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## Flu service special

As we approach winter, flu season is upon us! Let's ensure we keep our patients and communities safe by encouraging those eligible for the vaccine to attend the mass vaccination clinics or their local community pharmacy participating in the service. NHS flu vaccine clinics will be starting in community pharmacies signed up to this service from 15<sup>th</sup> September 2025.

Follow this link - [NHS Flu – NHS Ayrshire & Arran](#) to be taken to our dedicated NHS A+A Flu section of the community pharmacy website. This holds all relevant guidelines and resources that participating community pharmacy teams may need. The PGD for Flu 2025/2026 was sent out via e-mail to relevant pharmacies and this year includes pharmacy technicians as well as pharmacists.

The community pharmacy NHS flu service for 2025/26 is limited to the following groups of patients:

- Health and social care workers (All NHS staff frontline and non-frontline and all frontline Social Care Workers)
- Those who experience homelessness
- Those who experience substance use
- Those aged 18-64yrs "at risk" from flu and not eligible for COVID-19 vaccination

Full details of eligible cohorts can be found on the above CP website - [here](#)



## Below is a list of the community pharmacies participating in the NHS Influenza service

Well	18-20 Main Street	Beith	KA15 2AD
Dundonald Pharmacy	11 Main Street	Dundonald	KA2 9EF
Coylton Pharmacy	13a Main Street	Coylton	KA6 6JW
Drongan Pharmacy	64 Mill 'O' Shield Road	Drongan	KA6 7AY
Superdrug Pharmacy	6B Aitken Street	Largs	KA30 8AU
Farren Pharmacy	45 Main Street	Muirkirk	KA18 3QR
McConnell Pharmacy	27 Mauchline Road	Hurlford	KA1 5AB
McConnell Pharmacy	4 Wallace Street	Galston	KA4 8HP
McConnell Pharmacy	30 Main Street	Newmilns	KA16 9DE
McConnell Pharmacy	7 West Main Street	Darvel	KA17 ODJ
Toll Pharmacy	Ayr Road	Prestwick	KA9 1TP
Crosshouse Pharmacy	4/8 Irvine Road	Crosshouse	KA2 0HQ
Kilmaurs Pharmacy	5 Main Street	Kilmaurs	KA3 2RQ
Arran Pharmacy - Brodick	Brodick Pharmacy	Isle of Arran	KA27 8AJ
Morrisons Pharmacy	Castlehill Road	Ayr	KA7 2HT
Morrisons Pharmacy	West Langlands Street	Kilmarnock	KA1 2PY
Morrisons Pharmacy	4 Irvine Road	Largs	KA30 8BT
Tarbolton Pharmacy	14 Cunningham Stree, The Cross	Tarbolton	KA5 5QF
Deans Pharmacy	53 MacPhail Drive	Kilmarnock	KA3 7ET
Well	1/5 Loudoun Street	Mauchline	KA5 5BA

Rowlands Pharmacy	29 Mount Oliphant Crescent	Ayr	KA7 3EN
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Doon Valley Pharmacy	5 Cathcartson	Dalmellington	KA6 7QY
Cumbræ Pharmacy	30 Stuart Street	Millport	KA28 0AJ
Seafeld Pharmacy	43/45 Blackburn Drive	Ayr	KA7 2XW
Stewart Pharmacy (Willis)	55 High Street	Stewarton	KA3 5BP
Stevenson Chemist	131 Deveron Road	Troon	KA10 7JH
Ogg & Co	44 Newmarket Street	Ayr	KA7 1LR
Townhead Pharmacy	Station Plaza	Kilwinning	KA13 6NT
Care Pharmacy	55 Main Road	Springside	KA11 3AZ
Willis Pharmacy	15 Templehill	Troon	KA10 6BQ
Alloway Pharmacy	21 Alloway, Ayr	Ayr	KA7 4PY
Fenwick Pharmacy	77 Main Road	Fenwick	KA3 6DU
Bellfield Pharmacy	89 Whatriggs Road	Kilmarnock	KA1 3RD
Penmans Pharmacy	2 Eglinton Street	Beith	KA15 1AQ
Carrick Pharmacy	71 High Street	Maybole	KA19 7AB
Houlihan Pharmacy	120 Glasgow Road	Kilmarnock	KA3 1UT
Rowlands Pharmacy	151 Main Street	Kilwinning	KA13 6EQ
Rowlands Pharmacy	28/30 New Street	Stevenston	KA20 3HF
Rowlands Pharmacy	24 The Castle	New Cumnock	KA18 4AH
Rowlands Pharmacy	110/112 Main Street	West Kilbride	KA23 9AR
Cumnock Pharmacy	9B Townhead Street	Cumnock	KA18 1LE
Wellington Square Pharmacy	26 Wellington Square	Ayr	KA7 1HH
Monkton Pharmacy	Old Primary School, Main Road	Monkton	KA9 2RH
Dalrymple Pharmacy	6 Main Street	Dalrymple	KA6 6DF

### RECENT COMMUNICATIONS SUMMARY

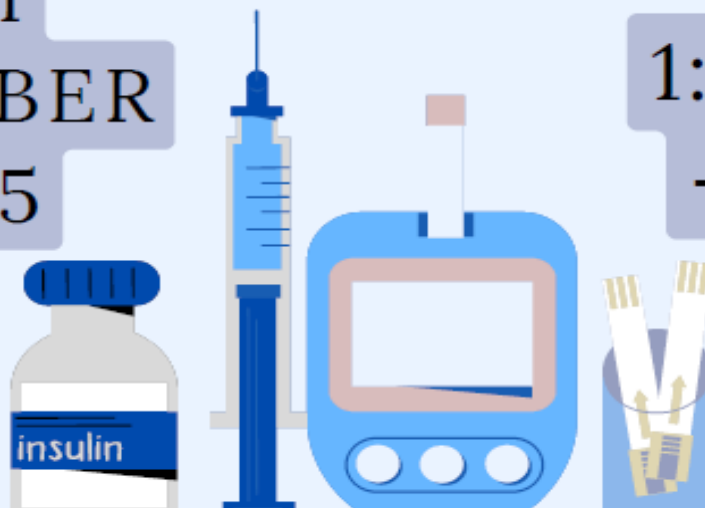
**Monday 1<sup>st</sup> September** – ClinicalPCT – SGHD CMO (2025) 15 – Flu and Covid 19 vaccination programme 25/26  
ClinicalPCT – Circular PCA2025-(P)-20 Additional pharmaceutical services NHS pharmacy  
first scotland – Updated PGDs

**Friday 5<sup>th</sup> September** – aa.cpteam – Drug Alert Class 4 –no 43 2025 – Gemcitabine 2G/52.6ML concentrate for  
solution for infusion

# Diabetes Patient Information & Awareness Session

7TH  
OCTOBER  
2025

1:30PM  
-4PM



Saltcoats Town Hall  
Countess Street  
Saltcoats  
KA21 5HP

To book your space please contact  
the Diabetes Team on 01292 513346, scan  
the QR code or [click here](#)

Booking closes on 1<sup>st</sup> October 2025



# Cessation Corner #12

I'm Kerry Ingram and I work for Quit Your Way (QYW) in Ayrshire. QYW Helpline 0800 783 9132. Over the next few issues, I'll be writing about all things smoking-related, with the aim of helping you to better support your smoking cessation patients. If you have any questions, please contact me directly: [Kerry.Ingram@aapct.scot.nhs.uk](mailto:Kerry.Ingram@aapct.scot.nhs.uk)

**This week we're looking at some simple patient scenarios and suggested replies. In the next issue we'll look at more complex scenarios.**

## Scenario 1: Patient Picking Up Medication

**Patient:** "I'm here to pick up my blood pressure tablets. I've been thinking about quitting smoking too."

**Possible Reply:** "That's great to hear you're thinking about quitting—it can really help with your blood pressure. We run a smoking cessation service here at the pharmacy. Would you be interested in a quick chat about what support is available?"



**BLOOD PRESSURE**

## Scenario 2: Patient Asking About NRT

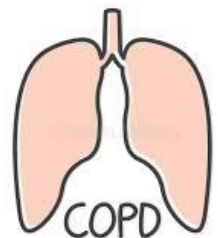
**Patient:** "Can you tell me which nicotine replacement product works best? I've tried patches before but didn't stick with them."

**Possible Reply:** "Absolutely. There are several options, including gums, lozenges, inhalator, and mouth spray. Tell me about using the patches. Sometimes combining products works best. If you'd like, I can sign you up to our smoking cessation clinic to tailor a plan that suits your needs."

## Scenario 3: Patient with Respiratory Condition

**Patient:** "I've got COPD and my GP said I should quit smoking. I'm not sure where to start."

**Possible Reply:** "Quitting smoking is one of the best things you can do to manage COPD. We can support you here at the pharmacy with free advice and treatment options. Would you like to sign up to our free smoking cessation service to talk through your options and set a quit date?"



## Scenario 4: Patient Returning for Follow-Up

**Patient:** "I've been using the patches for a week, but I'm still getting cravings."

**Possible Reply:** "Thanks for coming back—cravings are normal, especially early on. Let's review how you're using the patches and see if adding a fast-acting product like gum or spray might help. We can also talk about strategies to manage any triggers."

## Scenario 5: Patient Who Lapsed

**Patient:** “I slipped up and had a cigarette yesterday. I feel like I’ve ruined everything.”

**Possible Reply:** “It’s okay, slips happen, and they don’t mean failure. What’s important is that you’re here and still committed. Let’s talk about what led to the slip and how we can avoid similar situations in the future.”



## Scenario 6: First-Time Attendee – Curious but Unsure

**Patient:** “I saw your poster about quitting smoking and thought I’d ask, but I’m not sure I’m ready.”

**Pharmacist Reply:** “It’s great that you came in to ask—that’s a big first step. We can talk through your options and help you decide what feels right for you. There’s no pressure to commit today.”

## Scenario 7: Patient with Chronic Condition

**Patient:** “My doctor said I need to quit because of my diabetes. I’ve tried before but didn’t manage.”

**Pharmacist Reply:** “Quitting can really help with managing diabetes, and it’s normal to need a few tries. We can look at what didn’t work last time and build a plan that suits your routine and health needs.”



## Scenario 8: Parent Motivated by Children

**Patient:** “My children keep asking me to stop smoking. I want to quit but smoking helps me de-stress.”

**Pharmacist Reply:** “That’s a powerful reason to quit. We can look at ways to help you reduce stress without relying on cigarettes, explore some tools like nicotine replacement therapy or relaxation techniques—that can make quitting feel more manageable. How does that sound?”

## Scenario 9: Reluctant Smoker Sent by GP

**Patient:** “My GP told me to come. I’m not sure though.”

**Pharmacist Reply:** “I understand—it’s okay to feel unsure. We’re here to support you, not pressure you. You’ve made the effort to come in so let’s have a chat about why your GP told you to come here.”



## KEY COMMUNITY PHARMACY CONTACTS

<b>CP Team</b>	Community Pharmacy Administration	<a href="mailto:aa.cpteam@aapct.scot.nhs.uk">aa.cpteam@aapct.scot.nhs.uk</a>	01292 513905/513833
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<b>ePharmacy Facilitator</b>	Facilitator, Digital Services	<a href="mailto:aa.digitalservicescommunityfacilitators@aapct.scot.nhs.uk">aa.digitalservicescommunityfacilitators@aapct.scot.nhs.uk</a>	

## PRIMARY CARE CONTACTS

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*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.*