

NHS Ayrshire & Arran Community Pharmacy Update

Please share this update with the wider pharmacy team including reliefs and locum pharmacists

LET'S FOCUS ON..

FairWarning®

It has been almost 13 years since the FairWarning system was implemented in NHS Ayrshire and Arran. Since then, FairWarning has identified numerous occasions of unauthorised access to patient records within our electronic systems, including within the Community Pharmacy network via Emergency Care Summary (ECS). These instances include staff members accessing their own information or patient information held about someone else, even if well intentioned. We must always respect the right to privacy for all individuals.



If you are in any doubt as to whether access would constitute a breach of these rights, ask yourself -“Do I need to know this information in order to do my job?”, if the answer is “No”, don’t access it.

The aim of FairWarning® is not to catch staff out, if you are not doing anything wrong you have nothing to fear. FairWarning® is simply the means by which we can assure both our patients and the Information Commissioner’s Office that the information we hold is handled correctly and in accordance with the law.

A reminder of individual responsibility –

- Ensure that you only access information which you need to know to carry out your role
- You should only access records where you have a legitimate involvement with that individual. Unless it is absolutely necessary in the circumstances, you should not access records of:
 - Anyone who is not under your duty of care
 - Yourself
 - Your family, friends or neighbours
 - Work colleagues

You must not share your password with anyone else.

Information from Previous Communications

ACTION REQUIRED: C Card Supply & STI Testing Kits

Please check you have adequate stock of C Card supplies & STI testing kits and ensure these are in date. We encourage pharmacists to offer both of these services opportunistically during EHC or Bridging Contraception consultations.

Information on how to order can be found by clicking the link below and information found under 'Condom Supply' or 'Chlamydia & Gonorrhoea Testing & Chlamydia Treatment'.

[Pharmacy Services – NHS Ayrshire & Arran](#)

Information for replacing STI testing kits:

- **SWABS/SAMPLE FLUID IN THE KITS HAVE AN EXPIRY DATE** – please ensure you check the date on these before providing to patients. When these expire, please dispose of them appropriately. To reduce waste, **DO NOT** throw away all contents of the kit in this instance, and instead email the Sexual Health Team at aa-uhb.shbbv@aapct.scot.nhs.uk to request a new supply of swabs to add to your existing kit.

'C Card' Training:

- Pharmacies who have not completed the training have been emailed with the training materials and requested to email the Sexual Health Team once training has been completed. Thank you for completing this at your earliest convenience.

ACTION REQUIRED: PGDs

There are two new PGDs:

- Skin Inflammation (Hydrocortisone 1% Cream/Ointment)
- Oral Thrush (Nystatin 100,000u/mL Oral Suspension)

There is one revised PGD:

- The AUCS/Hospital Discharge PGD was reviewed in March 2026

Please read and *electronically sign* the new PGDs which can be found by clicking the link below. Please also remember to complete the relevant NES Turas Learn for Skin Inflammation & Oral Thrush.

[Patient Group Directions \(PGDs\) – NHS Ayrshire & Arran](#)

RECENT COMMUNICATIONS SUMMARY

Monday 20th April

aa.cpteam - Class 2 drug alert No 19 – Crescent Pharma Ramipril 10mg capsules

Wednesday 22nd April

aa.cpteam – Class 4 drug alert No 20 – Doncaster Pharma Ltd Hiprex 1g tablets

Thursday 23rd April

aa.cpteam – Class 3 drug alert No 21 – Omega Pharma Ltd Napralief 250mg GR tablets

ClinicalPCT - Circular PCA2026-(P)-06

Monday 27th April

ClinicalPCT - PCA2026-(P)-07

Tuesday 28th April

aa.cpteam – Class 2 drug alert No 22 – AmaroX Ltd Sertraline 100mg tablets

KEY COMMUNITY PHARMACY CONTACTS

CP Team	Community Pharmacy Administration	aa.cpteam@aapct.scot.nhs.uk	01292 513905/513833
Kirstie Williams	Principal Pharmacist, Community Pharmacy, Public Health & SA HSCP	Kirstie.williams@aapct.scot.nhs.uk	07970 439225
Shannon Ormsby	Senior Pharmacist, Primary Care & Community Pharmacy	Shannon.ormsby2@aapct.scot.nhs.uk	07385 391392
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Lorraine Tait	Pharmacy Technician Primary Care and Community Pharmacy	Lorraine.tait@aapct.scot.nhs.uk	07811 224231
Laura Mercer-Stewart	Pharmacy Technician Primary Care and Community Pharmacy	Laura.mercer-stewart@aapct.scot.nhs.uk	07816 096162
Fiona Knight	Palliative Care Pharmacist – Ayrshire Hospice	Fiona.knight@ayrshirehospice.org	01292 269200 Ext. 495
Sharleen Bell	Controlled Drug Inspection Officer	Sharleen.bell@aapct.scot.nhs.uk	01292 513822
Alex Adam	Specialist Pharmacist in Substance Misuse	Alexander.adam@aapct.scot.nhs.uk	07557 083093
ePharmacy Facilitator	Facilitator, Digital Services	aa.digitalservicescommunityfacilitators@aapct.scot.nhs.uk	

PRIMARY CARE CONTACTS

Anne Shaw	Primary Care Manager, Pharmacy and Optometry	Anne.shaw2@aapct.scot.nhs.uk	07805 248789
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GENERAL ENQUIRIES EMAIL: aa.cpteam@aapct.scot.nhs.uk

Information contained in this communication is issued on the understanding that it is the best available from the resources at our disposal and the opinions expressed are those of the authors and do not necessarily reflect Ayrshire & Arran Patient Services' policy.