

NHS Ayrshire & Arran Community Pharmacy Update

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



LET'S FOCUS ON..

L3 MAR service

MEDICATION LEVEL 3 MAR SERVICE

The Level 3 Medicine Administration Record service (L3 MAR) is a service which helps to aid patients with the administration of the medication via a care service. These patients have been assessed as being in need of level 3 service which is defined as being “Individuals who are unable to administer their medication themselves. Employees (local authority employed/commissioned carers) will be responsible for ensuring that the individual gets the correct medication at the correct time and in the correct way according to Medication Policy Guidelines”

Many community pharmacy teams will deal with L3 MAR prescriptions on a regular basis, the purpose of this special edition is to look at how the service works for one individual out with the pharmacy network who works to deliver this service.

A reminder that fuller details on the service (including service spec) can be found on our website here:

[MAR Chart Service – NHS Ayrshire & Arran](#)



My name is Dorothy Hay. I started my caring career when I was 15 years old working in a care home after school. I first started working with South Ayrshire Council Care at Home team when I was 18 years old and will have reached my 30 years' service mark in March 2026.

My current role for Care at Home is to help support individuals and families in relation to collecting and delivering level 3 medication in professional and safe manner. I started this role in December 2024 taking over VASA who previously collected and delivered medication.

I enjoy my role and like to ensure that individuals receive their medication on time as I understand the implications of medication not being available for carers to administer.

If you have any questions regarding the Level 3 MAR service or need to get contact with myself then please contact CAHMedicationCollections@south-ayrshire.gov.uk

My roles and responsibilities to ensure delivery of the L3 MAR service?

Collection/delivery of level 3 medication for individuals receiving care at home support (In-House & Private Providers) from chosen Pharmacy and deliver to an individual's home where family support is not available. This service was previously provided by VASA and has now been taken over by South Ayrshire Council Care at Home department.

1. I receive a medication collection/delivery referral through from Social Work or Care at Home manager. This referral is checked and authorised by our Care at Home Team Leader.
2. I contact the pharmacy to check next MAR chart start and add this to the scheduling and monitoring system (CM 2000.)
3. Carers/family order medication **10 days before** the new MAR chart starts. This ensures that medication is ordered in plenty of time to allow it to be ready for me to collect on allocated collection date.
4. Medication is collected at the Pharmacy.
5. Medication is delivered safely and securely involving the following checks:
 - ✓ *Compare old and new MAR charts.*
 - ✓ *Check current medication in medication safe.*
 - ✓ *Check medication will last until end of current MAR chart.*
 - ✓ *Complete paperwork for left over medication and place order for extra medication if required.*
 - ✓ *Put current medication back in safe.*
 - ✓ *Check new medication against new MAR chart and record on count sheet and place medication into safe.*
 - ✓ *Check count sheet against new MAR chart, identify any issues and resolve.*
 - ✓ *If there is any medication needing to be returned and disposed of, I complete a disposal form and return to the pharmacy.*
 - ✓ *While completing the above I ensure to identify any medication errors and gather any evidence if required.*
6. Any concerns/errors will be reported to the provider of the package of care. I also like to report any over ordering to minimise the wastage.

How can community pharmacy teams in the network support your role as well as their patients to deliver this service efficiently?

While in this role I have built a good relationship between the community pharmacy teams which has allowed me to share any issues that I need support with regarding level 3 medication such as short falls, missed prescriptions from GP etc. The community pharmacy teams help resolve issues in a timely manner where possible which not only helps me in my role but ensure the individual receives their medication on time.

Some do's and don'ts to help deliver the service

DO's	DON'T's
Contact Dot if there is a delay in a medication order due to missing prescription from GP, late ordering from carers/family etc.	Please do not over supply individuals with medication such as Epilim, Fexofenadine.
Please be mindful that Dot has multiple collections in different areas and can't always come back to recollect orders.	
Please continue sharing ideas and information with Dot that you think may benefit the Level 3 service.	

Please note this feature is based on the service in SAHCSP. For any queries in EAHSCP please continue to escalate via the normal channels.

GOOD NEWS STORY: Appropriate Referral from a Community Pharmacist

A community pharmacist within Ayrshire and Arran went above & beyond for a patient who was acutely unwell. The pharmacist was unable to contact a blister pack patient via telephone and felt that delivering the medication to the patient and checking on his wellbeing was an appropriate and beneficial course of action. The pharmacist noted that the patient was confused and had an ongoing infection on his leg with evidence of swelling and redness. The pharmacist prompted a house call from the patient's GP practice and the patient was admitted to hospital for further treatment. The patient is now well due to this pharmacist's excellent decision-making and initiative.
Well done Susan and her team at Boots Troon!

Information from Previous Communications

ACTION REQUIRED: HRT Unopposed Oestrogens Project

All community pharmacies should have received the HRT Unopposed Oestrogen patient information cards by 16th January 2026.

If you have not received these, please email the CP team: aa.cpteam@aapct.scot.nhs.uk

Pharmacy teams were asked to watch the video on HRT and engage in conversations with patients who fall into this category, using the patient safety cards to aid patient discussions. This should help to provide enhanced support for patients, highlighting the importance of taking progestogen alongside oestrogen HRT – where clinically indicated – to reduce the risk of endometrial hyperplasia and its potential progression to endometrial cancer.

You can find the video by attached to the homepage of the [NHS A&A Community Pharmacy Website](#).

INFORMATION: Rybelsus Switch

A new formulation of Rybelsus tablets has been launched in the UK.

The new formulation has a higher bioavailability (higher amount of the active drug absorbed into the blood stream) compared with the initial formulation, meaning that smaller doses achieve the same effect. At present, both formulations are temporarily available meaning there is a risk of patients being prescribed an incorrect dose, which could result in potential overdose and increased risk of gastrointestinal side effects. **Distribution of Rybelsus 3mg, 7mg and 14mg tablets will stop from 31st January 2026.**

Primary care teams have been tasked with switching patients to the new formulation by 31st January 2026. More information can be found by clicking here: [Rybelsus Transition to New Formulation](#)

Rybelsus Patient Information Leaflet has also been attached to this email update.

INFORMATION: NHSAAA Medicines Guidelines (Website and App)

Adult (16yrs +) prescribing guidelines can be found on the [NHSAAA Medicines - Adult Therapeutics Handbook](#) website. This can also be downloaded as an app by searching 'NHSAAA medicines' in the Apple or Google Play App Stores. This is particularly useful for pharmacists delivering Pharmacy First Plus clinics within their pharmacies and provides useful information on first-line antibiotic choices in Ayrshire & Arran as well as appropriate course durations for antibiotic prescribing, ensuring antimicrobial stewardship is prioritised whilst managing acute illnesses.

INFORMATION: Pharmacist Support Group

Pharmacist Support is a charity who help to support pharmacists, trainees and students through a variety of challenges including mental health & wellbeing, physical health, financial information and support, family and personal life support including bereavement, relationship and family problems and addiction, as well as work life information and support. They provide information and tips on their website and can be contacted directly for further signposting and counselling opportunities.

More information can be found on their website by clicking here: [Pharmacist Support](#)

INFORMATION: Independent Prescriber Prescribing Data

Quarterly Pharmacy First Plus prescribing data can be sent to IPs on request by contacting the CP team: aa.cpteam@aapct.scot.nhs.uk. This may be beneficial for auditing purposes.

Information from Previous Communications

INFORMATION: Simulations 2026

As part of continuing education and development for our established community pharmacy independent prescribers, we host a series of simulation sessions. Simulation replicates 'real life' skills, drills, and experiences to realistically rehearse and train in an environment that is safe for both patients and learners. This concept has been used across a variety of healthcare settings for several years as part of clinical training to provide a safe and controlled learning environment where clinicians can make prescribing decisions and learn in real time without compromising patient safety.

The aim of our sessions is to create a supportive learning opportunity in an entirely safe and confidential space to enhance our legacy community pharmacy prescribers' confidence and skills in delivering Pharmacy First Plus. The added bonus is a network opportunity to get to know other community pharmacy prescribers within A&A!

If you are interested in attending, please email aa.cpteam@aapct.scot.nhs.uk

Here's what our A&A IP Community Pharmacists said about our January Simulation Session:



RECENT COMMUNICATIONS SUMMARY

Monday 2nd February - aa.cpteam - Class 2 Drug Alert No 5 2026 - Medicines Recall - Action Within 48 Hours - Accord Healthcare Ltd - Carmustine 100mg Powder And Solvent For Concentrate For Solution For Infusion (1vial 100mg Powder, 1 Vial Of 3ml Solvent)

Tuesday 3rd February–aa.cpteam – Syri ltd/Syrimed recall of Baclofen 10mg/5ml oral solution

Thursday 5th February –aa.cpteam – Aspar pharmaceuticals recall for Ibuprofen/Ibucalm 200mg tablets

Friday 6th February – aa.cpteam - FSS-PRIN-005-2026 - Danone recall of several Aptamil and Cow & Gate First Infant Milk and Follow on Milk formula products because of the possible presence of cereulide (toxin)

Tuesday 17th February – aa.cpteam – Norgine Ltd recall for Movicol Ease citrus powder for oral solution.
- **ClinicalPCT** - Protected Learning Time 18.02.2026

Wednesday 18th February – ClincialPCT - FSN-26-011 MediHoney® Barrier and Derma non-sterile creams

KEY COMMUNITY PHARMACY CONTACTS

CP Team	Community Pharmacy Administration	aa.cpteam@aapct.scot.nhs.uk	01292 513905/513833
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PRIMARY CARE CONTACTS

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GENERAL ENQUIRIES EMAIL: aa.cpteam@aapct.scot.nhs.uk

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