintyre 31/10/2023</p>

ACTION	When to refer to the FNC - not GP/NHS 24
 <p>FNC not GP - Reminder Oct 23.do Attached</p>	<p>As we enter the busy Autumn/Winter period I'd like to remind <u>ALL</u> community pharmacies that for appropriate conditions (see flow chart attached) the patient* should be directly referred to GGC's Flow Navigation Centre (FNC) – <u>even when the patient's GP practice/NHS 24 is open.</u></p> <p>The FNC can treat or organise for the patient to attend Minor Injuries/Secondary Care Clinics as appropriate.</p> <p>Pamela Macintyre 31/10/2023</p>

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