

Community Pharmacy Development Team

CPDT support all Lothian Community Pharmacy teams to deliver Core and Local services to meet the population's needs and are well placed to answer any queries if you can't find the information you need on our NHS Community Pharmacy website

Website: <https://www.communitypharmacy.scot.nhs.uk/nhs-boards/nhs-lothian/>

Team email: CPDT@nhs.scot

Champions

NHS Lothian have a network of seven highly experienced Community Pharmacy Champions who support teams through regular visits, phone calls and training sessions.

Locality	Name	Contact Details
SE Edinburgh	Joanna Donaldson	Joanna.donaldson@nhslothian.scot.nhs.uk
SW Edinburgh	Pam Chisholm	pamela.chisholm3@nhs.scot
NE Edinburgh	Kaye Greig	Kaye.greig@nhs.scot
NW Edinburgh	Jill Cruickshank	Jill.Cruickshank3@nhs.scot
West Lothian	Susan MacFarlane	susan.macfarlane4@nhs.scot
East Lothian	Sarah Scott	sarah.scott7@nhs.scot
Midlothian	Joanne Hope	joanne.hope@nhs.scot

Closures

The Primary Care Contracts Team (PCCT), should be the first point of contact for any contractual changes at the pharmacy and/or unexpected closures

Team email: communitypharmacy.contract@nhslothian.scot.nhs.uk

Community Treatment and Care Services (CTAC)

Patients can self-refer to CTAC for wound care, ear irrigation, removal of sutures/clips **Contact Number: 0131 537 7205**

CPLothian

Negotiate remuneration and terms of local services for Pharmacy Contractors through Community Pharmacy Scotland

Team email: emma.ramage@cps.scot

Controlled Drugs

If you have any queries regarding CD governance or destruction please contact the CD Governance team.

Team email: ControlledDrugGovernance@nhslothian.scot.nhs.uk

Endorsing

Community Pharmacy Scotland's have a Pharmacy Services Team for general Drug Tariff/Specials queries: **[0131 446 3540](tel:01314463540)**

Emergency Care Summary

For new accounts or reactivation please contact: CPDT@nhs.scot

For ECS password resets please contact the eHealth Helpdesk – **0131 536 5050** (1 for Service Desk, then 1 for Password Resets)

NHS Mail

All requests regarding Outlook accounts (new accounts, reactivations, deactivation, password resets etc) can now be self-logged using the [NHS's IT portal Service Now](#) which is accessible from all community pharmacy computers. You will need to complete a [NHS Mail Outlook application form](#) and send via Service Now.

If you just have forgotten your password, but have successfully logged into your account within the last few weeks and MFA is working fine for you, you can try resetting your password via this link: <https://passwordreset.microsoftonline.com> If this doesn't work, you should log a Service Now request as above. If you have any further queries you can contact CPDT@nhs.scot

Palliative Care Network

Team email: pamela.chisholm3@nhs.scot

PCR Access

Request for new users:

If you want to request PCR access, the application form is [here](#). Note that Pharmacists and Pharmacy Technicians can apply for PCR access.

Scanning Prescriptions

If you have scanning issues or NHS Intranet queries please contact the ePharmacy Helpdesk on

Contact Number: 0131 275 6600 (open 9am-4pm, Mon-Fri)

Sexual Health

The Chalmers Centre at Lauriston can be contacted for any sexual and reproduction advice, including same day direct referral to other contraceptive methods e.g. IUDs.

Please contact us directly if you need a reminder of this referral telephone number.

Shortages

Please report any problems experienced in obtaining medicines via NHS Lothians shortages webpage and CPS Shortage Reporter

[NHS Lothian Shortages Webpage](#) and [CPS Shortage Reporter](#)

Smoking Cessation – Quit Your Way Team

If you require any smoking cessation support, carbon monoxide supplies or would be interested in some training

Team email: loth.qywp@nhs.scot

Specials

Team email for Ordering and Requisition queries: Specials@nhslothian.scot.nhs.uk

Team email for Endorsing and Payment queries: nss.psdedinburgh@nhs.scot

Stock Orders

CP4/3s, Purple forms or CPUS pads - Complete [Stores Order form](#)

CD34 forms for the submission of private CD scripts - Call NSS Practitioner Services on [01506 705100](tel:01506705100)

Public Health promotional materials e.g. MCR or Pharmacy First leaflets and posters –

Team Email: stockorders.DPPAS@theapsgroup.com

Substance Misuse

If a patient fails to present to the community pharmacy for 3 consecutive days for OST treatment, please **contact the prescriber or local substance misuse service**.

Unscheduled Care

If a patient needs to be seen in the out of hours period, the Community Pharmacist should refer the individual via the Prof-2-Prof line (open Mon-Thur 4:40pm-8am, Fri 4:30pm – Mon 8am) to make appropriate referrals and avoid unnecessary calls to NHS 24.

Prof-2-Prof Line: this number should be stored in your pharmacy's **Unscheduled Care** folder, or please contact us directly if you need a reminder of this telephone number for NHS Lothian.

Out of Hours Queries e.g. chase missing LUCS script Team email: Admin.LUCS@nhslothian.scot.nhs.uk

Waste If you have any queries regarding Sharps and Medicines Waste pick-up please contact NHS Lothian Facilities. Team email: TransportClinicalWasteEnq@nhslothian.scot.nhs.uk