


Community Pharmacy Communication Update

Date: Thursday 2nd November 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

UPDATES:

IMPORTANT INFORMATION	UPDATE from Communications sent on 12th September 2023: Entecavir Memorandum
 Entecavir Memo 230908.pdf Attached	<p>If the generic brand is not available, then it appears that the brand (Baraclude) is back in stock, and this can be dispensed. Please see attached Memo for further details.</p> <p>Pamela Macintyre 01/11/2023</p>


REMINDERS:

<u>REMINDER</u>	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>31/10/2023</p>

<u>REMINDER</u>	Staff Wellbeing
 Workplace wellness.doc Attached	<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>




<u>REMINDER</u>	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>


<u>REMINDER</u>	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>

<u>REMINDER</u>	When to refer to the FNC - not GP/NHS 24
 <p>FNC not GP - Reminder Oct 23.do</p> <p>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>

<u>REMINDER</u>	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

<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>
 EWS - All HSCPS - October 2023.pdf Attached	<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>

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

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 7th November 2023



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THE CPD TEAM WISH ALL MEMBERS OF OUR COMMUNITY PHARMACY NETWORK A HAPPY DIWALI

सीपीडी (CPD) टीम हमारे सामुदायिक फार्मोसी नेटवर्क के सभी सदस्यों को दिवाली की शुभकामनाएं देती है।


CPD टीम ਸਾਡੇ ਕਮਿਊਨਿਟੀ ਫਾਰਮੋਸੀ ਨੈਟਵਰਕ ਦੇ ਸਾਰੇ ਮੈਂਬਰਾਂ ਨੂੰ ਦੀਵਾਲੀ ਦੀਆਂ ਮੁਬਾਰਕਾਂ ਦਿੰਦੀ ਹੈ

In this edition –



- **CP Delivery Scam alert**
- **NHS Pharmacy First Scotland Approved List - Version 27, 1 November 2023**
- **Community Pharmacy and Near Me**
- **PCA(P) 2023 40 - EXTENSION TO SERIOUS SHORTAGE PROTOCOL (SSP) ISSUED FOR ESTRADOT® (ESTRADIOL HEMIHYDRATE) 100 MICROGRAM PATCHES**
- **Identification & Reporting of Missed OST Doses 25/10/2023**
- **Change in practice from 6th November 2023: Dual Antiplatelet Therapy with Prasugrel following Percutaneous Coronary Intervention**
- **How to Download and Edit an Excel Workbook from the Community Pharmacy Website**

URGENT ACTION	CP Delivery Scam alert
	<p>We have been made aware from colleagues in Lothian that a previously intimated scam is rearing its ugly head again.</p> <p>Patients are receiving phone calls from a London number asking for their credit card/ bank details in order to secure on-going prescription deliveries.</p> <p>If you currently operate a delivery service, it may be worthwhile advising your patients of the current service level you have in place for them and ensure they ignore these scam phone calls.</p> <p>Alan Harrison 01/11/2023</p>

ACTION	NHS Pharmacy First Scotland Approved List - Version 27, 1 November 2023
	<p>Please note the attached updated version of the Approved List which came into force on 1st November 2023. The changes made in this edition are listed on page 2.</p> <p>https://www.sehd.scot.nhs.uk/details.asp?PublicationID=7020</p> <p>Elaine Muirhead 01/11/2023</p>

ACTION	Community Pharmacy and Near Me
 Near Me Video Consulting in Pharma Attached	Please find attached a one pager regarding the Near Me Video consulting platform with links which give more details on how to use. This is another tool that can be used to help in supporting patients within our communities when unable to attend the Community Pharmacy. Alan Harrison 06/11/2023

ACTION	PCA(P) 2023 40 - EXTENSION TO SERIOUS SHORTAGE PROTOCOL (SSP) ISSUED FOR ESTRADOT® (ESTRADIOL HEMIHYDRATE) 100 MICROGRAM PATCHES
	Please see link below PCA(P)40 https://www.sehd.scot.nhs.uk/pca/PCA2023(P)40.pdf 03/11/2023

ACTION	Identification & Reporting of Missed OST Doses 25/10/2023
 Identification & Reporting of missed  Neo OST User Guide- Update Oct : Attached	The ADRS team have been working to support Community Pharmacy Teams by reviewing self audits when issues are identified around medicine incidents associated with the delivery of the service. When incidents show up on a fairly regular basis it allows the team to support by providing guidance which can help minimise the risk of the incident happening again. Recently there have been a few incidents highlighted where patients have missed doses of their medication. Amanda Laird, one of our Leads within the service, has kindly put the attached document together to help and support with this. If you are an OST service provider, then please familiarise yourself with this information Many Thanks Alan Harrison 07/11/2023

ACTION	Change in practice from 6th November 2023: Dual Antiplatelet Therapy with Prasugrel following Percutaneous Coronary Intervention
	<ul style="list-style-type: none"> Prasugrel will replace ticagrelor, in combination with aspirin, as the dual antiplatelet therapy (DAPT) agent of choice post-PCI for the majority of patients in NHSGGC from Monday 6th November 2023 This change will only affect new patients undergoing PCI; there will be no change in therapy for patients currently prescribed ticagrelor, who should complete their pre-specified course Choice and duration of DAPT will continue to be directed by the PCI operator – information on DAPT for each patient is included on the CATHI report and IDL which can be accessed through the Golden Jubilee National Hospital Portal Further information can be found in the Medicines Update Blog Iona Paterson 07/11/2023

IMPORTANT INFORMATION

How to Download and Edit an Excel Workbook from the Community Pharmacy Website

Visit the Website: [NHS Community Pharmacy Website \(scot.nhs.uk\)](https://www.scot.nhs.uk)

Click the Link: Find the download link and click on it.

Electronic Claiming Workbook (ECW)

All pharmacies in all HSCPs should now be using the ECW for all claims relating to locally negotiated pharmacy services (see ECW) for details. Please see below for the User Guide and the Workbook.

- [User Guide for Electronic Claiming Workbook \(ECW\) for GGC Community Pharmacy Local Claims](#)
- [Electronic Claiming Workbook v1.6](#)

Download File:

We've opened your file for quick and easy viewing right in Microsoft Edge. Choose Download file if you want to use it later. [Download file](#)

The screenshot shows the Microsoft Excel interface for the 'ecw-v16 - View-only' workbook. The ribbon includes File, Home, Insert, Draw, Page Layout, Formulas, Data, Review, View, and Help. The Home ribbon is active, showing font settings (12, Bold) and alignment options. The spreadsheet content is as follows:

Version 1.6	Sep-23		
Pharmacy Name	Auto Populates		
Pharmacy Address 1	Auto Populates		
Pharmacy Address 2	Auto Populates		
Pharmacy Address 3	Auto Populates		
Pharmacy Address 4	Auto Populates		
Pharmacy Address Postcode	Auto Populates		
Contractor Code	0		
Date (dd/mm/yyyy)	00/01/1900		

Below the pharmacy information is a task list table:

PROCESS/CONTENTS (click on link in column A to go to relevant page)	NAME	PROCESS	PROCESSED DATE (dd/mm/yyyy)
COPD	Lauren Keenan	Check claim form	
CPNSS	Christine Lang	Check claim form	
HepC	Carolanne Coll	Check claim form	
Hosp Discharge (NE, NW, East Dun)	Mani Narwan	Check claim form	
MCA	Lauren Keenan	Check invoice	
OOH Prescription	Lauren Keenan	Check invoice	
Palliative Care	Lauren Keenan	Check invoice	
West Dun Rota	Lauren Keenan	Check Rota Information	

Download Progress: Wait for the file to finish downloading.

Open the File: Locate the downloaded file.


The screenshot shows the Microsoft Edge download dialog box for the file 'ecw-v16 (3).xlsx'. The dialog asks 'What do you want to do with ecw-v16 (3).xlsx?' and provides 'Open' and 'Save as' options. The background shows the Excel spreadsheet from the previous screenshot.

Enable Editing: If needed, click "Enable Editing" to make changes.

PROTECTED VIEW Be careful—files from the Internet can contain viruses. Unless you need to edit, it's safer to stay in Protected View. Enable Editing

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Lauren Keenan
06/11/2023

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Excel ecw-v16 - View-only Search for tools, help, and more (Alt + Q)

File **Home** Insert Draw Page Layout Formulas Data Review View Help

Undo, Copy, Paste, Font settings (12, Bold, Color), Paragraph settings (Bulleted list, Indent), Styles settings (Table borders, Currency, Percentage)

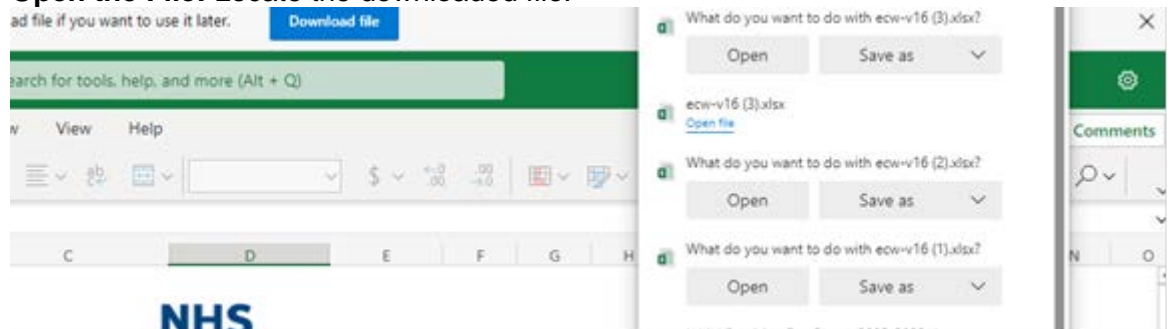
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ad file if you want to use it later. [Download file](#)

Search for tools, help, and more (Alt + Q)

View Help

What do you want to do with ecw-v16 (3).xlsx?

ecw-v16 (3).xlsx

What do you want to do with ecw-v16 (2).xlsx?

What do you want to do with ecw-v16 (1).xlsx?


NHS

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8	Pharmacy Address Postcode	Auto Populates			
9	Contractor Code	0			
10	Date (dd/mm/yyyy)	00/01/1900			
11					
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Lauren Keenan
06/11/2023

Communication Update Index link

[INDEX - Community Pharmacy Communications Updates](#)

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

Community Pharmacy Communication Update

Date: Tuesday 14th November 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 –

- **Upcoming Webinar’s for Electronic Claiming and CPNSS**
- **Direct Patient Access to Telephone Interpreting - New Languages Added**
- **Updated Resource for Clinically Significant Drug Interactions with Tobacco Smoking**
- **UPDATE: NHS Circular: PCA (P)(2023) 17**
- **Local Implementation Group - Friday 24th November 2023**

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><u>Electronic Claiming</u></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><u>Community Pharmacy Nutrition Support Service</u></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	Direct Patient Access to Telephone Interpreting - New Languages Added
	<p>The patient leaflet on direct access to telephone interpreting is now available in 40 languages.</p> <p>This important resource explains how to use our telephone interpreting service to contact any NHS Greater Glasgow and Clyde service.</p> <p>For example, patients can use the service to call from home and make an appointment with their GP, discuss medications with their Pharmacy, book a Maternity appointment or contact NHS 24.</p>

	<p>The leaflet explains how to use the service by calling or by using a mobile app. It provides codes specific to patients using NHSGGC services so can only be used for this purpose.</p> <p>All leaflets are available on the NHSGGC website. Please make them available to any service users who need this support.</p> <p>If you have any questions or require a language not yet produced, please contact us at equality@ggc.scot.nhs.uk</p> <p>Susan Thompson - Communications Manager 10/11/2023</p>
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ACTION	Updated Resource for Clinically Significant Drug Interactions with Tobacco Smoking
 <p>14. Bulletin for SPS clinical drug interac Attached</p>	<p>Please find a attached letter informing of updates to resources for Clinically Significant Drug Interactions with Tobacco Smoking. The document can also be found by clicking the link below:</p> <p>www.communitypharmacy.scot.nhs.uk/nhs-boards/nhs-greater-glasgow-clyde/pharmacy-services/smoking-cessation-public-health-service</p> <p>Alexandra Thurlow - Public health Pharmacist 10/11/2023</p>

ACTION	UPDATE: NHS Circular: PCA (P)(2023) 17
	<p>Please could Community Pharmacy Contractors take a moment to refresh and share the circular below with all dispensing staff.</p> <p>https://www.sehd.scot.nhs.uk/pca/PCA2023(P)17.pdf</p> <p>As of 1st May 2023:</p> <ul style="list-style-type: none"> • for liquid products listed in part 7S, that price applies to equivalent suspensions and solutions; • for soft paraffin based products listed in part 7S, that price applies to equivalent products with a yellow or white soft paraffin base; • no additional authorisation is required when dispensing products listed in part 7S; and • please refer to the Scottish Drug Tariff for pricing information. <p>Alison McAuley - Central Prescribing Team 13/11/2023</p>

ACTION	Local Implementation Group - Friday 24th November 2023
	<p>The Local Implementation Group (LIG) provides a vehicle for communication and collaboration between Pharmacy Services, the Pharmacy Champion Network, the Lead Community Pharmacist network and the Community Pharmacy network. This group meet on the last Friday of each quarter.</p> <p>The next meeting of the LIG is due to take place on Friday 24th November 2023.</p> <p>Noted below are the contact details for the Pharmacy Champions. If you have any points you would like to raise at this meeting, please speak to your Pharmacy Champion in the first instance –</p>

<u>HSCP</u>	<u>Pharmacy Champion</u>
East Dunbartonshire	Interim - joan.miller@ggc.scot.nhs.uk
East Renfrewshire	elizabeth.rodick@nhs.scot
Glasgow City - North East	hannah.mcphail@nhs.scot
Glasgow City - North West	garry.scott@nhs.scot or stuart.dinnie@nhs.scot
Glasgow City - South	Karen.macdonald4@ggc.scot.nhs.uk or narinder.dhillon7@nhs.scot
Inverclyde	Sandra.reynolds4@nhs.scot
Renfrewshire	Interim - narinder.dhillon7@nhs.scot or hannah.mcphail@nhs.scot
West Dunbartonshire	joan.miller@ggc.scot.n

Trish Cawley
13/11/2023

ACTION	PHS Alert 2023/24 -UK-wide outbreak of Salmonella Saintpaul t5.812														
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Community Pharmacy Communication Update

Date: Thursday 16th November 2023



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REMINDERS:

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	<p>The patient leaflet on direct access to telephone interpreting is now available in 40 languages.</p> <p>This important resource explains how to use our telephone interpreting service to contact any NHS Greater Glasgow and Clyde service.</p> <p>For example, patients can use the service to call from home and make an appointment with their GP, discuss medications with their Pharmacy, book a Maternity appointment or contact NHS 24.</p> <p>The leaflet explains how to use the service by calling or by using a mobile app. It provides codes specific to patients using NHSGGC services so can only be used for this purpose.</p> <p>All leaflets are available on the NHSGGC website. Please make them available to any service users who need this support.</p>

If you have any questions or require a language not yet produced, please contact us at equality@ggc.scot.nhs.uk

Susan Thompson - Communications Manager
14/11/2023

REMINDER

Updated Resource for Clinically Significant Drug Interactions with Tobacco Smoking


14. Bulletin for SPS clinical drug interac
Attached

Please find a attached letter informing of updates to resources for Clinically Significant Drug Interactions with Tobacco Smoking. The document can also be found by clicking the link below:

www.communitypharmacy.scot.nhs.uk/nhs-boards/nhs-greater-glasgow-clyde/pharmacy-services/smoking-cessation-public-health-service

Alexandra Thurlow - Public health Pharmacist
14/11/2023

REMINDER

UPDATE: NHS Circular: PCA (P)(2023) 17

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Alison McAuley - Central Prescribing Team
14/11/2023

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Local Implementation Group - Friday 24th November 2023


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Noted below are the contact details for the Pharmacy Champions. If you have any points you would like to raise at this meeting, please speak to your Pharmacy Champion in the first instance –


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East Renfrewshire	elizabeth.roddick@nhs.scot
Glasgow City - North East	hannah.mcphail@nhs.scot

	Glasgow City - North West	garry.scott@nhs.scot or stuart.dinnie@nhs.scot
	Glasgow City - South	Karen.macdonald4@ggc.scot.nhs.uk or narinder.dhillon7@nhs.scot
	Inverclyde	Sandra.reynolds4@nhs.scot
	Renfrewshire	Interim - narinder.dhillon7@nhs.scot or hannah.mcphail@nhs.scot
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Trish Cawley 14/11/2023		

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REMINDER	Identification & Reporting of Missed OST Doses 25/10/2023
 Identification & Reporting of missed	<p>The ADRS team have been working to support Community Pharmacy Teams by reviewing self audits when issues are identified around medicine incidents associated with the delivery of the service. When incidents show up on a fairly regular basis it allows the team to support by providing guidance which can help minimise the risk of the incident happening again.</p> <p>Recently there have been a few incidents highlighted where patients have missed doses of their medication. Amanda Laird, one of our Leads within the service, has kindly put the attached document together to help and support with this.</p> <p>If you are an OST service provider, then please familiarise yourself with this information</p> <p>Alan Harrison 07/11/2023</p>

<u>REMINDER</u>	Change in practice from 6th November 2023: Dual Antiplatelet Therapy with Prasugrel following Percutaneous Coronary Intervention
 <p>Neo OST User Guide- Update Oct :</p>	<ul style="list-style-type: none"> • Prasugrel will replace ticagrelor, in combination with aspirin, as the dual antiplatelet therapy (DAPT) agent of choice post-PCI for the majority of patients in NHSGGC from Monday 6th November 2023 • This change will only affect new patients undergoing PCI; there will be no change in therapy for patients currently prescribed ticagrelor, who should complete their pre-specified course • Choice and duration of DAPT will continue to be directed by the PCI operator – information on DAPT for each patient is included on the CATHI report and IDL which can be accessed through the Golden Jubilee National Hospital Portal <p>Further information can be found in the Medicines Update Blog</p> <p>Iona Paterson 07/11/2023</p>

<u>REMINDER</u>	Community Pharmacy and Near Me
 <p>Near Me Video Consulting in Pharm</p>	<p>Please find attached a one pager regarding the Near Me Video consulting platform with links which give more details on how to use. This is another tool that can be used to help in supporting patients within our communities when unable to attend the Community Pharmacy.</p> <p>Alan Harrison</p> <p>06/11/2023</p>

<u>REMINDER</u>	How to Download and Edit an Excel Workbook from the Community Pharmacy Website
	<p>Visit the Website: NHS Community Pharmacy Website (scot.nhs.uk)</p> <p>Click the Link: Find the download link and click on it.</p> <p style="text-align: center;">Electronic Claiming Workbook (ECW)</p> <p>All pharmacies in all HSCPs should now be using the ECW for all claims relating to locally negotiated pharmacy services (see ECW) for details. Please see below for the User Guide and the Workbook.</p> <ul style="list-style-type: none"> • User Guide for Electronic Claiming Workbook (ECW) for GGC Community Pharmacy Local Claims • Electronic Claiming Workbook v1.6 <p>Download File:</p>

We've opened your file for quick and easy viewing right in Microsoft Edge. Choose Download file if you want to use it later. [Download file](#)


Excel ecw-v16 - View-only Search for tools, help, and more (Alt + Q)

File **Home** Insert Draw Page Layout Formulas Data Review View Help

Undo Copy Paste Font Size: 12 Bold Gridlines Undo Redo Styles

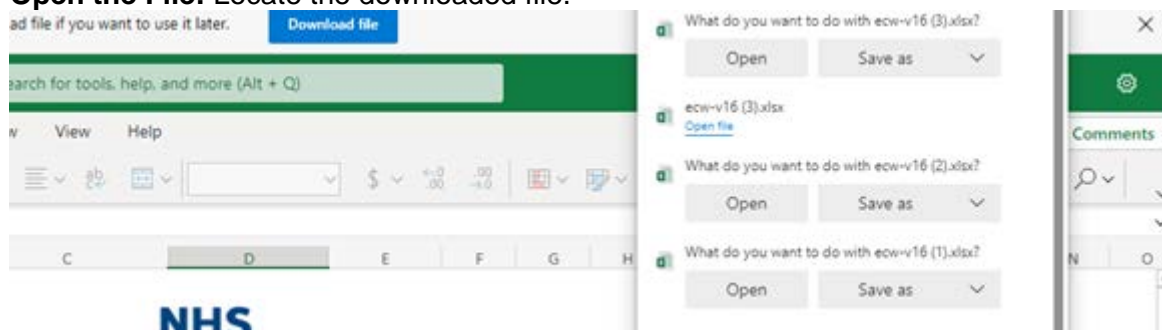
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1	Version 1.6		Sep-23		
2					
3	Pharmacy Name		Auto Populates		
4	Pharmacy Address 1		Auto Populates		
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What do you want to do with ecw-v16 (3).xlsx?
Open Save as

ecw-v16 (3).xlsx
Open file

What do you want to do with ecw-v16 (2).xlsx?
Open Save as

What do you want to do with ecw-v16 (1).xlsx?
Open Save as


NHS

Enable Editing: If needed, click "Enable Editing" to make changes.

PROTECTED VIEW Be careful—files from the Internet can contain viruses. Unless you need to edit, it's safer to stay in Protected View. Enable Editing

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Lauren Keenan
06/11/2023

<u>REMINDER</u>	PCA(P) 2023 40 - EXTENSION TO SERIOUS SHORTAGE PROTOCOL (SSP) ISSUED FOR ESTRADOT® (ESTRADIOL HEMIHYDRATE) 100 MICROGRAM PATCHES
	Please see link below PCA(P)40 https://www.sehd.scot.nhs.uk/pca/PCA2023(P)40.pdf
	03/11/2023

Communication Update Index link

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Community Pharmacy Communication Update


Date: Tuesday 21st November 2023



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- **Intelligence Alert - Community Pharmacy**
- **Upcoming Webinar for CPNSS**
- **Recording for Electronic Claiming Webinar**
- **Foundation Training Year is Changing**
- **PCA (P)(2023) 41 - Extension To Serious Shortage Protocol (SSP) for Clarithromycin 125mg/5ml Oral Suspension**
- **FVCV Winter Vaccines Briefings for HSCW use**
- **Practitioner & Counter Fraud Services (P&CFS) and Community Pharmacy Scotland (CPS)**
- **Unlicensed Guanfacine**
- **Change of Salbutamol Preferred List Choice in NHSGGC**
- **Memo: Elvanse and Elvanse Adult Capsules**

URGENT ACTION	Intelligence Alert - Community Pharmacy
 Community Pharmacy Telephone Attached	Further to the message in the newsletter dated 7 th of November, please see attached communication from counter fraud services. Alan Harrison 15/11/2023

ACTION	Upcoming Webinar for CPNSS
	The Common Clinical Conditions (CCC) Advisory Group is pleased to announce an evening webinar as detailed below. <u>Community Pharmacy Nutrition Support Service</u> Wednesday 22nd November @7pm - click here to join the meeting - 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 Pamela Macintyre 31/10/2023

ACTION	Recording for Electronic Claiming Webinar
	The Common Clinical Conditions (CCC) Advisory Group recently held a Webinar for Electronic Claiming, The recording for the webinar is available here: NHS Community Pharmacy Website (scot.nhs.uk) , along with the presentation. Pamela Macintyre 20/11/2023


ACTION	Foundation Training Year is Changing
	<p>From 2025 all UK pharmacy graduates will leave university prescriber-ready.</p> <p>They will complete their prescriber training as part of their Foundation Training Year (FTY). Therefore, from Aug 2025 all FTY's will need a Designated Prescribing Practitioner (DPP) in addition to their Designated Supervisor (DS) – although this can be the same person.</p> <p><u>What does this mean for me?</u></p> <p>If you currently offer or would like to offer a FTY placement from 2025 onwards you will need to identify a pharmacist with suitable experience to be a DS and, in addition a pharmacist or other suitable healthcare professional to be a DPP.</p> <p>Further information about these roles can be found here and here (Turas sign-in required).</p> <p>Pamela Macintyre 20/11/2023</p>


ACTION	PCA (P)(2023) 41 - Extension to Serious Shortage Protocol (SSP) for Clarithromycin 125mg/5ml Oral Suspension
	<p>Please find link below to PCA(P)(2023)41 – Extension To Serious Shortage Protocol (Ssp) For Clarithromycin 125mg/5ml Oral Suspension</p> <p>PCA2023(P)41.pdf (scot.nhs.uk)</p> <p>21/11/2023</p>


ACTION	FVCV Winter Vaccines Briefings for HSCW use
	<p>Public Health Scotland (PHS) has produced two Flu and COVID-19 vaccines: Winter Vaccines briefings – one for healthcare workers and one for social care workers.</p> <p>The briefings aim to raise awareness of the offer of these vaccines to frontline healthcare and social care workers. They explain who is eligible, how people can arrange an appointment, benefits of getting vaccinated, etc.</p> <p>You can find the briefings within the following toolkits, which also contain a number of other resources such as email footers and social media assets:</p> <ul style="list-style-type: none"> • Winter vaccine toolkit for healthcare workers • Winter vaccine toolkit for social care workers <p>We have also produced two winter flu and COVID-19 vaccines information sheets for professionals working with people with underlying health conditions. They aim to highlight the key messages of the winter flu and COVID-19 vaccination programmes.</p> <ul style="list-style-type: none"> • Flu and COVID-19 vaccines: Information for professionals, advocates and organisations working with people at higher risk • Flu and COVID-19 vaccines: Information for health professionals working with people with a kidney condition

	<p>We hope they will support colleagues in sharing key information with relevant colleagues, networks, volunteers, and community members – please share locally.</p> <p>Public health Scotland 21/11/2023</p>
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ACTION	Joint Communication from Practitioner & Counter Fraud Services (P&CFS) and Community Pharmacy Scotland (CPS)
	<p>Practitioner & Counter Fraud Services (P&CFS) and Community Pharmacy Scotland (CPS) continue to work collaboratively to return to timely payments being made with accurate information provided.</p> <p>eSchedule Communication</p> <p>CPS and PCFS held a workshop on Thursday 9th November to look at eSchedules in detail and consider how to make these clearer and more user friendly for contractors. Your next eSchedule will include a guidance note on changes to the current schedule – please look out for that. We are also developing an interactive contractor guide with specific links to over/underpayments, and this will be shared with you in the coming weeks.</p> <p>Payment Exceptions Process</p> <p>A guidance document on P&CFS payment exceptions process has been developed and is undergoing final internal checks. The purpose is to show the process contractors can follow to seek an exceptional payment where the estimated payment is insufficient. The document will be shared with contractors by 24 November.</p> <p>NHS National Services Scotland</p> <p>21/11/2023</p>

IMPORTANT INFORMATION	Unlicensed Guanfacine
 Guanfacine Supply Issues.docx Attached	<p>Please find an attached memo on Unlicensed Guanfacine.</p> <p>Carol Smart 15/11/2023</p>

IMPORTANT INFORMATION	Change of Salbutamol Preferred List Choice in NHSGGC
 Change of preferred list salbua Attached	<p>Please find an attached memo on Change of Salbutamol Preferred List Choice in NHSGGC</p> <p>Pamela Macintyre 16/11/2023</p>

IMPORTANT INFORMATION	Memo: Elvanse and Elvanse Adult Capsules
 Memo Elvanse and Elvanse Adult Capsule Attached	<p>Please find an attached memo on Elvanse and Elvanse Adult Capsules.</p> <p>Pamela Macintyre 17/11/2023</p>

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Community Pharmacy Communication Update

Date: Thursday 23rd November 2023




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

In this edition –

- **Electronic Claiming Workbook Payments for December**

ACTION	Electronic Claiming Workbook Payments for December
	<p>Due to contractors being paid a week earlier in December, please note the cut-off date for the submission of the December 2023 Electronic Claiming Workbooks (ECW) has been changed from 6th December to 29th November 2023. This will allow the Community Pharmacy Development Team (CPDT) to forward payments to PSD prior to their cut-off date of 8th December.</p> <p>All ECW's received after 29th November 2023 will be processed for payment in January 2024.</p> <p>CPDT 23/11/2023</p>

REMINDERS:

<u>REMINDER</u>	Intelligence Alert - Community Pharmacy
 <p>Community Pharmacy Telephone Attached</p>	<p>Further to the message in the newsletter dated 7th of November, please see attached communication from counter fraud services.</p> <p>Alan Harrison 15/11/2023</p>

<u>REMINDER</u>	Recording for Electronic Claiming Webinar
	<p>The Common Clinical Conditions (CCC) Advisory Group recently held a Webinar for Electronic Claiming,</p> <p>The recording for the webinar is available here: NHS Community Pharmacy Website (scot.nhs.uk), along with the presentation.</p> <p>Pamela Macintyre 20/11/2023</p>


<u>REMINDER</u>	Foundation Training Year is Changing
	<p>From 2025 all UK pharmacy graduates will leave university prescriber-ready.</p> <p>They will complete their prescriber training as part of their Foundation Training Year (FTY). Therefore, from Aug 2025 all FTY's will need a Designated</p>


	<p>Prescribing Practitioner (DPP) in addition to their Designated Supervisor (DS) – although this can be the same person.</p> <p><u>What does this mean for me?</u> If you currently offer or would like to offer a FTY placement from 2025 onwards you will need to identify a pharmacist with suitable experience to be a DS and, in addition a pharmacist or other suitable healthcare professional to be a DPP.</p> <p>Further information about these roles can be found here and here (Turas sign-in required).</p> <p>Pamela Macintyre 20/11/2023</p>
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<u>REMINDER</u>	PCA (P)(2023) 41 - Extension to Serious Shortage Protocol (SSP) for Clarithromycin 125mg/5ml Oral Suspension
	<p>Please find link below to PCA(P)(2023)41 – Extension To Serious Shortage Protocol (Ssp) For Clarithromycin 125mg/5ml Oral Suspension</p> <p>PCA2023(P)41.pdf (scot.nhs.uk)</p> <p>21/11/2023</p>

<u>REMINDER</u>	FVCV Winter Vaccines Briefings for HSCW use
	<p>Public Health Scotland (PHS) has produced two Flu and COVID-19 vaccines: Winter Vaccines briefings – one for healthcare workers and one for social care workers.</p> <p>The briefings aim to raise awareness of the offer of these vaccines to frontline healthcare and social care workers. They explain who is eligible, how people can arrange an appointment, benefits of getting vaccinated, etc.</p> <p>You can find the briefings within the following toolkits, which also contain a number of other resources such as email footers and social media assets:</p> <ul style="list-style-type: none"> • Winter vaccine toolkit for healthcare workers • Winter vaccine toolkit for social care workers <p>We have also produced two winter flu and COVID-19 vaccines information sheets for professionals working with people with underlying health conditions. They aim to highlight the key messages of the winter flu and COVID-19 vaccination programmes.</p> <ul style="list-style-type: none"> • Flu and COVID-19 vaccines: Information for professionals, advocates and organisations working with people at higher risk • Flu and COVID-19 vaccines: Information for health professionals working with people with a kidney condition <p>We hope they will support colleagues in sharing key information with relevant colleagues, networks, volunteers, and community members – please share locally.</p> <p>Public health Scotland 21/11/2023</p>


<u>REMINDER</u>	Joint Communication from Practitioner & Counter Fraud Services (P&CFS) and Community Pharmacy Scotland (CPS)
	<p>Practitioner & Counter Fraud Services (P&CFS) and Community Pharmacy Scotland (CPS) continue to work collaboratively to return to timely payments being made with accurate information provided.</p> <p>eSchedule Communication</p> <p>CPS and PCFS held a workshop on Thursday 9th November to look at eSchedules in detail and consider how to make these clearer and more user friendly for contractors. Your next eSchedule will include a guidance note on changes to the current schedule – please look out for that. We are also developing an interactive contractor guide with specific links to over/underpayments, and this will be shared with you in the coming weeks.</p> <p>Payment Exceptions Process</p> <p>A guidance document on P&CFS payment exceptions process has been developed and is undergoing final internal checks. The purpose is to show the process contractors can follow to seek an exceptional payment where the estimated payment is insufficient. The document will be shared with contractors by 24 November.</p> <p>NHS National Services Scotland</p> <p>21/11/2023</p>

<u>REMINDER</u>	Unlicensed Guanfacine
 <p>Guanfacine Supply Issues.docx</p>	<p>Please find an attached memo on Unlicensed Guanfacine.</p> <p>Carol Smart 15/11/2023</p>


<u>REMINDER</u>	Change of Salbutamol Preferred List Choice in NHSGGC
 <p>Change of preferred list salbua</p>	<p>Please find an attached memo on Change of Salbutamol Preferred List Choice in NHSGGC</p> <p>Pamela Macintyre 16/11/2023</p>

<u>REMINDER</u>	Memo: Elvanse and Elvanse Adult Capsules
 <p>Memo Elvanse and Elvanse Adult Capsule</p>	<p>Please find an attached memo on Elvanse and Elvanse Adult Capsules.</p> <p>Pamela Macintyre 17/11/2023</p>

<u>REMINDER</u>	Direct Patient Access to Telephone Interpreting - New Languages Added
	<p>The patient leaflet on direct access to telephone interpreting is now available in 40 languages.</p> <p>This important resource explains how to use our telephone interpreting service to contact any NHS Greater Glasgow and Clyde service.</p> <p>For example, patients can use the service to call from home and make an appointment with their GP, discuss medications with their Pharmacy, book a Maternity appointment or contact NHS 24.</p> <p>The leaflet explains how to use the service by calling or by using a mobile app. It provides codes specific to patients using NHSGGC services so can only be used for this purpose.</p> <p>All leaflets are available on the NHSGGC website. Please make them available to any service users who need this support.</p> <p>If you have any questions or require a language not yet produced, please contact us at equality@ggc.scot.nhs.uk</p> <p>Susan Thompson - Communications Manager 14/11/2023</p>

<u>REMINDER</u>	Updated Resource for Clinically Significant Drug Interactions with Tobacco Smoking
 <p>14. Bulletin for SPS clinical drug interact</p> <p>Attached</p>	<p>Please find a attached letter informing of updates to resources for Clinically Significant Drug Interactions with Tobacco Smoking. The document can also be found by clicking the link below:</p> <p>www.communitypharmacy.scot.nhs.uk/nhs-boards/nhs-greater-glasgow-clyde/pharmacy-services/smoking-cessation-public-health-service</p> <p>Alexandra Thurlow - Public health Pharmacist 14/11/2023</p>

<u>REMINDER</u>	UPDATE: NHS Circular: PCA (P)(2023) 17
	<p>Please could Community Pharmacy Contractors take a moment to refresh and share the circular below with all dispensing staff.</p> <p>https://www.sehd.scot.nhs.uk/pca/PCA2023(P)17.pdf</p> <p>As of 1st May 2023:</p> <ul style="list-style-type: none"> • for liquid products listed in part 7S, that price applies to equivalent suspensions and solutions; • for soft paraffin based products listed in part 7S, that price applies to equivalent products with a yellow or white soft paraffin base; • no additional authorisation is required when dispensing products listed in part 7S; and • please refer to the Scottish Drug Tariff for pricing information. <p>Alison McAuley - Central Prescribing Team 14/11/2023</p>

<u>REMINDER</u>	PHS Alert 2023/24 -UK-wide outbreak of Salmonella Saintpaul t5.812														
 <p>phs alert 2023-24.pdf</p> <p>Attached</p>	<p>Please find below and attached an alert from Public Health Scotland regarding a UK-wide outbreak of Salmonella Saintpaul t5.812 for your awareness.</p> <table border="1" data-bbox="379 309 1358 725"> <thead> <tr> <th data-bbox="379 309 660 360">Information</th> <th data-bbox="660 309 1358 360">Description</th> </tr> </thead> <tbody> <tr> <td data-bbox="379 360 660 412">Heading</td> <td data-bbox="660 360 1358 412">UK-wide outbreak of <i>Salmonella</i> Saintpaul t5.812</td> </tr> <tr> <td data-bbox="379 412 660 463">Source</td> <td data-bbox="660 412 1358 463">PHS Alert – 2023/24</td> </tr> <tr> <td data-bbox="379 463 660 562">Summary</td> <td data-bbox="660 463 1358 562">Information on a UK-wide outbreak of <i>Salmonella</i> Saintpaul t5.812</td> </tr> <tr> <td data-bbox="379 562 660 613">Timescale</td> <td data-bbox="660 562 1358 613">To remain on HPZone until 23:59 on 11 December 2023</td> </tr> <tr> <td data-bbox="379 613 660 665">Reference</td> <td data-bbox="660 613 1358 665">Attached</td> </tr> <tr> <td data-bbox="379 665 660 725">HPZone context</td> <td data-bbox="660 665 1358 725">Salmonella Saintpaul t5.812 2023</td> </tr> </tbody> </table> <p>PHS Alert 14/11/2023</p>	Information	Description	Heading	UK-wide outbreak of <i>Salmonella</i> Saintpaul t5.812	Source	PHS Alert – 2023/24	Summary	Information on a UK-wide outbreak of <i>Salmonella</i> Saintpaul t5.812	Timescale	To remain on HPZone until 23:59 on 11 December 2023	Reference	Attached	HPZone context	Salmonella Saintpaul t5.812 2023
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We are keen for any feedback you have about this Update. Please submit your comments/suggestions to: cpdt@gqc.scot.nhs.uk

Community Pharmacy Communication Update

Date: Tuesday 28th November 2023




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In this edition –



- **Electronic Claiming Workbook Payments for December**
- **CORRECTION – Update to Transport Protocol**
- **Primary Care Strategy Bulletin Issue 3**
- **Career Framework Research**
- **UPDATE OOH Prescription Stationery**
- **Update to Electronic Claiming Workbook (ECW)**

IMPORTANT INFORMATION	Electronic Claiming Workbook Payments for December
	<p>Due to contractors being paid a week earlier in December, please note the cut-off date for the submission of the December 2023 Electronic Claiming Workbooks (ECW) has been changed from 6th December to 29th November. This will allow the Community Pharmacy Development Team (CPDT) to forward payments to PSD prior to their cut-off date of 8th December.</p> <p>All ECW's received after 29th November 2023 will be processed for payment in January 2024.</p> <p>CPDT 23/11/2023</p>

ACTION	CORRECTION – Update to Transport Protocol
	<p>Please note the information included in the Communications Update on Tuesday 21st November regarding the Update to Transport Protocol was issued in error.</p> <p>This facility is only available to Palliative Care Network Pharmacies. Non-network pharmacies should not use the information to access courier services.</p> <p>Apologies for any inconvenience this may cause.</p> <p>Trish Cawley 28/11/2023</p>

ACTION	Primary Care Strategy Bulletin Issue 3
 Primary Care Strategy our contribution Attached	<p>Please find attached the Primary Care Strategy Bulletin. This is a bi-monthly update on progress, highlights and feedback on development of the primary care strategy.</p> <p>Alan Harrison 27/11/2023</p>

ACTION	Career Framework Research
<p data-bbox="183 190 271 280">  FAQ.pdf </p> <p data-bbox="119 324 335 481">  Career Pathway Pharmacy Techniciar Attached </p>	<p data-bbox="375 152 1540 291"> The National Pharmacy Technician Group Scotland invites you to participate in groundbreaking research that will reimagine the roles of Pharmacy Support Staff (including Community Pharmacy) and Pharmacy Technicians across all sectors and in all areas of pharmacy in Scotland. </p> <p data-bbox="375 324 1468 392"> The survey will be open until Sunday 7th January. Please review the attached documents, including the frequently asked questions, before completing the survey. </p> <p data-bbox="375 425 1516 526"> The research is a survey that all Pharmacy Support Staff and Pharmacy Technicians in Scotland can complete in the time it takes to make a good cup of tea. It can be completed from the link provided or the QR code below. </p> <p data-bbox="375 560 1524 627"> https://forms.office.com/Pages/ResponsePage.aspx?id=veDvEDCgykuAnLXmdF5Jmq9nu_YetQ5Av3TaqJ2pB1FUOEQ1VIIEWVIPRTIEQU00SIBORTBOT1pDVC4u </p> <div data-bbox="375 660 670 952" style="text-align: center;">  <p data-bbox="406 694 638 728">Career Pathway Research</p> <p data-bbox="383 862 662 884">Pharmac...armacy</p> </div> <p data-bbox="375 1019 1316 1052"> This is your opportunity to influence the future development of your role. </p> <p data-bbox="375 1086 989 1153"> National Pharmacy Technician Group Scotland 28/11/2023 </p>

ACTION	UPDATE OOH Prescription Stationery
<p data-bbox="135 1332 319 1422">  PCA(M) 2021.pdf </p> <p data-bbox="151 1467 303 1624">  E Prescribing Letter.pdf Attached </p>	<p data-bbox="375 1299 1396 1366"> As a reminder please see attached the E Prescribing letter update to the communication below which was previously circulated on the 14/3/2023. </p> <p data-bbox="375 1400 1516 1500"> As part of the introduction of the Electronic Transfer of Prescriptions from Out of Hours Centres (see PCA(M)(2021)13 - attached) a change was made to the prescription stationery that was to be used. </p> <p data-bbox="375 1534 1444 1601"> As a result, <u>ALL</u> prescribers working in Out of Hours Centres - regardless of their professional designation - should use the GP10(SS)5 form (see below for image). </p> <p data-bbox="375 1635 1532 1702"> Therefore, a replacement prescription is <u>not</u> required if you receive a prescription signed by a NMP e.g. a Nurse. </p>

GP(SS)5 NATIONAL HEALTH SERVICE (SCOTLAND)

Name: Joe Bloggs
Address: 1 Anywhere Street, Edinburgh
Age: 12 yrs
Sex: Male
Phone: 081 1AA
NHS No: 0101011111
Prescription No: 01.11.2021

Codeine 15mg tablets
Dose <25> tablets
Use sparingly
<00000000322502004>

Barcode: A777 6 (X) 0004 0124


Signature of Doctor: 7011001
Date: 01.11.2021
Role: Independent Prescriber

Professional Registration Number/Abbreviated Role Type and Level: 00830083

Annotations:

- All COH Prescribers can use GP10(SS)5 stationary
- Barcode – UPN character 7:
 - (W) indicates Nurse Prescriber Role
 - (X) indicates Pharmacist Prescriber Role
 - (Y) indicates all other AHP Prescriber Roles
- Textual description of Role Type and Level
- Professional Registration Number/Abbreviated Role Type and Level

Pamela Macintyre – Lead Pharmacist
28/11/2023

ACTION	Update to Electronic Claiming Workbook (ECW)
 ECW.xlsx Attached	<p>Please find attached an updated version of the Electronic Claiming Workbook (ECW).</p> <p>Version 1.7 contains up to date contractor codes for those pharmacies who have recently transferred ownership, along with admin changes relating to the CPD Team.</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 28/11/2023</p>

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Community Pharmacy Communication Update

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FAQ.pdf



Career Pathway
Pharmacy Technician

Attached

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REMINDER

UPDATE OOH Prescription Stationery



PCA(M) 2021.pdf



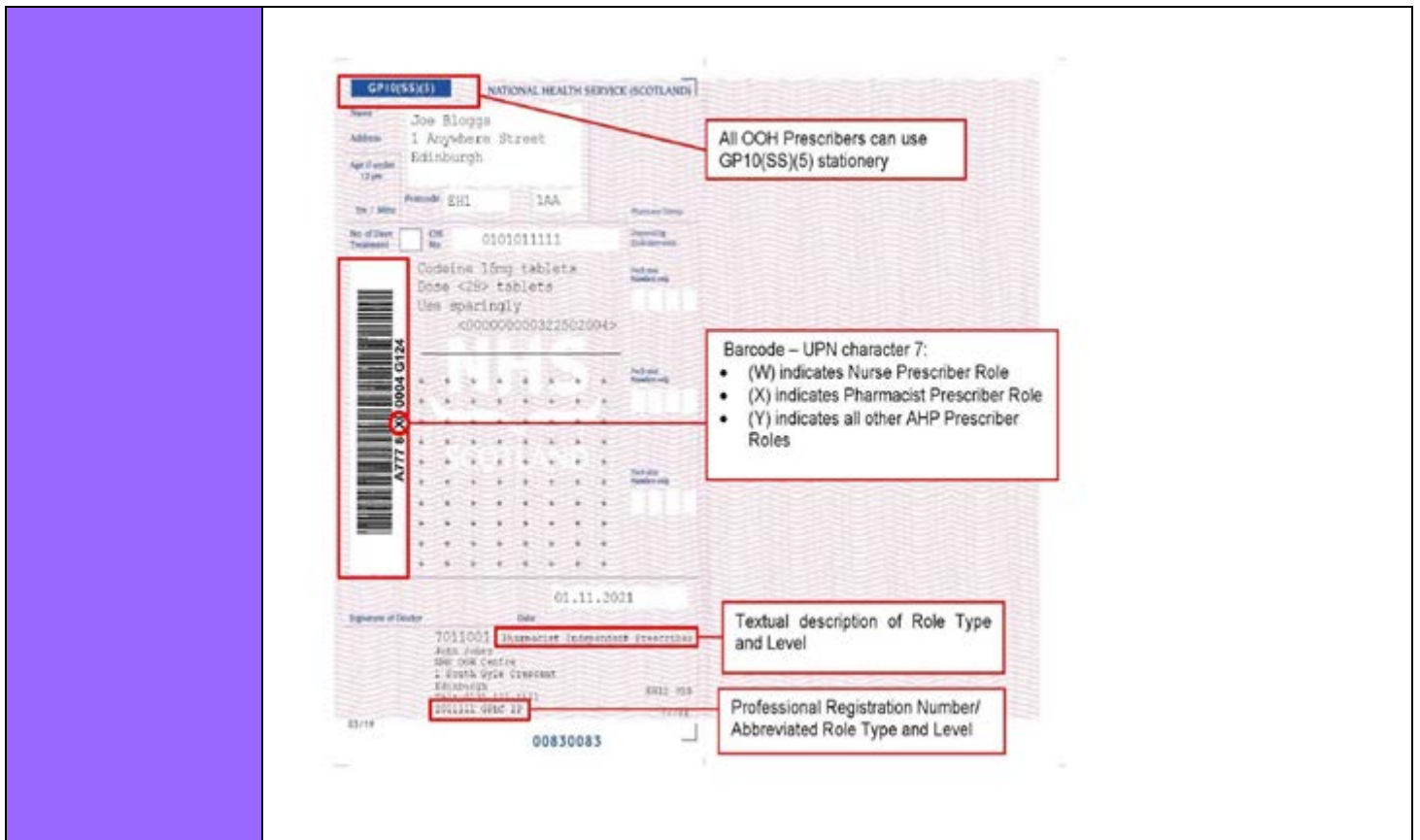
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Public health Scotland
21/11/2023

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NHS National Services Scotland


21/11/2023


REMINDER

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