



Community Pharmacy Communication Update

Tuesday 4th November 2025

New Items in this edition –

- **PCA (P) 2025 – 24 Community Pharmacy Services – Amendments to Pharmacy First Remuneration Model And Introduction of Pharmacy First Plus Activity Pot**
- **Advance Notice – Cost-Efficiency Switch from Phosphate Enema (Formula B) to Cleen® Ready-to-Use Enema**
- **ADRS Service Claims - Festive Period**
- **Quit Your Way App - Smokefree App for Quit Your Way Community Clients**

ACTION	PCA (P) 2025 – 24 Community Pharmacy Services – Amendments to Pharmacy First Remuneration Model And Introduction of Pharmacy First Plus Activity Pot
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 QYW App.doc Attached	<p>A smokefree app is being piloted for some of the QYW community clients.</p> <p>The app is offered as an alternative support for clients making smoking cessation quit attempts. Clients get a licence for the app which enables them to access a premium range of in-app features and 24/7 access to trained advisors.</p> <p>Clients will sign up to make a smoking cessation attempt with the QYW community service. If they opt to use the app they can get access to the app once they have collected their pharmacotherapy from a pharmacy and notified their QYW Community advisor.</p> <p>App clients will receive less support from the QYW advisors but will still be classed as QYW Community clients and should be recorded on PCR as 'Shared Care'.</p> <p>For any questions about the Smokefree app please contact 0800 916 8858</p> <p>Annette Robb 04/11/2025</p>

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IMPORTANT INFORMATION	Electronic Claiming Workbook (ECW) - Version 3.3
 ECW V3.3.xlsx Attached	<p>Please see attached the updated version of the ECW. Version 3.3 contains an updated lookup table which has been amended to reflect the most recent changes in ownership and a newly opened pharmacy. 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.</p> <p>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 28/10/2025</p>

IMPORTANT INFORMATION	Community Pain Education Classes
 Community Pain Education Classes.p Attached	<p>Please find attached Community Pain Education Classes Leaflet.</p> <p>Pain Management Services 28/10/2025</p>

IMPORTANT INFORMATION	PCA (P) (2025)– 23 Extension To Serious Shortage Protocols For Cefalexin Oral Suspension Sugar Free Products
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IMPORTANT INFORMATION	Business Continuity Plan
	<p>As you will be aware contingency planning for a range of risks is a key business activity to ensure essential services continue to be provided and maintained in an emergency situation.</p> <p>Every year we provide an annual reminder to community pharmacies that they should have an up to date Business Continuity Plan (BCP), the content of which should be relevant and reflect events such as adverse weather.</p> <p>All contractors should review their plan over the next four to six weeks to ensure it remains “fit for purpose” and contains the most up to date information. There is no need for you to send a copy to the Board as previously. We would recommend however that a copy be retained “off-site” in the event that you are unable to access the pharmacy for any reason. You can access a blank BCP template from the Community Pharmacy website. The link is provided below:</p> <p>https://www.communitypharmacy.scot.nhs.uk/nhs-boards/nhs-greater-glasgow-clyde/business-continuity-planning/</p> <p>Janine Glen 21/10/2025</p>

IMPORTANT INFORMATION	Medicines above Tariff Price
	<p>From time to time a situation arises where a medicine is available but is only available at a higher cost than the pharmacy will currently be reimbursed. Whilst this is an unfortunate situation, the NHS expects that where the medicine is available that it will be supplied in a timely manner to the patient.</p> <p>There is a process outlined in the Shortage Guidance document on the Community Pharmacy Scotland website that should be followed in these cases.</p> <p><u>Medicines Shortage Guidance (scenario 1)</u></p> <p><u>CPS Members Area Shortages</u></p> <p>By following this process, the supply of the medication to the patient can be maintained and CPS can then raise this with SG to allow discussions around potentially amending the tariff.</p> <p>I would be grateful if this guidance could be followed to minimise disruption to the patient.</p> <p>Pamela Macintyre 21/10/2025</p>

IMPORTANT INFORMATION	GGC-CPIP-Prescribing Choices - Updated to Include Hospital Drugs
 ggc-cpip-Prescribing Choices.pdf Attached	<p>Please see attachment for GGC-CPIP Prescribing Choices.</p> <p>This was sent up with updated reference to hospital drugs</p> <p>Advance Pharmacist (Primary Care) 21/10/2025</p>

IMPORTANT INFORMATION	Correction - Smoking Cessation Training – Monday 10th November 2025
 42. QYW Training - Leverndale Hospital Attached	<p style="text-align: center;"><u>Smoking Cessation Training</u> <u>Monday 10th November 2025</u> <u>Leverndale Hospital</u> <u>Beresford Suite, 510 Crookston Road, Glasgow, G53 7TU</u></p> <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 – 9am- 4:00pm (approx)</p> <p>We presently have some places available for the event on the 10th November, 2025.</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> <p>Please contact us ASAP by phone on <u>0141 201 4945</u>, or by e-mail ggc.pharmacyhit@nhs.scot</p> <p>Places will be allocated on a first-come basis and will be confirmed in writing.</p> <p>Lunch will be provided. Please inform us if you do not require lunch.</p> <p>Parking is available on a first come basis.</p> <p>Annette Robb 07/10/2025</p>

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</p>

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

Tuesday 18th November 14:30

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

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 11th November 2025

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- **Seasonal Influenza 2025-26: Current Epidemiology, Potential Implications And Use Of Influenza Antivirals**
- **Pharmaceutical Waste – Cardboard Boxes**
- **Oral Nutritional Supplements Formulary Update November 2025**
- **Advance Notice Cost-Efficiency Switch - SGLT2 Switch to Generic Dapagliflozin**

ACTION	Seasonal Influenza 2025-26: Current Epidemiology, Potential Implications And Use Of Influenza Antivirals
 CMO Letter Seasonal Influenza : Attached	<p>Please see attached CMO regarding Seasonal Influenza 2025-26 - current epidemiology and use of antivirals.</p> <p>Ciara McCafferty 11/11/2025</p>

ACTION	Pharmaceutical Waste – Cardboard Boxes
	<p>We've recently been informed by some contractors that the waste provider collecting returned patient waste from community pharmacies has occasionally left cardboard boxes.</p> <p>We contacted Tradebe, who confirmed that drivers may leave these boxes if they don't have enough rigid containers, or in rare cases when Tradebe is out of stock at the scheduled time.</p> <p>Tradebe advises that these boxes are suitable for storage as long as they are not overfilled (above the marked cut-off line).</p> <p>We hope this helps.</p> <p>Janine Glen 11/11/2025</p>

ACTION	Oral Nutritional Supplements Formulary Update November 2025
 <small>ONS Formulary Update Nov 25.pdf</small> Attached	<p>Please see attached document from Dietetics, they have revised the Oral Nutritional Supplement Formulary.</p> <p>Prescribing Support Dieticians 11/11/2025</p>

ACTION	Advance Notice Cost-Efficiency Switch - SGLT2 Switch to Generic Dapagliflozin
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Community Pharmacy Communication Update

Tuesday 18th November 2025

New Items in this edition –

- **Celebrating Pamela Macintyre's Remarkable Career**
- **Thursday Edition of the Communications Update – Extended Suspension**
- **Teen Mental Health Survey**
- **This is UK Malnutrition Awareness Week 17th-23rd November 2025**

ACTION	Celebrating Pamela Macintyre's Remarkable Career
	<p>Celebrating Pamela Macintyre's Remarkable Career</p> <p>In just one short week, Pamela Macintyre, our Lead Pharmacist for Community Pharmacy Development, will retire after several decades of service within the NHS.</p> <p>Pamela has been a driving force behind the growth and innovation of community pharmacy in NHS GGC. From developing new services to offering invaluable support and guidance, Pamela's dedication has strengthened the network and made a lasting impact on colleagues and patients alike.</p> <p>To show our appreciation for all she has achieved, we're organising a collection for a farewell gift.</p> <p>If you'd like to contribute, you can:</p> <ul style="list-style-type: none"> • Send a donation via PayPal: https://www.paypal.com/pool/9iz3DElj9o?sr=accr • Share a farewell message: Please email your message to ggc.cpdevteam@nhs.scot. We'll gather these and present them to Pamela before her last day on Wednesday, 26 November 2025. <p>Janine Glen 18/11/2025</p>

ACTION	Thursday Edition of the Communications Update – Extended Suspension
	<p>As noted in the <i>Communications Update</i> 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.</p> <p>The issues that led to this change remain, and to maintain service levels, this arrangement will now continue until at least April 2026.</p> <p>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.</p> <p>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 qgc.cpdevteam@nhs.scot.</p> <p>Thank you for your understanding and cooperation as we work to balance capacity and maintain essential communications.</p> <p>Janine Glen 18/11/2025</p>

ACTION	Teen Mental Health Survey
	<p>The Scottish Government's Parental Audience Marketing Team is looking to develop resources to help health professionals support parents who are concerned about their teenager's mental wellbeing. As part of this work, we want to understand what resources would be most helpful for you in your professional role when parents approach you with concerns about their teenager's mental health.</p> <p>Your insights will help inform the resources we develop so they reflect your needs and support your daily practice.</p> <p>Below is a link to a short online survey that will take approximately 5 minutes to complete.</p> <p>https://forms.office.com/e/prd0CBrXuK</p> <p>We will not ask for your name or any other contact details so your answers will be completely anonymous.</p> <p>Your participation is voluntary but your help would be very much appreciated. You have the right to stop at any point in the survey.</p>

	<p>This research is being conducted in accordance with the Data Protection Act 2018.</p> <p>Please click on the link above to access the survey. The survey will close on 21st November 2025. If you have any questions about this survey, please contact yasmin.wright@gov.scot</p> <p>Please read the privacy notice attached for information on how data will be used as part of this project.</p> <p>Alastair Douglas 18/11/2025</p>
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ACTION	<p>This is Uk Malnutrition Awareness Week 17th-23rd November 2025</p>
	<p>THIS IS UK MALNUTRITION AWARENESS WEEK 17th-23rd November 2025</p> <p>Act, Look, Listen we're ALL in this together.</p> <p>This year's campaign highlights the importance of recognising every interaction whether with patients, family members or neighbours as an opportunity to spot the signs of malnutrition and dehydration early.</p> <p>This year we have a simple request for everybody to ask, look and listen.</p> <ul style="list-style-type: none"> Ask somebody who may be vulnerable if they are eating and drinking ok. Don't be afraid to ask about somebody's appetite or ability to prepare food and drink. Always be on the lookout for tell tale signs of unplanned weight loss such as looser clothing lose belts or rings or dentures or empty fridges and cupboards. Listen carefully to what somebody is telling you about their life. It may not be about eating and drinking directly but is it about feeling lonely or losing interest in things that usually give them pleasure. <p>For Further information: <u>ukmaw2025-mission-statement.pdf</u></p> <p>https://www.nhsggc.scot/your-health/public-health-nutrition/</p> <p>Hannah Duncan 18/11/2025</p>

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Community Pharmacy Communication Update

Tuesday 25th November 2025

New Items in this edition –

- **Proxor Information for CP**
- **Mobile Van Locations Week Beginning 24/11/2025 (Turning Point Scotland)**
- **PCA(P) 2025 – 25 Extension To Serious Shortage Protocols For Creon® Gastro-Resistant Capsules**
- **Checking of References During Recruitment Processes**

ACTION	Proxor Information for CP
	<p>Advance notice of an upcoming cost-efficiency that will see the introduction of Proxor® (beclometasone/formoterol) MDI.</p> <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.</p> <p>Please take this upcoming switch into account when planning and managing stock in the coming weeks.</p> <p>Carol Smart 25/11/2025</p>

ACTION	Mobile Van Locations Week Beginning 24/11/2025 (Turning Point Scotland)
	<p>Hello and welcome to the weekly roundup from the Mobile Harm Reduction Service.</p> <p>We've had a great week providing WAND and support to people out in the community and would like to give you a wee update on areas we'll be visiting next week.</p> <p>We now have 3 vans, meaning we can provide WAND interventions at several places at once, and respond more quickly to requests over the phone</p>

Tuesday 25th November
Van 1

09.30 - 16.00 - City Centre (Trongate Pharmacy)

Van 2

9.30 - 12.30 - Simon Community Access Hub

13.00 - 16.00 - Bridgeton (incl. Fordneuk Service)

Wednesday 26th November
Van 1

09.30 - 16.00 - City Centre (Trongate Pharmacy)

Van 2

09.30 - 12.30 - Dalhousie Street Project

13.00 - 16.00 - Possilpark (incl. Chara Centre & Rodney Street)

Thursday 27th November
Van 1

09.30 - 16.00 - City Centre (Trongate Pharmacy)

Van 2

13.00 - 16.00 - Shawlands (incl. Queens Park Hotel) & Castlemilk

Friday 28th November

13.00 - 16.00 - City Centre Outreach

If you know anyone who would benefit from our service you can call the office on 0141 280 3834 to arrange a suitable day and time. For more service info or an electronic copy of our fliers please email:
mhrsinfo@turningpointscotland.com

Turning Point Scotland
25/11/2025

ACTION

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

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25/11/2025

ACTION	Checking of References During Recruitment Processes
	<p>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.</p> <p>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.</p> <p>Mantek Chahal Rachel Bruce 25/11/2025</p>

Items from previous editions –

IMPORTANT INFORMATION	Celebrating Pamela Macintyre's Remarkable Career
	<p>Celebrating Pamela Macintyre's Remarkable Career</p> <p>In just one short week, Pamela Macintyre, our Lead Pharmacist for Community Pharmacy Development, will retire after several decades of service within the NHS.</p> <p>Pamela has been a driving force behind the growth and innovation of community pharmacy in NHS GGC. From developing new services to offering invaluable support and guidance, Pamela's dedication has strengthened the network and made a lasting impact on colleagues and patients alike.</p> <p>To show our appreciation for all she has achieved, we're organising a collection for a farewell gift.</p> <p>If you'd like to contribute, you can:</p> <ul style="list-style-type: none"> • Send a donation via PayPal: https://www.paypal.com/pool/9iz3DElj9o?sr=accr • Share a farewell message: Please email your message to gqc.cpdevteam@nhs.scot. We'll gather these and present them to Pamela before her last day on Wednesday, 26 November 2025. <p>Janine Glen 18/11/2025</p>

IMPORTANT INFORMATION	<p>Thursday Edition of the Communications Update – Extended Suspension</p>
	<p>As noted in the <i>Communications Update</i> 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.</p> <p>The issues that led to this change remain, and to maintain service levels, this arrangement will now continue until at least April 2026.</p> <p>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.</p> <p>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.</p> <p>Thank you for your understanding and cooperation as we work to balance capacity and maintain essential communications.</p> <p>Janine Glen 18/11/2025</p>

IMPORTANT INFORMATION	<p>Teen Mental Health Survey</p>
	<p>The Scottish Government's Parental Audience Marketing Team is looking to develop resources to help health professionals support parents who are concerned about their teenager's mental wellbeing. As part of this work, we want to understand what resources would be most helpful for you in your professional role when parents approach you with concerns about their teenager's mental health.</p> <p>Your insights will help inform the resources we develop so they reflect your needs and support your daily practice.</p> <p>Below is a link to a short online survey that will take approximately 5 minutes to complete.</p> <p>https://forms.office.com/e/prd0CBrXuK</p> <p>We will not ask for your name or any other contact details so your answers will be completely anonymous.</p>

Your participation is voluntary but your help would be very much appreciated. You have the right to stop at any point in the survey.

This research is being conducted in accordance with the Data Protection Act 2018.

Please click on the link above to access the survey. **The survey will close on 21st November 2025**. If you have any questions about this survey, please contact yasmin.wright@gov.scot

Please read the privacy notice attached for information on how data will be used as part of this project.

Alastair Douglas

18/11/2025

IMPORTANT INFORMATION

Seasonal Influenza 2025-26: Current Epidemiology, Potential Implications And Use Of Influenza Antivirals



CMO Letter
Seasonal Influenza :
Attached

Please see attached CMO regarding Seasonal Influenza 2025-26 - current epidemiology and use of antivirals.

Ciara McCafferty

11/11/2025

IMPORTANT INFORMATION

Pharmaceutical Waste – Cardboard Boxes

We've recently been informed by some contractors that the waste provider collecting returned patient waste from community pharmacies has occasionally left cardboard boxes.

We contacted Tradebe, who confirmed that drivers may leave these boxes if they don't have enough rigid containers, or in rare cases when Tradebe is out of stock at the scheduled time.

Tradebe advises that these boxes are suitable for storage as long as they are not overfilled (above the marked cut-off line).

We hope this helps.

Janine Glen

11/11/2025

IMPORTANT INFORMATION

Oral Nutritional Supplements Formulary Update November 2025

Please see attached document from Dietetics, they have revised the Oral Nutritional Supplement Formulary.



ONS Formulary
Update Nov 25.pdf

Attached

Prescribing Support Dieticians
11/11/2025

IMPORTANT INFORMATION	Advance Notice Cost-Efficiency Switch - SGLT2 Switch to Generic Dapagliflozin
	<p>This is to provide advance notice of an upcoming cost-efficiency switch from Canagliflozin, Empagliflozin and branded dapagliflozin to generic Dapagliflozin, where clinically appropriate, across NHS Greater Glasgow & Clyde.</p> <p>This change forms part of the ongoing NHSGGC cost-efficiency programme and aims to support more sustainable use of resources while maintaining equivalent clinical outcomes.</p> <p>Please take this upcoming switch into account when planning and managing stock in the coming weeks.</p> <p>Kathryn Chisholm 11/11/2025</p>

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
 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</p>

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

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

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