




Community Pharmacy Communication Update

Tuesday 5th August 2025

New Items in this edition –

- **Medicines Waste Resources Update**
- **FAST Education - New dates**
- **Public Health Minister's visit to Paisley**
- **Optometry Prescribing – Information For Community Pharmacy Teams**

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 Medication Waste.pdf Attached	<p>Over the next few weeks, you will receive a supply of the physical assets below in support of NHSGGC medicines waste campaign. We will continue to have digital assets which can be also used in tandem.</p> <p>1. Physical assets</p> <p>We have limited initial print runs to test utilisation/ benefit. Please prioritise use where the impact is likely to be greatest e.g. multiple medicines; digitally excluded. We continue to run a digital campaign in parallel which would benefit from support to increase reach.</p> <p>a. Sticker (community pharmacy only)</p> <p>Please attach this to prescription bags or the right-hand side of prescriptions to raise awareness and signpost patients to the wider campaign.</p> <p>b. A5 flyer</p> <p>Please put this into prescription bags, prioritising those on multiple medicines. You may also wish to place a small bundle in a public area.</p> <p>Please display the pdf version (attached) electronically via screens/ websites/ social media</p> <p>c. Table talker</p> <p>Please place this on a table/ counter where people will see to prompt reflection and discussion.</p> <p>2. Digital assets</p>

Both static images and videos on waste and medication review are available:

[Medicines Waste - NHSGGC](#)

[Medicines Waste - Resources for Staff - NHSGGC](#)


Please consider how you can help us spread the message via:

- TV/media screens in windows/ waiting rooms
- recorded telephone messages
- text messaging systems e.g.MJog
- websites/ social media
- the right-hand side of the prescription/ prescription bags


Feedback or questions


ggc.prescribing2@nhs.scot

Anne Thomson
05/08/2025

ACTION	FAST Education - New dates
 Fast Education Poster.pdf Attached	<p>Please see attached offer of training run by Chest Heart and Stroke Scotland on the FAST tool for identifying a stroke.</p> <p>The dates and information are noted below and a poster is attached which can be displayed in staff areas.</p> <p>This training is funded by the Scottish Government, and it is strongly recommended that clinical and non-clinical staff working with patients in Emergency Departments, Primary Care (including community pharmacies), and the Scottish Ambulance Service attend one of the sessions.</p> <p>Each session will be no longer than 30 minutes, and will include a short presentation and time for discussion / questions via Microsoft Teams. This training is for patient-facing clinical and non-clinical staff working in only Emergency Departments, Primary Care, and the Scottish Ambulance Service (i.e. reception staff included), throughout Scotland.</p> <p>A CPD certificate will be available for staff upon completion. Dates and times are as follows:</p> <p><u>FAST Education Dates</u> Wednesday 6th August 19:00</p>

	<p>Monday 25th August 13:00 Thursday 11th September 10:00 Wednesday 24th September 14:00 Tuesday 7th October 10:00 Thursday 23rd October 12:00</p> <p>Please can all attendees sign up via the following Microsoft Forms link. A Microsoft Teams invite will be sent out for the session nearer the date.</p> <p>SIGN UP: https://forms.office.com/e/YiFrAbRwtv</p> <p>Please share this information with your clinical teams and encourage them to sign up. Please get in contact with me if you have any further questions.</p> <p>Esther Pullen esther.pullen@chss.org.uk</p> <p>09/05/2025</p>
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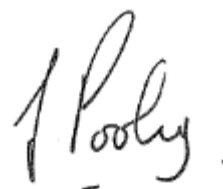
ACTION	Public Health Minister's visit to Paisley
 PDE.pdf Attached	<p>Please see page 3 of today's Paisley Daily Express with the story about the Minister's visit to Abbey Chemist.</p> <p>This focuses very much on our Quit Your Way messaging which is great.</p> <p>Christine Lavelle 05/08/2025</p>

ACTION	Optometry Prescribing – Information For Community Pharmacy Teams
 Optometry Prescribing Service.c Attached	<p>We are writing to inform you about new arrangements for community Optometry prescribing under General Ophthalmic Services that may have an impact on community pharmacy. The new arrangements are expected to see an increase in the number of prescriptions written by independent precriber community Optometrists and presented for dispensing in community pharmacies.</p> <p>The attached information sheet is aimed at community pharmacy contractors and we would be grateful if you could share this with your networks please.</p> <p>Yours sincerely,</p>



Professor Alison Strath FRPharmS
Chief Pharmaceutical Officer
Pharmacy & Medicines Division

Elaine Muirhead
05/08/2025




Dr Janet Pooley PhD MCOptom
Chief Optometric Adviser
Dentistry and Optometry Division

Items from previous editions –

IMPORTANT INFORMATION	Smoking Cessation Training – Tuesday 19th August 2025						
	<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.</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.</p>						
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	<p>Please contact us ASAP by phone on 0141 201 4945, or by e-mail ggc.pharmacyhit@nhs.scot</p>						

	<p>Parking is available on a first come basis.</p> <p>Lunch will be provided. Please inform us if you do not require lunch or you have special dietary requirements.</p> <p>Annette Robb 29/07/2025</p>
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IMPORTANT INFORMATION	Pre-approved Price List for Commonly Requested Unlicensed Medicines
 <p>Pre-approved Price List for Commonly Requested Unlicensed Medicines Attached</p>	<p>Please see attached the updated pre-approved price list for August 2025.</p> <p>The amendments to this edition are:</p> <ul style="list-style-type: none"> • Terbinafine 250mg/5ml oral suspension - cost expected price updated; • Fleet Bisacodyl enema - cost expected price updated; • Bisoprolol 5mg/5ml oral solution/suspension - cost expected price updated; and • Removal of the vitamins and food supplement section" <p>Michelle Macintyre 29/07/2025</p>

IMPORTANT INFORMATION	Electronic Claiming Workbook (ECW) - V3.2
 <p>ECW V3.2.xlsx Attached</p>	<p>Please see <attached> an updated version of the ECW.</p> <p>Version 3.2 contains an updated look up table which has been amended to reflect the most recent changes in ownership along with a new claim form for the pilot MAR Chart Service running in Inverclyde HSCP (only) from 1st July 2025.</p> <p>Please ensure that you are using the most up-to-date version before submitting your workbook. Claims submitted on previous versions may be returned unpaid. A 'User Guide' can also be found here for your information. We hope this is helpful and as always, if you have any issues please do let us know.</p> <p>Janine Glen 29/07/2025</p>

IMPORTANT INFORMATION	Patient Information Leaflet – Keppra® to Generic Levetiracetam Switch
	<p>A patient information leaflet is now available to support the switch from Keppra® (levetiracetam) to generic levetiracetam in line with national guidance and NHSGGC cost efficiency work.</p>

	<p>While there is no requirement to routinely provide the leaflet, you may find it helpful when speaking with patients who have concerns or queries about receiving a different version of their epilepsy medicine. The leaflet explains:</p> <ul style="list-style-type: none"> • The MHRA's classification of levetiracetam as a Category 3 antiepileptic (low risk when switching versions). • Reasons why a different version may be dispensed (e.g. cost efficiency, supply). • What patients should expect regarding appearance, ingredients, and potential side effects. <p>The leaflet is available here: Switching from Keppra® to generic Levetiracetam - NHSGGC</p> <p>Please use your professional judgement to decide when it would be helpful to share this information with patients. If you have any questions, please contact the prescribing support team at ggc.prescribing2@nhs.scot</p> <p>Kathryn Chisholm 21/07/2025</p>
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IMPORTANT INFORMATION	PCA (P)(2025) 18 - Pharmaceutical Services: Amendments in Respect of Community Pharmacy Remuneration Arrangements
	<p>Please find link below for NHS Circular PCA(P)(2025) 18 - Pharmaceutical Services: Amendments In Respect Of Community Pharmacy Remuneration Arrangements From 1 April 2025</p> <p>www.publications.scot.nhs.uk/files/pca2025-p-18.pdf</p> <p>22/07/2025</p>

IMPORTANT INFORMATION	Travel Health Websites Letter 09.07.25
 <p>Travel Health Website.pdf Attached</p>	<p>Please see attached information relating to immediate action regarding TRAVAX and Fit for Health websites. This is will be of importance for any community pharmacy who provides any travel advice or private travel service.</p> <p>These two websites will no longer be maintained and healthcare professionals are advised to access NaTHNaC website Travel Health Pro https://nathnac.net/ with immediate effect.</p> <p>Apologies for cross posting if you have been contacted directly on this matter.</p> <p>Elaine Paton 22/07/25</p>




Community Pharmacy Communication Update

Tuesday 12th August 2025

New Items in this edition –

- Notifying GPs following PGD or Pharmacy First Plus Prescribing
- Temporary Switch from Ceptava® to Myfortic® 360mg Due to Supply Issues

ACTION	Notifying GPs following PGD or Pharmacy First Plus Prescribing
	<p>When making a PGD supply via Pharmacy First or prescribing through Pharmacy First Plus, it is necessary to update the patient's usual prescriber promptly. Recently, details about such pharmacy supplies have sometimes been shared weeks later, and in some cases, patients have visited their GP after treatment by a pharmacist without any information having been received about what was provided.</p> <p>This can be of particular importance when:</p> <ul style="list-style-type: none"> • a patient has been given a worsening statement and may seek follow up appointments for escalating care; and • an extension to an antibiotic course or a change to an alternative due to allergy or failed treatment is required. <p>Guidance (such as in the Pharmacy First UTI PGDs) states that notification should occur on the same or next available working day. The method used can be electronic (e.g. email) or on paper and it would be useful, if possible, to agree the method used with your local practice(s).</p> <p>Pamela Macintyre 12/08/2025</p>

ACTION	Temporary Switch from Ceptava® to Myfortic® 360mg Due to Supply Issues
 Ceptava 360mg Tablet Shortage.pdf Attached	<p>Update to Ceptava® / Myfortic® Supply Guidance</p> <p>Please see attached memo regarding the temporary switch from Ceptava® 360mg to Myfortic® 360mg has been updated.</p>


A new bullet point has been added under the Community Pharmacy section with information on ordering Myfortic® directly from Novartis where a Novartis account is held.

You can view the updated memo attached and on GGC shortage page: [Current Medicines Shortages](#)

Thank you for your attention to this update, which is intended to support continuity of treatment and minimise supply delays.

Kathryn Chisholm
12/08/2025

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IMPORTANT INFORMATION	Medicines Waste Resources Update
 <p>Medication Waste.pdf</p> <p>Attached</p>	<p>Over the next few weeks, you will receive a supply of the physical assets below in support of NMSGGC medicines waste campaign. We will continue to have digital assets which can be also used in tandem.</p> <p>1. Physical assets</p> <p>We have limited initial print runs to test utilisation/ benefit. Please prioritise use where the impact is likely to be greatest e.g. multiple medicines; digitally excluded. We continue to run a digital campaign in parallel which would benefit from support to increase reach.</p> <p>a. Sticker (community pharmacy only)</p> <p>Please attach this to prescription bags or the right-hand side of prescriptions to raise awareness and signpost patients to the wider campaign.</p> <p>b. A5 flyer</p> <p>Please put this into prescription bags, prioritising those on multiple medicines. You may also wish to place a small bundle in a public area.</p> <p>Please display the pdf version (attached) electronically via screens/ websites/ social media</p> <p>c. Table talker</p> <p>Please place this on a table/ counter where people will see to prompt reflection and discussion.</p>

2. Digital assets

Both static images and videos on waste and medication review are available:

[Medicines Waste - NHSGGC](#)

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Please consider how you can help us spread the message via:

- TV/media screens in windows/ waiting rooms
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Feedback or questions

ggc.prescribing2@nhs.scot

Anne Thomson

05/08/2025

IMPORTANT INFORMATION

FAST Education - New dates



Fast Education
Poster.pdf

Attached

Please see attached offer of training run by Chest Heart and Stroke Scotland on the FAST tool for identifying a stroke.

The dates and information are noted below and a poster is attached which can be displayed in staff areas.

This training is funded by the Scottish Government, and it is strongly recommended that clinical and non-clinical staff working with patients in **Emergency Departments, Primary Care (including community pharmacies), and the Scottish Ambulance Service** attend one of the sessions.

Each session will be no longer than 30 minutes, and will include a short presentation and time for discussion / questions via Microsoft Teams. This training is for **patient-facing** clinical and non-clinical staff working in **only Emergency Departments, Primary Care, and the Scottish Ambulance Service** (i.e. reception staff included), throughout Scotland.

A CPD certificate will be available for staff upon completion. Dates and times are as follows:

FAST Education Dates

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Thursday 11th September 10:00

Wednesday 24th September 14:00

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Thursday 23rd October 12:00

Please can all attendees sign up via the following Microsoft Forms link. A Microsoft Teams invite will be sent out for the session nearer the date.

SIGN UP:

<https://forms.office.com/e/YiFrAbRwtv>

Please share this information with your clinical teams and encourage them to sign up. Please get in contact with me if you have any further questions.

Esther Pullen

esther.pullen@chss.org.uk

09/05/2025

IMPORTANT INFORMATION

Public Health Minister's visit to Paisley



PDE.pdf

Attached

Please see page 3 of today's Paisley Daily Express with the story about the Minister's visit to Abbey Chemist.

This focuses very much on our Quit Your Way messaging which is great.

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05/08/2025

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Optometry
Prescribing Service.c

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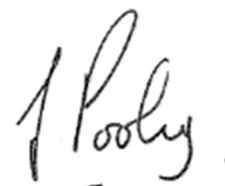
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MCOptom**

Chief Pharmaceutical Officer
Pharmacy & Medicines Division
Division



Dr Janet Pooley PhD

Chief Optometric Adviser
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Elaine Muirhead
05/08/2025

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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.

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Community Pharmacy Communication Update

Tuesday 19th August 2025

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- **Rosemont Pharmaceuticals*** - Antacid and Oxetacaine Oral Suspension Out-of-Specification Result and Formulation Change**


ACTION	Rosemont Pharmaceuticals*** - Antacid and Oxetacaine Oral Suspension Out-of-Specification Result and Formulation Change
 Rosemont Pharmaceuticals.pdf Attached	<p>Rosemont Pharmaceuticals Ltd has advised PDC of an out-of-specification result and formulation change with <u>Antacid and Oxetacaine Oral Suspension (150mL)</u>.</p> <p>***It is now recommended an open bottle has a Maximum shelf-life of 14 days.***</p> <p>Please see attached for further details.</p> <p>Maxine Bain 19/08/2025</p>

Items from previous editions –


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We are keen for any feedback you have about this Update. Please submit your comments/suggestions to: ggc.newpharmacy.applications@nhs.scot



Community Pharmacy Communication Update


Tuesday 26th August 2025

New Items in this edition –


- **Community Pharmacy Referrals to GP Out-of-Hours Emergency Treatment Centres**
- **Flucloxacillin 250mg/5mL powder for oral solution – Suspected defect**

ACTION	Community Pharmacy Referrals to GP Out-of-Hours Emergency Treatment Centres
	<p>Overview</p> <p>From 1st September 2025, community pharmacists will have an enhanced referral option for unwell (non-emergency) patients during out-of-hours (OOH) periods. In addition to consulting with an OOH GP by phone, pharmacists may now request an appointment for patients at one of the GP OOH Emergency Treatment Centres.</p> <p>Referral Criteria</p> <p>This pathway is intended for patients who, after assessment, are considered too unwell to be treated in the pharmacy and need to be seen urgently (within four hours), and that cannot wait until their GP practice re-opens.</p> <p>Referral Process</p> <ul style="list-style-type: none"> • Pharmacists should call the current GPOOH telephone number. • Ask the call handler you would like to request a “4-hour” appointment. • Provide the following patient information: <ul style="list-style-type: none"> - Name - Date of Birth (or CHI if available) - Home Address - Current Contact Telephone Number - Brief summary of the presenting complaint • your contact information will also be collected.

	<p>Patient Communication</p> <p>Inform the patient that the GP OOH service will contact them directly with an appointment time.</p> <p>Review and Feedback</p> <p>It is anticipated that patient numbers referred via this pathway will be low. All will be reviewed and feedback provided in the case of inappropriate referrals.</p> <p>Pamela Macintyre 26/08/2025</p>
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<p>ACTION</p>	<p>Flucloxacillin 250mg/5mL powder for oral solution – Suspected defect</p>
 2025-13 Flucloxacillin Memo.	<p>Please find attached memo sent on behalf of Pharmacy Public Health.</p> <p>Pharmacy Public Health 26/08/2025</p>

Items from previous editions –

<p>IMPORTANT INFORMATION</p>	<p>Rosemont Pharmaceuticals*** - Antacid and Oxetacaine Oral Suspension Out-of-Specification Result and Formulation Change</p>
 Rosemont Pharmaceuticals.pdf Attached	<p>Rosemont Pharmaceuticals Ltd has advised PDC of an out-of-specification result and formulation change with <u>Antacid and Oxetacaine Oral Suspension (150mL).</u></p> <p>***It is now recommended an open bottle has a Maximum shelf-life of 14 days.***</p> <p>Please see attached for further details.</p> <p>Maxine Bain 19/08/2025</p>

<p>IMPORTANT INFORMATION</p>	<p>Notifying GPs following PGD or Pharmacy First Plus Prescribing</p>
	<p>When making a PGD supply via Pharmacy First or prescribing through Pharmacy First Plus, it is necessary to update the patient's usual prescriber promptly. Recently, details about such pharmacy supplies have sometimes been shared weeks later, and in some</p>

	<p>cases, patients have visited their GP after treatment by a pharmacist without any information having been received about what was provided.</p> <p>This can be of particular importance when:</p> <ul style="list-style-type: none"> • a patient has been given a worsening statement and may seek follow up appointments for escalating care; and • an extension to an antibiotic course or a change to an alternative due to allergy or failed treatment is required. <p>Guidance (such as in the Pharmacy First UTI PGDs) states that notification should occur on the same or next available working day.</p> <p>The method used can be electronic (e.g. email) or on paper and it would be useful, if possible, to agree the method used with your local practice(s).</p> <p>Pamela Macintyre 12/08/2025</p>
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IMPORTANT INFORMATION	Temporary Switch from Ceptava® to Myfortic® 360mg Due to Supply Issues
 <p>Ceptava 360mg Tablet Shortage.pdf Attached</p>	<p>Update to Ceptava® / Myfortic® Supply Guidance</p> <p>Please see attached memo regarding the temporary switch from Ceptava® 360mg to Myfortic® 360mg has been updated.</p> <p>A new bullet point has been added under the Community Pharmacy section with information on ordering Myfortic® directly from Novartis where a Novartis account is held.</p> <p>You can view the updated memo attached and on GGC shortage page: Current Medicines Shortages</p> <p>Thank you for your attention to this update, which is intended to support continuity of treatment and minimise supply delays.</p> <p>Kathryn Chisholm 12/08/2025</p>

IMPORTANT INFORMATION	FAST Education - New dates
	<p>Please see attached offer of training run by Chest Heart and Stroke Scotland on the FAST tool for identifying a stroke.</p>



Fast Education
Poster.pdf

Attached

The dates and information are noted below and a poster is attached which can be displayed in staff areas.

This training is funded by the Scottish Government, and it is strongly recommended that clinical and non-clinical staff working with patients in **Emergency Departments, Primary Care (including community pharmacies), and the Scottish Ambulance Service** attend one of the sessions.

Each session will be no longer than 30 minutes, and will include a short presentation and time for discussion / questions via Microsoft Teams. This training is for **patient-facing** clinical and non-clinical staff working in **only Emergency Departments, Primary Care, and the Scottish Ambulance Service** (i.e. reception staff included), throughout Scotland.

A CPD certificate will be available for staff upon completion. Dates and times are as follows:

FAST Education Dates

Thursday 11th September 10:00

Wednesday 24th September 14:00

Tuesday 7th October 10:00

Thursday 23rd October 12:00

Please can all attendees sign up via the following Microsoft Forms link. A Microsoft Teams invite will be sent out for the session nearer the date.

SIGN UP:

<https://forms.office.com/e/YiFrAbRwtv>

Please share this information with your clinical teams and encourage them to sign up. Please get in contact with me if you have any further questions.

Esther Pullen

esther.pullen@chss.org.uk

09/05/2025

**IMPORTANT
INFORMATION**

Smoking Cessation Training – Wednesday 17th September 2025

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.

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.

We presently have some places available for the event on 17th September 2025.

Places will be allocated on a first-come basis and will be confirmed in writing.

<u>Date</u>	<u>Duration</u>	<u>Venue</u>
Wednesday 17th September 2025	9:00 – 16:00	Clydebank Health Centre

Please contact us ASAP by phone on 0141 201 4945, or by e-mail ggc.pharmacyhit@nhs.scot

Parking is available on a first come basis.

Lunch will be provided. Please inform us if you do not require lunch or you have special dietary requirements.

Annette Robb
29/07/2025

[INDEX - Community Pharmacy Communications Updates](#)

Any queries should be directed to the contact provided – where no specific contact is shown, queries should be directed to ggc.cpdevteam@nhs.scot

We are keen for any feedback you have about this Update. Please submit your comments/suggestions to: ggc.newpharmacy.applications@nhs.scot