



Community Pharmacy Communication Update

Tuesday 2nd December 2025

New Items in this edition –

- **Request to Share Rejected Items Report Information**
- **Pre-approved Price List For Unlicensed Medicines December 2025**
- **Let's Chat Vac - Vaccines for Young People Campaign - Chat. Sign. Protect.**

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ACTION	Pre-approved Price List For Unlicensed Medicines December 2025
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	<p>The campaign Chat. Sign. Protect. exists to raise awareness of the vaccines offered to young people in secondary school and the serious disease they protect against. All young people in S1 and S3 are offered the HPV, MenACWY and DTP vaccines which protect them against serious diseases, such as meningitis and different cancers.</p> <p>The Chat. Sign. Protect. campaign encourages parents/carers and their young people to chat about the free vaccines offered, before signing and returning their consent form to school.</p> <p>To encourage uptake, Public Health Scotland has created digital assets and captions to share across your social media channels.</p> <p><u>What can you do to support?</u></p> <p>Using the enclosed toolkit to promote as follows:</p> <ul style="list-style-type: none"> • Use hashtag #ChatSignProtect in any communication cascades/display • Display Social Media Captions on twitter social media toolkit • Display Video Assets on twitter, digital screens, websites/pages, Public Health Scotland Marketing Resource Centre • Display static assets on digital billboards, facebook or any of social media platforms. Campaign assets Public Health Scotland News • A video has also been developed to help pupils feel informed and confident about the vaccination process. This resource can be shared in classrooms, assemblies, or through parent and carer communications. https://youtu.be/H2cyLDyTDys • For more information visit nhsinform.scot/chat-sign-protect <p>Nicola Coe 02/12/2025</p>

Items from previous editions –

IMPORTANT INFORMATION	<p>Proxor Information for CP</p>
	<p>Advance notice of an upcoming cost-efficiency that will see the introduction of Proxor® (beclometasone/formoterol) MDI.</p>

This introduction of Proxor® forms part of the ongoing NHSGGC cost-efficiency programme and aims to support more sustainable use of resources while maintaining equivalent clinical outcomes. Current beclomethasone/formoterol MDI (Luforbec®) remains on the NHSGGC preferred list.

Please take this upcoming switch into account when planning and managing stock in the coming weeks.

Carol Smart

25/11/2025

IMPORTANT INFORMATION

PCA(P) 2025 – 25 Extension To Serious Shortage Protocols For Creon® Gastro-Resistant Capsules

Please see link below for Extension To Serious Shortage Protocols For Creon® Gastro-Resistant Capsules

www.publications.scot.nhs.uk/files/pca2025-p-25.pdf

25/11/2025

IMPORTANT INFORMATION

Checking of References During Recruitment Processes

The workforce that we rely upon is our greatest asset in ensuring that we provide a safe and efficient service, whether in the Community, GP practices or in Acute Services.

With that in mind, the CD Governance Team and Community Pharmacy Development Team would like to highlight the importance of checking all relevant references when going through a recruitment process to employ any staff who will be involved in handling medicines or Controlled Drugs to ensure that we are getting appropriately trained, honest and reliable staff.

Mantej Chahal

Rachel Bruce

25/11/2025

IMPORTANT INFORMATION

Thursday Edition of the Communications Update – Extended Suspension

As noted in the *Communications Update* on 25th February 2025, the Thursday edition of the Update was suspended earlier this year to

help the Community Pharmacy Development Team (CPDT) manage ongoing staffing constraints.

The issues that led to this change remain, and to maintain service levels, this arrangement will now continue until **at least April 2026**.

The Tuesday edition will remain in place and will continue to provide new information. It will also include a section at the end for items with cut-off dates (e.g., training opportunities), which will stay visible until those dates have passed.

We believe this approach continues to support the network effectively during this period. However, if you have concerns or disagree with this proposal, please share your feedback with us at gqc.cpdevteam@nhs.scot.

Thank you for your understanding and cooperation as we work to balance capacity and maintain essential communications.

Janine Glen
18/11/2025

IMPORTANT INFORMATION	ADRS Service Claims - Festive Period
	<p>To accommodate processing by National Services Scotland, the cut-off date for ADRS service claims in December will be temporarily moved from 6th December to 3rd December.</p> <p>Claims submitted after 3rd December will be deferred until January 2026.</p> <p>Amanda Laird 04/11/2025</p>

IMPORTANT INFORMATION	FAST Education - New Dates
 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>

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

Wednesday 3rd December 10:00

Friday 9th January 11:00

Thursday 22nd January 14:00

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

14/10/2025

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Tuesday 9th December 2025

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- **Early Warning System (EWS) Test**
- **CPIP Winter 25 GGC CPIP Newsletter - alternate conundrum**
- **PCA(P) 2025 – 26 Extension To Serious Shortage Protocols For Estradot® (Estradiol) Patches**

ACTION	Early Warning System (EWS) Test
 EWS - All HSCPs - December 2025.pdf	<p>The Board initiated a test of the Early Warning System (EWS) on the 27th November 2025.</p> <p>Of the 28 cascade systems, 17 were successful, representing a 61% success rate. This is the same percentage achieved during the EWS in April 2025. I would like to extend my thanks to all contractors who contributed to successfully completing the 17 cascades.</p> <p>On further scrutiny, we identified the following reasons for failure:-</p> <ul style="list-style-type: none"> • Pharmacy did not pass the message on to the next pharmacy; • Pharmacy was not displaying the most up to date EWS Cascade; • The pharmacy stated that the message wasn't received. However, the previous pharmacy stated that the message was passed on; • Last pharmacy in cascade failed to pass the message to the Master Station. <p>We appreciate that there are often competing priorities within the Pharmacy and that time is precious; however, the Early Warning System is specifically used in emergent situations and the transfer of information is imperative.</p> <p>I have attached a further copy of each of the Board's HSCP's systems. Please identify your pharmacy within that document and print off the relevant cascade. I would like to reiterate the importance of all pharmacy staff, including locums, knowing and understanding the cascade process and what they will need to do in response to a message. It might therefore be helpful to site this document close to your main telephone.</p>

If there is anything in this cascade process which is unclear, or you would like to discuss further, please do not hesitate to contact me on 0141 201 6041.

Michelle Cooper
09/12/2025

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 Winter 25 GGC CPIP NEWSLETTER 1- alteri	Please find attached the Winter 25 GGC CPIP Newsletter - alternate conundrum. Lorna Brown 09/12/2025

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- Display Video Assets on twitter, digital screens, websites/pages, [**Public Health Scotland Marketing Resource Centre**](#)
- Display static assets on digital billboards, facebook or any of social media platforms. [**Campaign assets | Public Health Scotland News**](#)
- A video has also been developed to help pupils feel informed and confident about the vaccination process. This resource can be shared in classrooms, assemblies, or through parent and carer communications. <https://youtu.be/H2cyLDyTDys>
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Nicola Coe
02/12/2025

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 <i>Fast Education Poster.pdf</i> 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>FAST Education Dates Friday 9th January 11:00 Thursday 22nd January 14:00</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.

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

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Community Pharmacy Communication Update



Tuesday 16th December 2025

New Items in this edition –

- **Important Reminder: Safe Handling of Waste Bins**
- **Waste Materials Impact Review and Design Hopes Visit**
- **Electronic Claiming Workbook – drop down options for MCA**
- **Electronic Claiming Workbook v3.4**
- **Smoking Cessation Training - Wednesday 14th January 2026 - Clydebank Health Centre**

ACTION	Important Reminder: Safe Handling of Waste Bins
	<p>Tradebe, our waste contractor, has asked us to highlight a recent health and safety concern within the community pharmacy network.</p> <p>Last week, a returned waste bin collected from a pharmacy weighed 35kg when it reached Tradebe's depot. For context, these bins typically weigh 10–12kg when full. Transporting a bin that is more than double the usual weight poses a serious risk—not only to the driver but also to pharmacy staff who may have moved the bin for collection. In this instance, the bin should not have been uplifted as it was. The correct procedure would have been to decant the contents into separate bins before collection.</p> <p>What we need from you:</p> <p>Please ensure bins are not overfilled. Be mindful of the weight when disposing of waste, and if in doubt, use additional bins. Your co-operation is essential to keep everyone safe.</p> <p>Janine Glen 16/12/2025</p>

ACTION	Waste Materials Impact Review and Design Hopes Visit
	<p>This anonymous survey seeks to identify how your pharmacy used the NHSGGC medicines waste resources recently distributed. We also welcome your ideas on how else you think community pharmacy can help us reduce medicines waste.</p> <p>https://forms.office.com/e/ictC4yXqx4</p> <p>Anne Thomson 16/12/2025</p>

ACTION	Electronic Claiming Workbook – drop down options for MCA
	<p>We have received several queries from contractors experiencing issues with selecting drop-down options on the MCA tab within the electronic claiming workbook. To ensure this feature functions correctly, please verify the following:</p> <ul style="list-style-type: none"> • You are using the latest version of Microsoft Excel (version 2013 or later is required for drop-down functionality). • You have downloaded and saved a copy of the workbook to your computer before completing it. • If prompted, you have enabled editing for the workbook to allow changes. <p>Failure to complete the workbook correctly will result in your claim being returned and not processed.</p> <p>The CPDT will be happy to help with any issues, but only after the above steps have been completed.</p> <p>Lianne Hatch 16/12/2025</p>

ACTION	Electronic Claiming Workbook v3.4
 ECW V3.4.xlsx Attached	<p>We have made a minor update to the MCA tab within the electronic claiming workbook. The workbook is now available as Version 3.4.</p> <p>Please note that there is a tab labelled “For CPDT Use Only”. This section is intended for our team to record any freight or carriage charges</p>

that require payment. There is no requirement for this section to be completed by the pharmacy.

If you have any questions or require further clarification, please do not hesitate to contact us.

Lianne Hatch
16/12/2025

ACTION

Smoking Cessation Training - Wednesday 14th January 2026 - Clydebank Health Centre



44. QYW Training -
Clydebank Health C

Attached

Smoking Cessation Training

Wednesday 14th January 2026

Clydebank Health Centre

Queens Quay, Main Avenue, Clydebank. G81

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 – 9am- 4:00pm (approx)

We presently have some places available for the event on the 14th January, 2026.

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.

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

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

Lunch will be provided. Please inform us if you do not require lunch

Parking is available on a first come basis.

Annette Robb
16/12/2025

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Michelle Macintyre

02/12/2025

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To encourage uptake, Public Health Scotland has created digital assets and captions to share across your social media channels.

What can you do to support?

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Nicola Coe

02/12/2025

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- **GGC Medicines Update**
- **Let's Chat Vac – Newsletter**
- **Winer Infection, Prevention & Control**
- **Advance Awareness – New Primary Care Preferred Brand/Formulation (Progesterone Micronised 100mg)**
- *****MSAN*** TIER 3 *** DIAMORPHINE INJECTION 5MG, 10MG, 100MG**

ACTION	Breast Cancer Now - Train the Trainer Breast Awareness Programme
 TtT flyer.pdf Attached	<p>Our Train the Trainer (TtT) programme is a free breast health promotion training course that trains local healthcare professionals and community workers to promote breast awareness, breast screening and risk reduction messages within their local communities. As a result, we're aiming for breast screening attendance in the area to increase and people will present earlier to their GP with any changes to their breast that they may have noticed.</p> <p>We are delighted to be delivering this course via the following 3 options:</p> <ul style="list-style-type: none"> • 4-hour online live workshop via Microsoft Teams (timings typically 10am - 2.30pm) • 1-day face-to-face workshop (lunch and refreshments provided; timings typically 10am - 4pm) • Self-directed eLearning course (approx. 2 hours to complete in one sitting or can be completed in stages) <p>All the above options are free to access, and all trainees will receive a certificate of completion after their workshop or eLearning course is complete. Additionally, all trainees will have access to accompanying resources and regular ongoing support from the Train the Trainer delivery team, to assist them in developing and delivering their own targeted community focused initiatives.</p> <p>The only requirements for participation are:</p>

- Engagement with our external evaluation agency by completing four short surveys (pre-course, post-course, 3-month follow-up, and 12-month follow-up)
- A commitment to sharing the key messages from the training with the communities you support

We have availability and dates from January 2026 onwards for trainees to sign up and get involved in the pilot!

Simply contact trainthetrainer@breastcancernow.org for a place (or to set up a meeting for more info) and a member of the Scotland dedicated Train the Trainer team will be in touch!

Lindsey Valiente
23/12/2025

ACTION	GGC Medicines Update
	<p>GGC Medicines Update is a series of blogs with important medicines related messages relevant to all healthcare professionals across GGC. Please see below for new blogs and relevant updates.</p> <p>New blogs Click on the following links to access the recently published Medicines Update blogs.</p> <ul style="list-style-type: none"> • Oral Nutritional Supplements (ONS) Formulary Update November 2025 for adults and older children • Updated NHSGGC Antiplatelet Guidelines Published <p>Updates</p> <ul style="list-style-type: none"> • Formulary Update November 2025 • Guideline News November 2025 • MHRA Safety Roundup November 2025 • Formulary Update December 2025 <p>23/12/2025</p>

ACTION	Let's Chat Vac – Newsletter
 Let's Chat Vac.pdf Attached	<p>Please find attached the winter edition of 'Let's Chat Vac' Newsletter. This is our 4th Edition of the newsletter under the Vaccination Communication Framework Approach.</p> <p>It is now approaching 1 year since the inception of the Vaccination Communication Framework; we would be most grateful of your feedback by completing the enclosed survey : Vaccination - Let's Chat Vac Survey</p> <p>Nicola Cole 23/12/2025</p>

ACTION	Winter Infection, Prevention and Control
	<p>Respiratory illness:</p> <p>Whilst the level of respiratory illness appears to be stabilising/reducing, this is just a reminder of the infection control guidance for community pharmacy. Community pharmacies should risk assess infection control measures that require to be put in place, including the use of personal protective equipment. A timely reminder too that the best protection against 'flu is to ensure you and your staff are vaccinated.</p> <p>PPH0113-pharmacy-infection-control-guidance-v7-May-2025.pdf</p> <p>Flu vaccination:</p> <p>On the above note regarding vaccination, we just wanted to say a massive thank you for your huge flu vaccination efforts this winter season. In October and November the VMT figures show you administered 8867 vaccines to NHS priority groups. Thank you!</p> <p>Rachel Bruce 23/12/2025</p>

ACTION	Advance Awareness – New Primary Care Preferred Brand/Formulation (Progesterone Micronised 100mg)
	<p>This communication is to provide advance awareness that Gepritix soft capsules are the new preferred brand of Progesterone Micronised 100mg in NHS Greater Glasgow & Clyde primary care.</p>

	<p>Prescribing for new initiations and existing prescriptions of progesterone micronised may change in future. At this stage, no widespread review of prescribing has been implemented and any implementation would be no earlier than six weeks from now.</p> <p>The purpose of this message is for stock management only.</p> <p>Rachel Bruce 23/12/2025</p>
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ACTION	<p>***MSAN*** TIER 3 *** DIAMORPHINE INJECTION 5MG, 10MG, 100MG</p>
	<p>DHSC has advised of a <u>Tier 3</u> supply issue affecting <u>Diamorphine 5 mg, 10 mg and 100 mg powder for solution for injection ampoules</u>. Please see the attached MSN and summary below.</p> <p>Summary</p> <ul style="list-style-type: none"> • Diamorphine 5 mg and 10 mg powder for solution for injection ampoules are currently out of stock, with no confirmed resupply date. • Diamorphine 100 mg powder for solution for injection ampoules are expected to become unavailable from early January, with no confirmed resupply date. • Diamorphine 30 mg powder for solution for injection ampoules are currently available, but are unable to support any increase in demand. • Morphine sulfate injection has been identified by clinical experts as the first-line alternative opioid. • Sufficient supplies of morphine sulfate 10 mg/ml injection are available from Ethypharm and Hameln to cover the supply gap. • During previous shortages of diamorphine, both primary and secondary care organisations were advised to switch to morphine, where clinically appropriate. This should be expedited as a permanent change in practice given the continuing unpredictable supply of diamorphine. <p>PDC Current Stock Levels</p> <ul style="list-style-type: none"> • Diamorphine 5 mg injection: 0 packs • Diamorphine 10 mg injection: 0 packs • Diamorphine 100 mg injection: 6 packs • Diamorphine 30 mg injection: 14 packs <p>Elayne Harris 23/12/2025</p>

Items from previous editions –

IMPORTANT INFORMATION	Important Reminder: Safe Handling of Waste Bins
	<p>Tradebe, our waste contractor, has asked us to highlight a recent health and safety concern within the community pharmacy network.</p> <p>Last week, a returned waste bin collected from a pharmacy weighed 35kg when it reached Tradebe's depot. For context, these bins typically weigh 10–12kg when full. Transporting a bin that is more than double the usual weight poses a serious risk—not only to the driver but also to pharmacy staff who may have moved the bin for collection.</p> <p>In this instance, the bin should not have been uplifted as it was. The correct procedure would have been to decant the contents into separate bins before collection.</p> <p>What we need from you:</p> <p>Please ensure bins are not overfilled. Be mindful of the weight when disposing of waste, and if in doubt, use additional bins. Your co-operation is essential to keep everyone safe.</p> <p>Janine Glen 16/12/2025</p>

IMPORTANT INFORMATION	Waste Materials Impact Review and Design Hopes Visit
	<p>This anonymous survey seeks to identify how your pharmacy used the NHSGGC medicines waste resources recently distributed. We also welcome your ideas on how else you think community pharmacy can help us reduce medicines waste.</p> <p>https://forms.office.com/e/ictC4yXqx4</p> <p>Anne Thomson 16/12/2025</p>

IMPORTANT INFORMATION	Electronic Claiming Workbook v3.4
	<p>We have made a minor update to the MCA tab within the electronic claiming workbook. The workbook is now available as Version 3.4.</p>



ECW V3.4.xlsx

Attached

Please note that there is a tab labelled “**For CPDT Use Only**”. This section is intended for our team to record any freight or carriage charges that require payment. There is no requirement for this section to be completed by the pharmacy.

If you have any questions or require further clarification, please do not hesitate to contact us.

Lianne Hatch

16/12/2025

IMPORTANT INFORMATION

Electronic Claiming Workbook – drop down options for MCA

We have received several queries from contractors experiencing issues with selecting drop-down options on the MCA tab within the electronic claiming workbook. To ensure this feature functions correctly, please verify the following:

- You are using the latest version of Microsoft Excel (version 2013 or later is required for drop-down functionality).
- You have downloaded and saved a copy of the workbook to your computer before completing it.
- If prompted, you have enabled editing for the workbook to allow changes.

Failure to complete the workbook correctly will result in your claim being returned and not processed.

The CPDT will be happy to help with any issues, but only after the above steps have been completed.

Lianne Hatch

16/12/2025

IMPORTANT INFORMATION

Smoking Cessation Training - Wednesday 14th January 2026 - Clydebank Health Centre



44. QW Training -
Clydebank Health Ce

Attached

Smoking Cessation Training

Wednesday 14th January 2026

Clydebank Health Centre

Queens Quay, Main Avenue, Clydebank. G81

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 – 9am- 4:00pm (approx)

We presently have some places available for the event on the 14th January, 2026.

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.

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

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

Lunch will be provided. Please inform us if you do not require lunch

Parking is available on a first come basis.

Annette Robb

16/12/2025

IMPORTANT INFORMATION

Early Warning System (EWS) Test



EWS - All HSCPs - December 2025.pdf

Attached

The Board initiated a test of the Early Warning System (EWS) on the 27th November 2025.

Of the 28 cascade systems, 17 were successful, representing a 61% success rate. This is the same percentage achieved during the EWS in April 2025. I would like to extend my thanks to all contractors who contributed to successfully completing the 17 cascades.

On further scrutiny, we identified the following reasons for failure:-

- Pharmacy did not pass the message on to the next pharmacy;
- Pharmacy was not displaying the most up to date EWS Cascade;
- The pharmacy stated that the message wasn't received. However, the previous pharmacy stated that the message was passed on;
- Last pharmacy in cascade failed to pass the message to the Master Station.

We appreciate that there are often competing priorities within the Pharmacy and that time is precious; however, the Early Warning System is specifically used in emergent situations and the transfer of information is imperative.

I have attached a further copy of each of the Board's HSCP's systems. Please identify your pharmacy within that document and print off the relevant cascade. I would like to reiterate the importance of all pharmacy staff, including locums, knowing and understanding the cascade process and what they will need to do in response to a message. It might therefore be helpful to site this document close to your main telephone.

If there is anything in this cascade process which is unclear, or you would like to discuss further, please do not hesitate to contact me on 0141 201 6041.

Michelle Cooper
09/12/2025

IMPORTANT INFORMATION	CPIP Winter 25 GGC CPIP Newsletter - alternate conundrum
 Winter 25 GGC CPIP NEWSLETTER 1- alteri Attached	Please find attached the Winter 25 GGC CPIP Newsletter - alternate conundrum. Lorna Brown 09/12/2025

IMPORTANT INFORMATION	PCA(P) 2025 – 26 Extension To Serious Shortage Protocols For Estradot® (Estradiol) Patches
	Please see link below for Extension to Serious Shortage Protocols for Estradot® (Estradiol) Patches www.publications.scot.nhs.uk/files/pca2025-p-26.pdf 09/12/2025

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
Friday 9th January 11:00
Thursday 22nd January 14:00

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

14/10/2025

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



Community Pharmacy Communication Update

Tuesday 30th December 2025

New Items in this edition –

- **Rybelsus® (oral semaglutide): Introduction of New Formulation**
- **Advanced Notification – Q3 Customer Complaints / Whistleblowing**

ACTION	Rybelsus® (oral semaglutide): Introduction of New Formulation
 MEMO Rybelsus (oral semaglutide) New For Attached	<p>Just a reminder that practice based pharmacy teams will be working on this switch from January 2026 onwards.</p> <p>Please be aware of this and manage your stock levels accordingly.</p> <p>Lorna Brown 30/12/2025</p>

ACTION	Advanced Notification – Q3 Customer Complaints / Whistleblowing
	<p>Please be advised that the Q3 Customer Complaints / Whistleblowing data collection survey, relating to the Patient Rights (Scotland) Act 2011, will be sent via Webropol week commencing Monday 5th January 2026. The survey will close on Friday 30th January 2026.</p> <p>Completion of this survey is a contractual requirement, and we kindly ask that you ensure submission within the specified timeframe. Full details and the survey link will be provided in the covering message.</p> <p>Thank you for your continued cooperation.</p> <p>Michelle Cooper 30/12/2025</p>

Items from previous editions –

IMPORTANT INFORMATION	<p>***MSAN*** TIER 3 *** DIAMORPHINE INJECTION 5MG, 10MG, 100MG</p>
	<p>DHSC has advised of a Tier 3 supply issue affecting Diamorphine 5 mg, 10 mg and 100 mg powder for solution for injection ampoules.</p> <p>Please see the attached MSN and summary below.</p> <p>Summary</p> <ul style="list-style-type: none">• Diamorphine 5 mg and 10 mg powder for solution for injection ampoules are currently out of stock, with no confirmed resupply date.• Diamorphine 100 mg powder for solution for injection ampoules are expected to become unavailable from early January, with no confirmed resupply date.• Diamorphine 30 mg powder for solution for injection ampoules are currently available, but are unable to support any increase in demand.• Morphine sulfate injection has been identified by clinical experts as the first-line alternative opioid.• Sufficient supplies of morphine sulfate 10 mg/ml injection are available from Ethypharm and Hameln to cover the supply gap.• During previous shortages of diamorphine, both primary and secondary care organisations were advised to switch to morphine, where clinically appropriate. This should be expedited as a permanent change in practice given the continuing unpredictable supply of diamorphine. <p>PDC Current Stock Levels</p> <ul style="list-style-type: none">• Diamorphine 5 mg injection: 0 packs• Diamorphine 10 mg injection: 0 packs• Diamorphine 100 mg injection: 6 packs• Diamorphine 30 mg injection: 14 packs <p>Elayne Harris 23/12/2025</p>

IMPORTANT INFORMATION	Breast Cancer Now - Train the Trainer Breast Awareness Programme
 TtT flyer.pdf Attached	<p>Our Train the Trainer (TtT) programme is a free breast health promotion training course that trains local healthcare professionals and community workers to promote breast awareness, breast screening and risk reduction messages within their local communities. As a result, we're aiming for breast screening attendance in the area to increase and people will present earlier to their GP with any changes to their breast that they may have noticed.</p> <p>We are delighted to be delivering this course via the following 3 options:</p> <ul style="list-style-type: none"> • 4-hour online live workshop via Microsoft Teams (timings typically 10am - 2.30pm) • 1-day face-to-face workshop (lunch and refreshments provided; timings typically 10am - 4pm) • Self-directed eLearning course (approx. 2 hours to complete in one sitting or can be completed in stages) <p>All the above options are free to access, and all trainees will receive a certificate of completion after their workshop or eLearning course is complete. Additionally, all trainees will have access to accompanying resources and regular ongoing support from the Train the Trainer delivery team, to assist them in developing and delivering their own targeted community focused initiatives.</p> <p>The only requirements for participation are:</p> <ul style="list-style-type: none"> • Engagement with our external evaluation agency by completing four short surveys (pre-course, post-course, 3-month follow-up, and 12-month follow-up) • A commitment to sharing the key messages from the training with the communities you support <p>We have availability and dates from January 2026 onwards for trainees to sign up and get involved in the pilot!</p> <p>Simply contact trainthetrainer@breastcancernow.org for a place (or to set up a meeting for more info) and a member of the Scotland dedicated Train the Trainer team will be in touch!</p> <p>Lindsey Valiente 23/12/2025</p>

IMPORTANT INFORMATION	GGC Medicines Update
	<p>GGC Medicines Update is a series of blogs with important medicines related messages relevant to all healthcare professionals across GGC. Please see below for new blogs and relevant updates.</p> <p>New blogs Click on the following links to access the recently published Medicines Update blogs.</p> <ul style="list-style-type: none"> • Oral Nutritional Supplements (ONS) Formulary Update November 2025 for adults and older children • Updated NHSGGC Antiplatelet Guidelines Published <p>Updates</p> <ul style="list-style-type: none"> • Formulary Update November 2025 • Guideline News November 2025 • MHRA Safety Roundup November 2025 • Formulary Update December 2025 <p>23/12/2025</p>

IMPORTANT INFORMATION	Let's Chat Vac – Newsletter
 Let's Chat Vac.pdf Attached	<p>Please find attached the winter edition of 'Let's Chat Vac' Newsletter. This is our 4th Edition of the newsletter under the Vaccination Communication Framework Approach.</p> <p>It is now approaching 1 year since the inception of the Vaccination Communication Framework; we would be most grateful of your feedback by completing the enclosed survey : Vaccination - Let's Chat Vac Survey</p> <p>Nicola Cole 23/12/2025</p>

IMPORTANT INFORMATION	Advance Awareness – New Primary Care Preferred Brand/Formulation (Progesterone Micronised 100mg)
	<p>This communication is to provide advance awareness that Gepritix soft capsules are the new preferred brand of Progesterone Micronised 100mg in NHS Greater Glasgow & Clyde primary care.</p> <p>Prescribing for new initiations and existing prescriptions of progesterone micronised may change in future. At this stage, no widespread review of prescribing has been implemented and any implementation would be no earlier than six weeks from now.</p> <p>The purpose of this message is for stock management only.</p> <p>Rachel Bruce 23/12/2025</p>

IMPORTANT INFORMATION	Winter Infection, Prevention & Control
	<p>Respiratory illness</p> <p>Whilst the level of respiratory illness appears to be stabilising/reducing, this is just a reminder of the infection control guidance for community pharmacy. Community pharmacies should risk assess infection control measures that require to be put in place, including the use of personal protective equipment. A timely reminder too that the best protection against 'flu is to ensure you and your staff are vaccinated.</p> <p>PPH0113-pharmacy-infection-control-guidance-v7-May-2025.pdf</p> <p>Flu vaccination</p> <p>On the above note regarding vaccination, we just wanted to say a massive thank you for your huge flu vaccination efforts this winter season. In October and November the VMT figures show you administered 8867 vaccines to NHS priority groups. Thank you!</p> <p>Rachel Bruce 23/12/2025</p>

IMPORTANT INFORMATION	Important Reminder: Safe Handling of Waste Bins
	<p>Tradebe, our waste contractor, has asked us to highlight a recent health and safety concern within the community pharmacy network.</p> <p>Last week, a returned waste bin collected from a pharmacy weighed 35kg when it reached Tradebe's depot. For context, these bins typically weigh 10–12kg when full. Transporting a bin that is more than double the usual weight poses a serious risk—not only to the driver but also to pharmacy staff who may have moved the bin for collection.</p> <p>In this instance, the bin should not have been uplifted as it was. The correct procedure would have been to decant the contents into separate bins before collection.</p> <p>What we need from you:</p> <p>Please ensure bins are not overfilled. Be mindful of the weight when disposing of waste, and if in doubt, use additional bins. Your co-operation is essential to keep everyone safe.</p> <p>Janine Glen 16/12/2025</p>

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IMPORTANT INFORMATION	Smoking Cessation Training - Wednesday 14th January 2026 - Clydebank Health Centre
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IMPORTANT INFORMATION	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</p>

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:

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Thursday 22nd January 14:00

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
14/10/2025

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

CONTENTS

- Message from Lead Pharmacist, Community Pharmacy Development
- Helpful Hints
- Pharmacies open over the Festive Season
- Palliative Care stock information
- Compliance Aid Dispensing from Hospitals
- ADRS Guidance (contains embedded documents)
- Shortages Guidance (attached as separate document)
- Emergency Dental Service
- Primary Care Distribution Centre (Glasgow Only)

Message from Rachel Bruce, Lead Pharmacist Community Pharmacy Development

Season's Greetings to Our Community Pharmacy Colleagues

Thank you for your ongoing dedication and resilience throughout another incredibly busy year. An additional note of gratitude to those contractors open over the public holidays. I am hugely grateful to your commitment to patient care over this busy time.

I continue to be inspired by how much the community pharmacy network contributes to making a real difference for our patients every day. As we move into a new year, I look forward to continuing our collaborative working to support each other and our communities.

Wishing you peace, joy, and success in the year ahead!

RACHEL

Helpful Hints

We know that you are all working very hard over the festive season and seeing lots of patients who have increasingly high expectations of community pharmacy. Following a recent session to practice managers, we received some feedback that would be useful to share with you. Small changes in wording and patient guidance can help improve the patient journey and ease potential tensions between GP practices and CP.

- When sending SBARS to practices (particularly when recommending that a patient needs to be seen), please annotate if this is an urgent or a non-urgent routine appointment and ensure the patient has been advised accordingly e.g. dry skin that is still not improving after 2 weeks and treatment would not merit an urgent appointment.
- SBARS do not need to be war and peace, bullet points with succinct information will suffice. If you are writing the same things over and over again, save your key phrases in a word document and cut and paste them to help make the process more efficient when you are busy.
- Remind patients that appointments may not be with a GP and **may not need to be with a GP**. It may be more suitable for them to see another Health Care professional at the practice such as a practice nurse or an advanced nurse practitioner or a physio. This can help avoid the conversations that start with "*the pharmacist says I need to see a doctor*"
- Remember CPs in GGC have access to clinical portal and can see the Emergency Care Summary and recent discharges. If you have not

- accessed this recently, please check your log ins are working and ensure that a member of staff can access if you have locums in over the festive season.

If you have any ideas for improving these processes or have systems in place that have made a difference, please share them with us so we can share the good practice.

Community Pharmacy opening hours over the Festive Season

A list of community pharmacies open over the Festive Season can be found at the following links:

[Public Holidays – NHS Greater Glasgow & Clyde](#)

[Pharmacy - NHSGGC](#)

PALLIATIVE CARE STOCK INFORMATION

Dear Colleagues,

With the Christmas holidays fast-approaching, I invite those pharmacies who are open for 2 or more of the 4 public holidays, to increase your minimum stock levels of the common injectables (see below).

Alfentanil 1mg/2ml amps	Alfentanil 5mg/1ml amps
Cyclizine 50mg/1ml amps	Dexamethasone 3.3mg/1ml amps
Haloperidol 5mg/1ml amps	Hyoscine butylbromide 20mg/1ml amps
Levomepromazine 25mg/1ml amps	Midazolam 10mg/2ml amps
Morphine sulfate 10mg/1ml amps	Morphine sulfate 30mg/1ml amps
Oxycodone 10mg/1ml amps	Oxycodone 20mg/2ml amps

The current stocklist is attached for your information with the usual minimum stock levels.

I would suggest that you double your usual stock levels of the above medicines, but if your pharmacy is expected to be busy, or is open for several of the public holidays, please feel free to increase by more if you are able to.

Please claim for any incurred costs in the usual manner by using the electronic claiming workbook.

Thank you for all your efforts in supporting palliative care patients and their families over the last year.

Best wishes

Merry Christmas

COMPLIANCE AID DISPENSING FROM HOSPITALS

As we approach the festive period, please note the following arrangements for compliance aid patients being discharged from hospital:

- Patients discharged between **22nd December – 2nd January** should be issued with a **two-week supply** of medicines.
- **Exceptions:** On **25th December** and **1st January**, when only skeleton staffing will be in place and emergency discharges are processed, a **one-week supply** will be sufficient.

This approach aims to ensure continuity of medicines supply over the festive period, as GP practices will be closed for four days over both Christmas and New Year weeks, and community pharmacies may also have reduced opening hours.

For pharmacy staff in hubs, please prioritise any PLUSPAK (compliance aids) discharges from the 25th or 1st January to ensure continuation of supply.

For hospital dispensaries we appreciate this may create additional workload, and we encourage teams to:

- Explore alternative options where clinically appropriate.
- Liaise with community pharmacies to coordinate ongoing supply and minimise duplication or disruption for patients.

Thank you for your support and collaboration in maintaining safe and effective discharge processes throughout the festive season.

Lesley-Anne Tait – Interim Lead Pharmacist Patient Services, NHSGGC

Jane Hall – Deputy Director of Pharmacy, Primary Care, NHSGGC



Please find below information regarding responses to FAQs frequently raised by Community Pharmacists and contact information for ADRS Pharmacy support and ADRS teams.

Appropriate / Start Date on Opioid Substitution Therapy (OST) Prescriptions

ADRS teams can supply 2x28 day prescriptions for patients prescribed OST, which are delivered directly to the pharmacy in advance of the start date to allow preparation. Prescriptions will have been printed / signed prior to the treatment start date (the appropriate date). In some cases the date of printing / signing may be more than 28 days before the start date. These prescriptions are legal, as prescription validity is **28 days from the appropriate start date**. However, if you have any concerns regarding the clinical appropriateness of a patient's medication, please contact the team who issued the prescription to discuss.

Home Office Approved Wording for Instalment Prescribing

All ADRS instalment prescriptions for OST will contain the relevant Home Office wording which enables take home doses to be supplied on an appropriate day, in advance of pharmacy closures.

Medication intended for use on the days that the pharmacy is closed, can be supplied in advance providing that a legally valid prescription is in place and contains the Home Office approved wording "***Please dispense instalments due on pharmacy closed days on a prior suitable day***", or similar.

Medication may be supplied in advance of the prescription start date providing that the prescription has been signed and dated by the prescriber. No supply should be made before the date on which the prescription was signed. Please refer to the CD governance team briefing embedded for further guidance.

For example, an instalment from a prescription that is due to start on December 25th or 26th can be supplied on December 24th or earlier suitable day providing that the prescription has been signed on or before the identified suitable day and that the Home Office wording or equivalent is included. Similarly an instalment from a prescription that starts on January 1st or 2nd can be supplied before that date provided that the prescription has been signed on or prior to the suitable day identified for supply and includes the Home Office wording.

Please ensure that when deciding on the appropriate day to dispense instalment medication over the festive period / bank holiday / emergency closure that you consider each patient's individual circumstances and take these into account where possible e.g.



Supply of CDs by instalment by Commu

<ul style="list-style-type: none"> Patients may struggle to attend on certain days (e.g. 26th December and 2nd January) if the pharmacy is only open for reduced hours and there is limited public transport. <p>Please refer to the Royal Pharmaceutical Society 'Medicines, Ethics and Practice', current edition, for further guidance on Home Office wording.</p>	
<p><u>Supervision of OST</u></p> <p>The majority of ADRS prescriptions will direct that the OST dose should be supervised on the day of collection. The supervision direction is a request from the prescriber rather than a legal direction. A patient representative can collect an OST instalment if a patient is unable to do so e.g. due to illness. A new prescription is not required and details of the representative does not have to be written on the prescription by the prescriber. It is good practice to discuss requests with prescribers / care managers and appropriate records should always be maintained. Please see embedded guidance for further detail.</p>	 Collection of OST Prescriptions by patient.pdf
<p><u>Reporting Missed doses of OST</u></p> <p>All pharmacies must have a robust system and Standard Operating Procedure (SOP) in place to identify when patients have missed OST doses. It is vital that the patients' ADRS / GP is notified at the earliest opportunity following 3 missed doses or sooner if pharmacists have concerns about a patient. More urgent contact may be required following risk assessment of vulnerable patients, for example, in the high-risk initial titration period of OST, following recent discharge from hospital, prison liberation or prior to a weekend / public holiday.</p> <p>The 'GGC ADRS NEO OST Pharmacy Module' reporting tool should be used to contact the ADRS teams about missed doses, prescription queries or to raise concerns about patients. Messages should be sent by 10am each weekday morning, Monday to Friday. The ADRS 'professional to professional' phone lines can also be utilised to facilitate contact if the issue is urgent. NEO cannot be used to contact prescribers within GP shared care practices, the GP surgery should be contacted directly by telephone. Please see embedded guidance for further detail.</p>	 Missed dose guidance Nov 24.docx  Neo OST User Guide-Update Nov 25 V7.1.pdf
<p><u>Community Pharmacy OST Self Audit</u></p> <p>This is a helpful tool to review and develop existing processes within the pharmacy. The self-audit should be completed on an annual basis, following a dispensing incident/near miss or when significant changes have been made to the OST dispensing processes within the pharmacy. Pharmacists newly in post may additionally find it helpful to complete.</p> <p>On completion the ADRS Pharmacy Team will be notified of responses and pharmacies can print and save their submission for future reference. The ADRS pharmacy team will also review the audit and send recommendations for consideration. Please see link embedded.</p>	https://forms.office.com/r/JxfyABfRL1

Supervision of Disulfiram

Pharmacies who participate in the supervision of disulfiram are required to report any single missed dose of disulfiram within 24 hours via the GGC ADRS NEO Pharmacy Alcohol module. The ADRS team should respond within 24 hours to provide guidance, however, if a response is urgently required, the ADRS team should be contacted directly by phone / email in addition to logging the missed dose on NEO. Please see embedded guidance for further detail.

Please note: Disulfiram prescriptions do not require the home office wording (not a CD); the day of supply of a bank holiday dose is at the discretion of the pharmacist. Either provide the patient with the bank holiday dose(s) on the previous day of supervision or on the last day of opening prior to closure.



Community Pharmacy Disulfiram :



NEO 360 Disulfiram Therapy Module User

Safe Transport and Storage of Medication

It is important that all take home ADRS medication is transported and stored safely by patients. Steps which can be taken by pharmacy staff to promote this are:

- Provide the NHS GGC Safe Storage Leaflet
- Use bottle / bag methadone warning labels for take home methadone doses. Contact 0141 303 8931 if you require labels.

Please undertake regular conversations with patients on the importance of safe transport and storage of take-home medication, especially around children.



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NEO Troubleshooting

Pharmacy staff frequently request support to assist with access to passwords or to register / remove members of staff from the GGC ADRS Neo 360 system. In the first instance they should refer to the NEO housekeeping manual (embedded) which will guide them through the process. The manual is also available by clicking the "Help" tab in NEO.



NEO 360 Staff Log Ins and Housekeeping

Submission dates for ADRS Pharmacy Claims

Claims for all GGC ADRS Pharmacy Services including, OST, IEP, Disulfiram, Naloxone, BBV Testing and Buvidal administration must be **submitted via NEO by the 6th of each calendar month**. Claims must be submitted by an individual with current GPhC registration, using their own unique NEO username and password. Claims must **not** be submitted using the generic IEP or pharmacy manager log on.

Emergency Closures

On the rare occasion when a pharmacy fails to open or must close in an emergency, the 'Responsible Pharmacist' must inform the Board of the nature and likely duration of the closure by telephoning 0141-232-1726 or 0141-232-1727.

It is important that every effort is made to ensure that patients attending daily have access to their prescribed therapy; however, for OST patients in particular, pharmacists should also link in with their local ADRS team to co-ordinate arrangements for patients attending for instalment dispensing.



NHS GGC Pharmacy Closure Good Practice

ADRS Teams contact details and opening times

Contact details for ADRS teams include a direct line for professionals and email contacts for each team. Please see embedded document for further detail.	 ADRS Opening Hrs_Pharmacy Call_N
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ADRS Guidelines

- NHS GGC OST Prescribing Guideline (Embedded)
- NHS GGC ADRS Guideline for the use of Alcohol Protective Medication (Embedded)



GGC ADRS OST Prescribing Guideline



GGC ADRS Guideline for the us

ADRS Pharmacy Team Contact

Please use the ADRS pharmacy team mailbox if you require any assistance and a member of the team will respond to your email ggc.adrs.pharmacyteam@nhs.scot

Tel 0141 303 8931

Emergency Dental Service

Over the festive period there will be Emergency and Out of Hours dental clinic opening hours on:

Location: Level 1 – Glasgow Dental Hospital

	GGCEDS Clinic Times
Christmas Day Thursday 25 th December 2025	10am – 1.00pm
Boxing Day Friday 26th December 2025	10am – 1.00pm 1.30pm – 4.30pm
New Year's Day Thursday 1 st January 2026	10am – 1.00pm
Friday 2 nd January 2026	10am – 1.00pm 1.30pm – 4.30pm

There will be **no deliveries** from the Distribution Centre between **Monday 22 December 2025 and Friday 02 January 2026**.

The last delivery day will be Fri 19th December 2025.

Please ensure that you have adequate stocks of prescriptions/stationery to cover this period and orders must be placed **48 hrs** prior to your delivery day.

The Distribution Centre will be open on 22, 23, 24, 29, 30 & 31 December 2025 and 05 January 2026 for **COLLECTION ONLY** from Dava Street.

Please ensure you call the Distribution Centre to advise if you require items for collection.

Normal delivery service will resume on **Tuesday 06 January 2026**.

