

Community Pharmacy Communication Update

Date: Tuesday 5th December 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

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


הצוות של CPD מאחל לכל חברי רשת בתי המרקחת הקהילתית שלנו, חג חנוכה שמח


In this edition –


- **Estimated Payments September Processing/November 2023 Payment**
- **DRUG ALERT CLASS 4 NO 40 2023 - CLASS 4 MEDICINES DEFECT INFORMATION - CAUTION IN USE - TEVA UK LTD - CARAMET 25/100MG CR TABLETS**
- **Smoking Cessation – Zyban**
- **December 2023 Pre-approved Price List**
- **How to Fill in the MCA Claim Form on the Electronic Claiming Workbook (ECW)**

ACTION	Estimated Payments September Processing/November 2023 Payment
	<p>As you'll be aware we've been in the process of implementing a new system, nDCVP. As part of this implementation some unexpected technical challenges were experienced.</p> <p>Processing times and key rates are currently lower than we anticipated and this has resulted in a post-implementation backlog with the new system. We are doing everything possible to recover this situation to return to normal, but given the current challenges, we are writing to inform you that all Pharmacy contractors will receive estimated payments this month, November 2023 for September 2023 dispensing.</p> <p>Our immediate focus is to ensure all contractors receive a payment on time and that any underpayments are paid by BACs as soon as we have calculated them. We are working hard to resolve these issues to enable a return to actual payments for all contractors as soon as possible. Where estimates are needed, we will keep you and your NHS Boards informed and work to reconcile these as quickly as possible.</p> <p>We will inform all CPs of their payment in respect of the value of the estimated payment, which will be paid on the 30 November 2023, and this communication will be issued via a mail merge on or before the payment date of 30 November 2023.</p> <p>If there are any underpayments due to you from the October 2023 estimated payments (August 2023 dispensing), these will be paid by BACs as soon as they have been calculated, if you have not already received them, and any overpayments will be recovered from the next available actual month's payment schedule.</p> <p>We have updated our e-schedule communications to explain the detail within the schedules. We will continue to seek to resolve the ongoing issues and put in place steps to improve this situation as soon as possible and appreciate your patience while we implement this new pricing system.</p>

	<p>This has also been published on our website: www.nss.nhs.scot/pharmacy-services/epharmacy-customer-helpdesk/epharmacy-customer-helpdesk/</p> <p>Gaynor Milligan</p> <p>05/12/2023</p>
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ACTION	DRUG ALERT CLASS 4 NO 40 2023 - CLASS 4 MEDICINES DEFECT INFORMATION - CAUTION IN USE - TEVA UK LTD - CARAMET 25/100MG CR TABLETS
 drug alert.pdf Attached	Please find attached Drug Alert Class 4 no 40 2023 - Class 4 medicines defect information - caution in use - Teva UK Ltd - Caramet 25/100mg CR tablets Public Health 05/12/2023

ACTION	Smoking Cessation - Zyban
 Smoking Cessation Zyban.doc Attached	Please find attached an update from Public health, advising that Bupropion (Zyban®) is once again available for ordering. Annette Robb Public Health 05/12/2023

ACTION	December 2023 Pre-approved Price List
 Guide Prices for Commonly Requeste Attached	Please find attached pre-approved price list for December 2023 Kathryn Chisholm 05/12/2023

IMPORTANT INFORMATION	How to Fill in the MCA Claim Form on the Electronic Claiming Workbook (ECW)
	<p>To facilitate the efficient processing of your MCA Claim, please ensure that your ECW form includes the following essential information:</p> <ol style="list-style-type: none"> 1. Claiming Month 2. Number of Patients 3. Attached Invoice <p>Invoice Requirements:</p> <ul style="list-style-type: none"> • Contains a clear invoice number • Includes relevant VAT information. • Note: We are unable to accept context lists, delivery notes, or images of shopping carts. Only invoices meeting the specified criteria will be processed. <p>Please refer to the sections highlighted in yellow on the form as they provide guidance on where to input the required information.</p> <p>Follow the example provided below when completing your form.</p>

MCA CLAIM FORM
Multi-Compartment Compliance Aids



Pharmacy Name	Auto Populates
Contractor Code	0
Date	00/01/1900
Claim Month	November

PLEASE NOTE: THIS CLAIM WILL NOT BE PROCESSED UNLESS ACCOMPANIED WITH A SUPPORTING INVOICE

Number of patients the pharmacy is providing with MCA trays * (excluding those in Care Homes)	100
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	Omnicell (number)	Omnicell Rate	Venalink (number)	Venalink Rate	Other Products (number)	Other Products Rate
Total number of Trays purchased	1	£57.50	1	£41.45	1	£8.00
Sundries and Associated Items						
Total £ Reimbursement Claimed		£57.50		£41.45		£8.00
		Total amount claimed (excluding VAT)				£106.95

For Office Use Only - Actual Authorised Payment

I declare that the information I have provided is correct and complete. I understand that, if I knowingly provide false information, this may result in disciplinary action and I may be liable to prosecution and civil recovery.

CoverSheet COPD CPNSS HepC Hospital Discharge MCA OOH Prescription
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Lauren Keenan
05/12/2023

Communication Update Index link

[INDEX - Community Pharmacy Communications Updates](#)

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Community Pharmacy Communication Update


Date: Thursday 7th December 2023




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REMINDERS:

<u>REMINDER</u>	December 2023 Pre-approved Price List
 Guide Prices for Commonly Requested Attached	Please find attached pre-approved price list for December 2023 Kathryn Chisholm 05/12/2023


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<u>REMINDER</u>	DRUG ALERT CLASS 4 NO 40 2023 - CLASS 4 MEDICINES DEFECT INFORMATION - CAUTION IN USE - TEVA UK LTD - CARAMET 25/100MG CR TABLETS
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	<p>soon as possible. Where estimates are needed, we will keep you and your NHS Boards informed and work to reconcile these as quickly as possible.</p> <p>We will inform all CPs of their payment in respect of the value of the estimated payment, which will be paid on the 30 November 2023, and this communication will be issued via a mail merge on or before the payment date of 30 November 2023.</p> <p>If there are any underpayments due to you from the October 2023 estimated payments (August 2023 dispensing), these will be paid by BACs as soon as they have been calculated, if you have not already received them, and any overpayments will be recovered from the next available actual month's payment schedule.</p> <p>We have updated our e-schedule communications to explain the detail within the schedules. We will continue to seek to resolve the ongoing issues and put in place steps to improve this situation as soon as possible and appreciate your patience while we implement this new pricing system.</p> <p>This has also been published on our website: www.nss.nhs.scot/pharmacy-services/epharmacy-customer-helpdesk/epharmacy-customer-helpdesk/</p> <p>Gaynor Milligan 05/12/2023</p>
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<u>REMINDER</u>	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>

<u>REMINDER</u>	Primary Care Strategy Bulletin Issue 3
 <p>Primary Care Strategy our contrib Attached</p>	<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>

REMINDER	Career Framework Research
 <p>FAQ.pdf</p>  <p>Career Pathway Pharmacy Technician</p>	<p>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>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>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>

Attached

https://forms.office.com/Pages/ResponsePage.aspx?id=veDvEDCgykuAnLXmdF5Jmq9nu_YetQ5Av3TaqJ2pB1FUOEQ1VIIWVPIRTIEQU00SIBORTBOT1pDVC4u



This is your opportunity to influence the future development of your role.

REMINDER

UPDATE OOH Prescription Stationery



PCA(M) 2021.pdf



E Prescribing Letter.pdf

As a reminder please see attached the E Prescribing letter update to the communication below which was previously circulated on the 14/3/2023.


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.

As a result, ALL prescribers working in Out of Hours Centres - regardless of their professional designation - should use the GP10(SS)5 form (see below for image).

Therefore, a replacement prescription is not required if you receive a prescription signed a NMP e.g. a Nurse.

A scan of a GP10(SS)5 form from the National Health Service (Scotland). The form is for Joe Bloggs, 1 Anywhere Street, Edinburgh. It includes a barcode with the number A777 8 (X) 0004 0124. The form is annotated with red boxes and callouts:

- A box around the form title 'GP10(SS)5' is annotated with 'All OOH Prescribers can use GP10(SS)5 stationery'.
- A box around the barcode is annotated with 'Barcode - UPN character 7:' followed by a list: '(W) indicates Nurse Prescriber Role', '(X) indicates Pharmacist Prescriber Role', and '(Y) indicates all other AHP Prescriber Roles'.
- A box around the text 'Pharmacist Independent Prescriber' is annotated with 'Textual description of Role Type and Level'.
- A box around the number '201332-686C 12' is annotated with 'Professional Registration Number/ Abbreviated Role Type and Level'.

<u>REMINDER</u>	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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- **Smoking Cessation Training - Wednesday 24th January 2024**
- **Requests for Ventolin® Evohalers**
- **National Patient Safety Alert /2023/016/Dhsc – Potential For Inappropriate Dosing Of Insulin When Switching Insulin Degludec (Tresiba®) Products**
- **Enzalutamide Supply Via Community Pharmacy**
- **Sexual and Reproductive Health at the Pharmacy – Survey**
- **Valproate Safety Stakeholders Group**
- **Pre-approved price list**



ACTION	Smoking Cessation Training - Wednesday 24th January 2024
	<p>In order for a Community Pharmacy to become an accredited Quit Your Way Pharmacy, it is mandatory for a one day training programme to be completed by pharmacists, locums and support staff – 9am- 3:00pm (approx).</p> <p>We presently have some places available for the event on Wednesday 24th January 2024, from 9am-3pm at Eastbank Training Centre, 22 Academy Street, Shettleston G32 9AA</p> <p>The training will include key elements from the NES Smoking Cessation training pack, together with brief intervention techniques and NRT products. This session is open to all pharmacy staff. Fees will be paid to the pharmacy contractor to cover the costs of staff attending, (as pre-reg students are paid through NES, no need to claim).</p> <p>Please contact us ASAP by phone on <u>0141 201 4945</u>, or by e-mail pharmacyhit@ggc.scot.nhs.uk</p> <p>Places will be allocated on a first-come basis and will be confirmed in writing.</p> <p>Lunch will be provided. Please inform us if you do not require lunch or you have special dietary requirements.</p> <p>Parking is available on a first come basis.</p> <p>An additional date will be available on Tuesday 20th February 2024, from 9am-3pm at Campanile Hotel, Tunnel St, Glasgow</p> <p>Annette Robb 12/12/2023</p>


ACTION	Requests for Ventolin® Evohalers
 Requests for Ventolin Evohalers.pdf Attachment	Please find attached memo - Requests for Ventolin® Evohalers Pamela Macintyre 06/12/2023

ACTION	National Patient Safety Alert /2023/016/Dhsc – Potential For Inappropriate Dosing Of Insulin When Switching Insulin Degludec (Tresiba®) Products
 NatPSA_2023_016_D HSC.pdf Attached	Please find attached a National Patient Safety Alert. Please note the content and recommended actions. Public Health 08/12/2023

ACTION	Enzalutamide Supply Via Community Pharmacy
	From time to time you may be asked to support a cancer patient by obtaining the drug Enzalutamide after initiation within the acute setting. In doing so, we would like to remind you of your obligation to purchase the medicine through the formal UK supply chain from Astellas, via the wholesaler Alliance. You will be advised of this when a new patient commences; however, all details can be easily accessed at our website through the link below. This also applies to ALL ongoing supplies: NHS Community Pharmacy Website Alan Harrison 11/12/023

ACTION	Sexual and Reproductive Health at the Pharmacy - Survey
	Please share your experiences, practice and views on delivery of sexual and reproductive healthcare (SRH) at the pharmacy to help shape future research and development in Scotland! The survey takes under 10 minutes to complete, but you need to be logged into Office365 using your NHS account to access it. It can be completed on a phone or tablet as long as you have your login details. Please feel free to share with other pharmacists. https://forms.office.com/e/zM9Z5vtag3 Dr John Reynolds-Wright NES/CSO Clinical Lecturer in Sexual & Reproductive Health 12/12/2023

ACTION	Valproate Safety Stakeholders Group
 Valporate.pdf  Valporate 2.pdf Attached	Please find attached two documents reminding us of the importance to ensure patients who take valproate products are fully informed of the risks associated with treatment. I would be grateful if all staff could be reminded of this especially as we head into the busy two weeks before Christmas. Alan Harrison 12/12/2023

ACTION	Pre-approved price list
 price guide.pdf Attached	Please find attached the pre-approved list for Commonly Requested Unlicensed Medicines. Alison McAuley 12/12/2023

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Gaynor Milligan
05/12/2023

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<u>REMINDER</u>	Requests for Ventolin® Evohalers
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<p><u>REMINDER</u></p>	<p>Sexual and Reproductive Health at the Pharmacy - Survey</p>
	<p>Please share your experiences, practice and views on delivery of sexual and reproductive healthcare (SRH) at the pharmacy to help shape future research and development in Scotland!</p> <p>The survey takes under 10 minutes to complete, but you need to be logged into Office365 using your NHS account to access it. It can be completed on a phone or tablet as long as you have your login details. Please feel free to share with other pharmacists.</p> <p>https://forms.office.com/e/zM9Z5vtaq3</p> <p>Dr John Reynolds-Wright NES/CSO Clinical Lecturer in Sexual & Reproductive Health 12/12/2023</p>

<p><u>REMINDER</u></p>	<p>Valproate Safety Stakeholders Group</p>
 <p>Valporate.pdf</p>	<p>Please find attached two documents reminding us of the importance to ensure patients who take valproate products are fully informed of the risks associated with treatment.</p> <p>I would be grateful if all staff could be reminded of this especially as we head into the busy two weeks before Christmas.</p>



Valporate 2.pdf

Attached

Alan Harrison
12/12/2023

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Community Pharmacy Communication Update

Date: Tuesday 19th Decemeber 2023



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- **Message from Alan Harrison, Lead Pharmacist Community Care**
- **Levonorgestrel PGD v12**
- **NHS Circular: PCA(P)(2023) 42 - COMMUNITY PHARMACY PRACTITIONER CHAMPIONS**
- **Quit Your Way Smokefree App**
- **Development Opportunity Role**
- **GLP-1RA shortage info**
- **Advanced Notification – Patient Rights (Scotland) Act 2011 - Q3 Customer Complaints & Whistleblowing Survey**

Message from Alan Harrison, Lead Pharmacist Community Care

Can't believe that I am writing this Christmas communication as it seems like it was just yesterday that it was Christmas 2022.

Christmas is always a time of reflection and it's good to take a pause and think about everything that has been achieved over the last 12 months.

Community Pharmacies have continued to be at the forefront of care in the community with over 24.5 million prescriptions being dispensed across the GGC network in 2023.




You have played a huge part in ensuring that patients receive their medication and have gone to huge lengths to ensure patient care is maintained. This was never more evident than at the start of 2023 when there was a Strep A outbreak with many antibiotics going into shortage. The network, stepped up to the plate in obtaining what little was available and adapted quickly to the ever decreasing stock availability.

Shortages, in general, have continued to be a significant problem this year, but again the network has risen to the challenge and worked tirelessly to ensure that pharmaceutical care is maintained for all our citizens. We lost one of our established names on the High street this year when Lloyds changed ownership of their 48 contracts within NHS GGC. I would like to take this opportunity to thank the staff in each of these contracts for what must have been a turbulent and difficult time and also thank the new owners of these contracts who have worked extremely hard to ensure the changeover was as smooth as it could be.


The network continues to develop its Common Clinical Conditions service and we now have over 100 Independent Prescribers covering over 80 community pharmacies. With enrolment to courses in 2024 already full we would expect to have over 130 by the end of 2024 and over a quarter of pharmacies operating the service. I would like to thank our IPs for the excellent work they do in ensuring appropriate care is given to patients when needed and in doing so in many cases preventing the need for patients to access care elsewhere within the system.


Finally, I would like to take this opportunity to thank everyone for the delivery of care to the citizens of NHS GGC in what continues to be challenging times. Have a wonderful Christmas and a peaceful and prosperous New Year

Alan Harrison
19/12/2023


URGENT ACTION	Levonorgestrel PGD v12
 PGD Levonorgestrel v12.pdf  EHC single signing sheet.pdf  Flowchart and Proforma Local NHS	<p>The new, up-to-date PGD for levonorgestrel is attached and available on the Community Pharmacy Development Team website along with a decision-making flowchart: NHS Community Pharmacy Website (scot.nhs.uk)</p> <p>Please return the signature sheet by Friday 19th January 2024 to ggc.cpdevteam@nhs.scot or post to Christine Lang, Community Pharmacy, NHSGGC, Clarkston Court, 56 Busby Road, Glasgow G76 7AT.</p> <p>Lauren Keenan 19/12/2023</p>

ACTION	NHS Circular: PCA(P)(2023) 42 - COMMUNITY PHARMACY PRACTITIONER CHAMPIONS
	<p>Please see link below:</p> <p>www.sehd.scot.nhs.uk/pca/PCA2023(P)42.pdf</p> <p>18/12/2023</p>

ACTION	Quit Your Way Smokefree App
 smoke free.pdf Attached	<p>The Quit Your Way (QYW) Community service are piloting a Smoke Free App for new clients who would like to use it. Initially this will just be available in Glasgow City ie South, North East and North West HSCPs.</p> <p>The attached flyer contains more information about the App.</p> <p>There is no change to the way community pharmacy process these clients. Please continue to put them on PCR as 'Shared Care' and record their progress each week</p> <p>If you have any queries about this or anything else about smoking cessation please contact the QYW Pharmacy team. Email pharmacyhit@ggc.scot.nhs.uk or phone 0141 201 4945</p> <p>Annette Robb 19/12/2023</p>

ACTION	Development Opportunity Role
 Terms of Reference.pdf  Professional Secretary.pdf Attached	<p>Are you looking for a development opportunity?</p> <p>Are you looking for a new challenge and would like to work at a national and strategic level?</p> <p>Would you like to work alongside a forward thinking group who are leading and advising on Pharmacy Technician Practice and Pharmacy Support Staff within Scotland?</p> <p>If you have answered yes to the above, then The National Pharmacy Technician Group Scotland (NPTGS) would like to hear from you. We are looking for a professional secretary for our group for a period of 2 years. This opportunity is open to any member of the pharmacy family and you must have discussed this with your line manager before applying. I have attached our Terms of Reference and the person spec for the role.</p>

	<p>If you are interested, then please email hazel.jamieson@nhs.scot in the first instance.</p> <p>Hazel Jamieson, Pharmacy Operation Services Manager, NHS Forth Valley 18/12/2023</p>
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ACTION	GLP-1RA shortage info
 GLP-1RA shortage info.pdf Attached	<p>To ensure everyone is working collaboratively, please see attached shortage info:</p> <p>Samina Ali 19/12/2023</p>

ACTION	Advanced Notification – Patient Rights (Scotland) Act 2011 - Q3 Customer Complaints & Whistleblowing Survey
	<p>The Q3 Customer Complaints & Whistleblowing Survey will be sent out on Wednesday 27th December 2023.</p> <p>You should note that submission of this information is a contractual requirement and as such you should complete the Webropol survey within the timescale which will appear in the covering message.</p> <p>Thank you for your continued co-operation.</p> <p>Michelle Cooper 19/12/2023</p>

Communication Update Index link

[INDEX - Community Pharmacy Communications Updates](#)

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

New in this edition –


- **Briefing note on nitazenes for community drug services**
- **Levonorgestrel PGD v12**
- **Aciclovir and Flucloxacillin national PGDs**
- **Reminder of Business continuity plans**
- **PCA(P)(2023)43 - Extension to Serious Shortage Protocol (SSP) for Clarithromycin 125/5ML oral suspension**
- **Pharmacy First - patient leaflet translation**
- **Seasonal Influenza: Use Of Antivirals 2023-24**
- **APC Round Up**

<p>URGENT ACTION</p>	<p>Briefing note on nitazenes for community drug services</p>
<p> GGC Briefing note on nitazenes Dec 2023.pr</p> <p> RADAR Nitazenes update November 23</p> <p>Attached</p>	<p>Please find attached an important communication from NHSGGC Public Health and the GGC Drug Trend Monitoring Group updating local community drug services about the current position regarding nitazenes in the drug supply.</p> <p>The overall picture is still quite unclear however we do know that we are picking up evidence of nitazenes in a variety of drugs and that nitazene use, whether it is intentional or not, can lead to harmful effects including accidental overdose.</p> <p>The resources in the briefings have been produced for use across Scotland but we feel it is important to also highlight the following points.</p> <ul style="list-style-type: none"> • Poly drug use remains the main cause of overdose especially if content uncertain. The advice surrounding this has not changed and should be discussed with clients at every opportunity. The advice around harm reduction is important. • Check that your service has an appropriate stock of Naloxone for emergency use and for supply to clients (if set up to do so). If supplies are low please order more as soon as possible. Supplies of Naloxone should be ordered through normal ordering process. • Encourage clients to take and carry Naloxone at all times. Always suggest they also take a spare kit and remind them that more Naloxone than normal may be needed to reverse an overdose. • Synthetic Opioid information posters and booklets for services in GGC will be available soon. Please request a supply for your service by contacting john.campbell@ggc.scot.nhs.uk. <p>Further information, resources and advice can be found by clicking this link: STOP THE DEATHS.</p> <p>For reporting any concerns regarding nitazene use in your area please email john.campbell@ggc.scot.nhs.uk. For general enquiries about this briefing please contact ggc.mhead@ggc.scot.nhs.uk</p>

	<p>In addition to this, John Camobell will be delivering posters and booklets (for clients) to all pharmacy IEPs. John hopes to complete deliveries by the end of next week. An alert will also be placed on NEO.</p> <p>Dr Daniel Carter Consultant in Public Health Medicine 21/12/2023</p>
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URGENT ACTION	Levonorgestrel PGD v12
 PGD Levonorgestrel v12.pdf  EHC single signing sheet.pdf  Flowchart and Proforma Local NHS	<p>The new, up-to-date PGD for levonorgestrel is attached and available on the Community Pharmacy Development Team website along with a decision-making flowchart: NHS Community Pharmacy Website (scot.nhs.uk)</p> <p>Please return the signature sheet by Friday 19th January 2024 to ggc.cpdevteam@nhs.scot or post to Christine Lang, Community Pharmacy, NHSGGC, Clarkston Court, 56 Busby Road, Glasgow G76 7AT.</p> <p>Lauren Keenan 19/12/2023</p>


ACTION	Aciclovir and Flucloxacillin national PGDs
	<p>Please note that although these PGDs were due for review in 2023 they remain valid for use. Updated versions of both PGDs are expected in the New Year and these will be circulated once available.</p> <p>Pamela Macintyre 20/12/2023</p>


ACTION	Reminder of Business continuity plans
 general contact details for BCP.pdf Attached	<p>At this time of year, we are susceptible to all that the Scottish weather will throw at us, and it is with this in mind, I would be grateful if you could make sure that your business continuity plans are up to date and contain the relevant information that can be used in the event of an emergency.</p> <p>Only a few weeks ago there was a major black out in the North and West of the City where several areas were without power for a number of hours. Although this occurred towards the end of the working day, it did prove to be challenging in a number of ways e.g. street and traffic lights going out causing traffic disruption, no power to homes affecting heating and no power to businesses causing disruption to service provision including Community Pharmacies, GP practices and Hospitals.</p> <p>These events are fortunately few and far between however, it is always useful to ensure that all colleagues are aware of what to do when such an event occurs. For further information and useful contact details please refer to the Community Pharmacy website - NHS Community Pharmacy Website</p> <p>Alan Harrison 20/12/2023</p>

ACTION	PCA(P)(2023)43 - Extension to Serious Shortage Protocol (SSP) for Clarithromycin 125/5ML oral suspension
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	<p>Please find link to Circular: PCA(P)(2023)43 - Extension to Serious Shortage Protocol (SSP) for Clarithromycin 125/5ML oral suspension: PCA2023(P)43.pdf (scot.nhs.uk)</p> <p>20/12/2023</p>
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ACTION	Pharmacy First - patient leaflet translation
	<p>The Pharmacy First patient information leaflet is now available online in Albanian at - Supporting documents - NHS Pharmacy First Scotland: information for patients - gov.scot (www.gov.scot)</p> <p>Elaine Muirhead 20/12/2023</p>


ACTION	Seasonal Influenza: Use Of Antivirals 2023-24
 <p>Chief Medical Officer - final version - SGHD Attached</p>	<p>Please find attached information on Seasonal Influenza use of Antivirals 2023-24</p> <p>20/12/2023</p>

ACTION	APC Round Up
 <p>APC Meeting report Dec 23.pptx Attached</p>	<p>Please find attached the updated APC report from the December 2023 meeting.</p> <p>Josh Miller Advanced Pharmacist 21/12/2023</p>

REMINDERS:

INFORMATION	Message from Alan Harrison, Lead Pharmacist Community Care
	<p>Can't believe that I am writing this Christmas communication as it seems like it was just yesterday that it was Christmas 2022.</p> <p>Christmas is always a time of reflection and it's good to take a pause and think about everything that has been achieved over the last 12 months.</p> <p>Community Pharmacies have continued to be at the forefront of care in the community with over 24.5 million prescriptions being dispensed across the GGC network in 2023.</p> <p>You have played a huge part in ensuring that patients receive their medication and have gone to huge lengths to ensure patient care is maintained. This was never more evident than at the start of 2023 when there was a Strep A outbreak with many antibiotics going into shortage. The network, stepped up to the plate in obtaining what little was available and adapted quickly to the ever decreasing stock availability.</p> <p>Shortages, in general, have continued to be a significant problem this year, but again the network has risen to the challenge and worked tirelessly to ensure that pharmaceutical care is maintained for all our citizens.</p> <p>We lost one of our established names on the High street this year when Lloyds changed ownership of their 48 contracts within NHS GGC. I would like to take this opportunity to thank the staff in each of these contracts for what must have been a turbulent and difficult time and also thank the new owners of these contracts who have worked extremely hard to ensure the changeover was as smooth as it could be.</p>

	<p>The network continues to develop its Common Clinical Conditions service and we now have over 100 Independent Prescribers covering over 80 community pharmacies. With enrolment to courses in 2024 already full we would expect to have over 130 by the end of 2024 and over a quarter of pharmacies operating the service. I would like to thank our IPs for the excellent work they do in ensuring appropriate care is given to patients when needed and in doing so in many cases preventing the need for patients to access care elsewhere within the system.</p> <p>Finally, I would like to take this opportunity to thank everyone for the delivery of care to the citizens of NHS GGC in what continues to be challenging times. Have a wonderful Christmas and a peaceful and prosperous New Year</p> <p>Alan Harrison 19/12/2023</p>
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REMINDER	National Patient Safety Alert /2023/016/Dhsc – Potential For Inappropriate Dosing Of Insulin When Switching Insulin Degludec (Tresiba®) Products
 NatPSA_2023_016_D HSC.pdf Attached	<p>Please find attached a National Patient Safety Alert. Please note the content and recommended actions.</p> <p>Public Health 08/12/2023</p>

REMINDER	Enzalutamide Supply Via Community Pharmacy
	<p>From time to time you may be asked to support a cancer patient by obtaining the drug Enzalutamide after initiation within the acute setting.</p> <p>In doing so, we would like to remind you of your obligation to purchase the medicine through the formal UK supply chain from Astellas, via the wholesaler Alliance. You will be advised of this when a new patient commences; however, all details can be easily accessed at our website through the link below. This also applies to ALL ongoing supplies: NHS Community Pharmacy Website</p> <p>Alan Harrison 11/12/023</p>


REMINDER	Sexual and Reproductive Health at the Pharmacy - Survey
	<p>Please share your experiences, practice and views on delivery of sexual and reproductive healthcare (SRH) at the pharmacy to help shape future research and development in Scotland!</p> <p>The survey takes under 10 minutes to complete, but you need to be logged into Office365 using your NHS account to access it. It can be completed on a phone or tablet as long as you have your login details. Please feel free to share with other pharmacists.</p> <p>https://forms.office.com/e/zM9Z5vtaq3</p> <p>Dr John Reynolds-Wright NES/CSO Clinical Lecturer in Sexual & Reproductive Health 12/12/2023</p>

REMINDER	Smoking Cessation Training - Wednesday 24th January 2024
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	<p>In order for a Community Pharmacy to become an accredited Quit Your Way Pharmacy, it is mandatory for a one day training programme to be completed by pharmacists, locums and support staff – 9am- 3:00pm (approx).</p> <p>We presently have some places available for the event on Wednesday 24th January 2024, from 9am-3pm at Eastbank Training Centre, 22 Academy Street, Shettleston G32 9AA</p> <p>The training will include key elements from the NES Smoking Cessation training pack, together with brief intervention techniques and NRT products. This session is open to all pharmacy staff. Fees will be paid to the pharmacy contractor to cover the costs of staff attending, (as pre-reg students are paid through NES, no need to claim).</p> <p>Please contact us ASAP by phone on <u>0141 201 4945</u>, or by e-mail pharmacyhit@ggc.scot.nhs.uk</p> <p>Places will be allocated on a first-come basis and will be confirmed in writing.</p> <p>Lunch will be provided. Please inform us if you do not require lunch or you have special dietary requirements.</p> <p>Parking is available on a first come basis.</p> <p>An additional date will be available on Tuesday 20th February 2024, from 9am-3pm at Campanile Hotel, Tunnel St, Glasgow</p> <p>Annette Robb 12/12/2023</p>
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REMINDER	Requests for Ventolin® Evohalers
 Valporate 2.pdf	Please find attached memo - Requests for Ventolin® Evohalers Alan Harrison 12/12/2023

REMINDER	NHS Circular: PCA(P)(2023) 42 - COMMUNITY PHARMACY PRACTITIONER CHAMPIONS
	Please see link below: www.sehd.scot.nhs.uk/pca/PCA2023(P)42.pdf 18/12/2023

REMINDER	Quit Your Way Smokefree App
 smoke free.pdf Attached	<p>The Quit Your Way (QYW) Community service are piloting a Smoke Free App for new clients who would like to use it. Initially this will just be available in Glasgow City ie South, North East and North West HSCPs.</p> <p>The attached flyer contains more information about the App.</p> <p>There is no change to the way community pharmacy process these clients. Please continue to put them on PCR as ‘Shared Care’ and record their progress each week</p>

	<p>If you have any queries about this or anything else about smoking cessation please contact the QYW Pharmacy team. Email pharmacyhit@ggc.scot.nhs.uk or phone 0141 201 4945</p> <p>Annette Robb 19/12/2023</p>
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REMINDER	Development Opportunity Role
 Terms of Reference.pdf  Professional Secretary.pdf Attached	<p>Are you looking for a development opportunity?</p> <p>Are you looking for a new challenge and would like to work at a national and strategic level?</p> <p>Would you like to work alongside a forward thinking group who are leading and advising on Pharmacy Technician Practice and Pharmacy Support Staff within Scotland?</p> <p>If you have answered yes to the above, then The National Pharmacy Technician Group Scotland (NPTGS) would like to hear from you. We are looking for a professional secretary for our group for a period of 2 years. This opportunity is open to any member of the pharmacy family and you must have discussed this with your line manager before applying. I have attached our Terms of Reference and the person spec for the role.</p> <p>If you are interested, then please email hazel.jamieson@nhs.scot in the first instance.</p> <p>Hazel Jamieson, Pharmacy Operation Services Manager, NHS Forth Valley 18/12/2023</p>

REMINDER	GLP-1RA shortage info
 GLP-1RA shortage info.pdf Attached	<p>To ensure everyone is working collaboratively, please see attached shortage info:</p> <p>Samina Ali 19/12/2023</p>

REMINDER	Advanced Notification – Patient Rights (Scotland) Act 2011 - Q3 Customer Complaints & Whistleblowing Survey
	<p>The Q3 Customer Complaints & Whistleblowing Survey will be sent out on Wednesday 27th December 2023.</p> <p>You should note that submission of this information is a contractual requirement and, as such, you should complete the Webropol survey within the timescale which will appear in the covering message.</p> <p>Thank you for your continued co-operation.</p> <p>Michelle Cooper 19/12/2023</p>

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Community Pharmacy Communication Update

Date: Thursday 28th December 2023



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New in this edition –

- Access to Clinical Mailbox
- PCA (P)(2023) 44 : Pharmaceutical Services Guaranteed Minimum Income Adjustment Payment

ACTION	Access to Clinical Mailbox
	<p>I would like to take this opportunity to thank all pharmacies who supported by opening over Christmas weekend. Early feedback has been hugely positive however we have had a couple of episodes where pharmacies did not have access to clinical mailboxes to receive prescriptions from various services and this has led to a problem with patients receiving medication in a timely manner.</p> <p>Can you please ensure that for the hours the pharmacy is open someone is able to access the clinical mailbox - especially as we head into another extended holiday weekend.</p> <p>Should you need to request additional access you should use the Service Now portal here.</p> <p>Instructions on how to access can be found here.</p> <p>Where possible over the extended break you should utilise existing log-ins as the response time for Service Now may be slightly delayed due to the time of year.</p> <p>Alan Harrison 27/12/2023</p>

ACTION	PCA (P)(2023) 44 : Pharmaceutical Services Guaranteed Minimum Income Adjustment Payment
	<p>Please find link to PCA (P)(2023) 44 : Pharmaceutical Services Guaranteed Minimum Income Adjustment Payment: PCA2023(P)44.pdf (scot.nhs.uk)</p> <p>28/12/2023</p>

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	<p>Can't believe that I am writing this Christmas communication as it seems like it was just yesterday that it was Christmas 2022.</p> <p>Christmas is always a time of reflection and it's good to take a pause and think about everything that has been achieved over the last 12 months.</p> <p>Community Pharmacies have continued to be at the forefront of care in the community with over 24.5 million prescriptions being dispensed across the GGC network in 2023.</p>

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Finally, I would like to take this opportunity to thank everyone for the delivery of care to the citizens of NHS GGC in what continues to be challenging times. Have a wonderful Christmas and a peaceful and prosperous New Year

Alan Harrison
19/12/2023

REMINDER

Levonorgestrel PGD v12



PGD Levonorgestrel
v12.pdf



EHC single signing
sheet.pdf



Flowchart and
Proforma Local NHS

The new, up-to-date PGD for levonorgestrel is attached and available on the Community Pharmacy Development Team website along with a decision-making flowchart: [NHS Community Pharmacy Website \(scot.nhs.uk\)](https://www.scot.nhs.uk)

Please return the signature sheet by **Friday 19th January 2024** to ggc.cpdevteam@nhs.scot or post to Christine Lang, Community Pharmacy, NHSGGC, Clarkston Court, 56 Busby Road, Glasgow G76 7AT.

REMINDER

Briefing note on nitazenes for community drug services



GGC Briefing note on
nitazenes Dec 2023.pc



RADAR Nitazenes
update November 23

Attached

Please find attached an important communication from NHSGGC Public Health and the GGC Drug Trend Monitoring Group updating local community drug services about the current position regarding **nitazenes in the drug supply**.

The overall picture is still quite unclear however we do know that we are picking up evidence of nitazenes in a variety of drugs and that nitazene use, whether it is intentional or not, can lead to harmful effects including accidental overdose.

The resources in the briefings have been produced for use across Scotland but we feel it is important to also highlight the following points.


- Poly drug use remains the main cause of overdose especially if content uncertain. The advice surrounding this has not changed and should be discussed with clients at every opportunity. The advice around harm reduction is important.
- Check that your service has an appropriate stock of Naloxone for emergency use and for supply to clients (if set up to do so). If supplies are low please order more as soon as possible. Supplies of Naloxone should be ordered through normal ordering process.
- Encourage clients to take and carry Naloxone at all times. Always suggest they also take a spare kit and remind them that more Naloxone than normal may be needed to reverse an overdose.
- Synthetic Opioid information posters and booklets for services in GGC will be available soon. Please request a supply for your service by contacting john.campbell@ggc.scot.nhs.uk.

Further information, resources and advice can be found by clicking this link: [STOP THE DEATHS](#).


For reporting any concerns regarding nitazene use in your area please email john.campbell@ggc.scot.nhs.uk. For general enquiries about this briefing please contact ggc.mhead@ggc.scot.nhs.uk

In addition to this, John Camobell will be delivering posters and booklets (for clients) to all pharmacy IEPs. John hopes to complete deliveries by the end of next week. An alert will also be placed on NEO.

Dr Daniel Carter
 Consultant in Public Health Medicine
 21/12/2023

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	Please note that although these PGDs were due for review in 2023 they remain valid for use. Updated versions of both PGDs are expected in the New Year and these will be circulated once available. Pamela Macintyre 20/12/2023


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 general contact details for BCP.pdf Attached	At this time of year, we are susceptible to all that the Scottish weather will throw at us, and it is with this in mind, I would be grateful if you could make sure that your business continuity plans are up to date and contain the relevant information that can be used in the event of an emergency. Only a few weeks ago there was a major black out in the North and West of the City where several areas were without power for a number of hours. Although this occurred towards the end of the working day, it did prove to be challenging in a number of ways


	<p>e.g. street and traffic lights going out causing traffic disruption, no power to homes affecting heating and no power to businesses causing disruption to service provision including Community Pharmacies, GP practices and Hospitals.</p> <p>These events are fortunately few and far between however, it is always useful to ensure that all colleagues are aware of what to do when such an event occurs. For further information and useful contact details please refer to the Community Pharmacy website - NHS Community Pharmacy Website</p> <p>20/12/2023</p>
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REMINDER	Pharmacy First - patient leaflet translation
	<p>The Pharmacy First patient information leaflet is now available online in Albanian at - Supporting documents - NHS Pharmacy First Scotland: information for patients - gov.scot (www.gov.scot)</p> <p>Elaine Muirhead 20/12/2023</p>

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REMINDER	NHS Circular: PCA(P)(2023) 42 - COMMUNITY PHARMACY PRACTITIONER CHAMPIONS
	<p>Please see link below:</p> <p>www.sehd.scot.nhs.uk/pca/PCA2023(P)42.pdf</p> <p>18/12/2023</p>

REMINDER	Development Opportunity Role
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