NHS Greater Glasgow and Clyde

# Community Pharmacy Communication Update

**Tuesday 6th October 2026**



**New items in this edition-**

- **GGC Medicines Update for inclusion in Community Pharmacy Communications**
- **Mobile Van Locations Week Beginning 5th October 2026**
- **Important Info re ONS Changes for Patients also Requiring Thickened Fluids**
- **Business Continuity Planning - Reminder**

| ACTION | GGC Medicines Update for inclusion in Community Pharmacy Communications |
|---|---|
| | 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.<br><br>**New blogs**<br>Click on the following links to access the recently published Medicines Update blogs.<br>• Good Prescribing Practice for Inpatients - Exploring Good Prescribing Practice in the NHSGGC Adult Therapeutics Handbook<br>• The Guide to Guidelines: What Every User and Author Needs to Know about GGC Clinical Guidelines<br><br>In addition to the blog above, GGC staff interested in learning more about clinical guidelines can also access a new Clinical Guidelines Resource Hub [NHSGGC network access required]. The Hub brings together webinar recordings, supporting materials and useful links in one place, providing a central source of information to support colleagues involved in clinical guideline work.<br><br>**Updated blogs**<br>Click on the following links to access the recently updated Medicines Update blogs.<br>• Pain management in patients with dementia during hospital admission |

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| | **Updates**<br>• Formulary Update August 2026 (non-SMC)<br>• Guideline News August 2026<br>• MHRA Safety Roundup September 2026<br><br>**Medicines Update blogs are correct at the time of publication. Click here for further information on Medicines Update.**<br>**If you would like to contribute to Medicines Update, please click here for a guide to blog writing.**<br>**Medicines Update blogs are hosted on the GGC Medicines website and app. The search function on the website can be used to find specific blogs.**<br>**Anyone can join our mailing list by contacting us at ggc.medicines.update@nhs.scot**<br>**If you find these blogs useful, please share them with your colleagues.**<br><br>06/10/2026 |

| ACTION | **Mobile Van Locations Week Beginning 5th October 2026** |
|---|---|
| | Hello and welcome to the weekly roundup from the Mobile Harm Reduction Service.<br><br>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 this week.<br><br>We have 3 vans, meaning we can provide WAND interventions at several places at once, and respond more quickly to requests over the phone.<br><br>**Wednesday 7th October 2026**<br>**Van 1**<br>09:45 - 16:00 - Trongate Pharmacy (City Centre)<br>**Van 2**<br>13:00 - 16:00 - Chez Nous & Maryhill<br><br>**Thursday 8th October 2026**<br>**Van 1**<br>09:45 - 16:00 - Trongate Pharmacy (City Centre)<br>**Van 2**<br>09:45 - 12:30 - Dalhousie<br>13:00 - 16:00 - Bob McTaggart & Rodney Street<br><br>**Friday 9th October 2026** |

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| | **Van 1**<br>10:30 - 15:45 - Trongate Pharmacy (City Centre)<br><br>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.<br><br>For more service info or an electronic copy of our fliers please email: mhrsinfo@turningpointscotland.com.<br><br>Turning Point Scotland<br>06/10/2026 |

| **ACTION** | **Important Info re ONS Changes for Patients also Requiring Thickened Fluids** |
|---|---|
| <br>Communication for GPs etc re ONS and<br>Attached | At the Nutrition Sub Committee meeting on 15th September 2026, concerns were raised regarding the IDDSI classification of some oral nutritional supplements (ONS) which, although independently tested by the companies, are not ACBS approved for a particular IDDSI level for oral pharyngeal dysphagia. We are aware that some previously used ONS have dysphagia as a standard ACBS indication however on consultation with the company representative these appear to be left historically and are being reviewed. As we gain more knowledge around this, we will feedback.<br><br>We have attached a communication that gives details of what actions are being taken by each staff group and the new products we will be recommending for the patients.<br><br>Please can the people below cascade this communication.<br>Susan Donnelly - to all GPs<br>Caroline Tunnock - to all NMPs<br>Susan Galbraith - to all HSCP pharmacy staff<br>Community Pharmacy Development team - to all community pharmacies.<br><br>Any concerns please email back to this inbox.<br><br>Prescribing Support Dietitians<br>06/10/2026 |

| **ACTION** | **Business Continuity Planning - Reminder** |
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| | **THIS IS ONLY RELEVANT FOR INDEPENDENT COMMUNITY PHARMACIES AND ANY MULTIPLE/SMALL MULTIPLE CHAINS WHO DO NOT OPERATE UNDER A CORPORATE BUSINESS CONTINUITY PLANNING PROCESS**<br><br>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 such as a snow, flood, or for example recently – the fire at Glasgow Central station. The recent incident provides a timely opportunity to remind community pharmacies that they should have an up-to-date Business Continuity Plan (BCP).<br><br>As part of business continuity planning, we have previously asked you to consider a buddy system. This buddy system would involve discussing with a fellow contractor in the proximity of your pharmacy and within your local community to identify where you could help and support each other in times of difficulty. Based on what we have seen over the years, it is even more important that a relationship like this is in place to ensure that the continuity of patient care within communities can be maintained wherever possible. Therefore, we kindly ask that a "buddy" pharmacy is written into each of your business continuity plans when preparing for winter this year.<br><br>In the unlikely event that you have not already established a Plan using the most up to date template, you will find it here.<br><br>Rachel Bruce<br>06/10/2026 |

**Items from previous editions –**

| IMPORTANT INFORMATION | Training Opportunities for Community Pharmacy Staff |
|---|---|
| | The Glasgow Alcohol and Drug Recovery Service is offering two training sessions designed to enhance knowledge, confidence and skills when supporting people who use drugs. This would be particularly useful for those who work in a pharmacy that provides injecting equipment provision.<br><br>Reducing Harm for People who use Cocaine<br>**Date:** Thursday 22nd October<br>**Venue:** North East ADRS – Parkhead Hub<br>**Time:** 09:30 - 6:30<br><br>Safer Injecting<br>**Date:** Wednesday 11th November |

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| | **Venue:** Glasgow Alcohol and Drug Crisis Service<br>**Time:** 09:30 - 16:30<br><br>**Places are limited and will be allocated on a first come, first served basis.**<br><br>For further information, please contact Liz.Donaghy@nhs.scot<br><br>To reserve a place, please contact Margaret.Bailey2@nhs.scot<br><br>Amanda Laird<br>25/09/2026 |

| **IMPORTANT INFORMATION** | **PCA(P)(2026)17:Pharmaceutical Services: Amendments in Respect of Community Pharmacy Remuneration Arrangements** |
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| | Please see link below NHS Circular PCA(P)(2026)17 Pharmaceutical services: amendments in respect of community pharmacy remuneration arrangements from 1st April 2026<br><br>www.publications.scot.nhs.uk/files/pca2026-p-17.pdf<br><br>25/09/2026 |

| **IMPORTANT INFORMATION** | **FAO Flu Participants** |
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| | Dear Colleagues,<br><br>Further to recent communications regarding the cold chain module for flu programme participants, we have been advised that the link previously circulated has been updated. The module can now be access via Promoting Effective Immunisation Practice (PEIP) on Turas and scrolling down to module 8 Scorm Player - PEIP : storage and handling of vaccines<br><br>Apologies for any confusion caused, we were unaware that the link to the module had been updated.<br><br>Kind regards<br><br>Lorna Brown<br><br>29/09/2026 |

| **IMPORTANT INFORMATION** | **Advanced Notification – Q2 Customer Complaints and Whistleblowing Survey** |
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| | Please be advised that the Q2 Customer Complaints and Whistleblowing Survey, relating to the Patient Rights (Scotland) Act |

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| | 2011, will be issued via Webropol during the week commencing **Monday 28th September 2026**. The survey will close on **Friday 23rd October 2026.**<br><br>Completion of this survey is a contractual requirement**,** and we kindly request that all submissions are completed within the specified timeframe. Full details and the survey link will be provided in the accompanying email.<br><br>Thank you for your continued cooperation.<br><br>Michelle Cooper<br>22/09/2026 |

| **IMPORTANT INFORMATION** | **UK Burns Survey** |
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| | The below information initially appeared in the Communications Update in June 2026. Unfortunately there has been limited response and the organisers have asked us to resend to the community pharmacy network and encourage them to respond.<br><br>Community pharmacists are invited to participate in a new UK research study exploring confidence, experience and referral practice when managing burn injuries in children.<br><br>Community pharmacies are often a first point of contact for families when a child has a burn injury, yet there is limited evidence describing current pharmacy practice in paediatric burn care. This study aims to help address this gap and inform future education and support.<br><br>◆ **10-minute online survey**<br>◆ **Anonymous and ethically reviewed**<br>◆ Open to all **UK community pharmacists**<br><br>The research is led by the University of Manchester in collaboration with NHS burns specialists and pharmacy partners. Findings will help shape future training resources and improve care pathways for children with burn injuries.<br><br>Further information can be found in the **Participant Information Sheet (PIS).**<br><br>**Please support this project by completing the survey and sharing it with your pharmacy colleagues via e-mail and social media.** (social media content) |

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| | Survey QR code<br><br>:<br><br>Survey Link:<br><br>https://www.qualtrics.manchester.ac.uk/jfe/form/SV_7376fVxC1BFR7gi?Q_CHL=qr<br><br>Thank you for supporting this important piece of work<br><br>Professor Mamta Shah<br>Consultant Burns and Plastic Surgeon<br>Royal Manchester Childrens Hospital and University of Manchester<br><br>09/06/2026 |

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

NHS Greater Glasgow and Clyde

# Community Pharmacy Communication Update

**Tuesday 13th October 2026**



**New items in this edition-**

- **Outstanding Community Pharmacy Workforce Survey Completion - Greater Glasgow and Clyde**
- **Mobile Van Locations Week Beginning 12th October 2026**
- **Important Information – Character Limit on eForms (Central Prescribing Team)**
- **PCA(P)(2026)18: Extension To Serious Shortage Protocols For Estradot® Patches And Creon® Gastroresistant Capsules**

| ACTION | Outstanding Community Pharmacy Workforce Survey Completion - Greater Glasgow and Clyde |
|---|---|
| | Following the recent CPAG meeting, we have been making progress with the workforce survey. As discussed during the meeting, the leads were keen to know the pharmacies within their region that have yet to complete the survey. They agreed to assist by prompting these pharmacies to participate.<br><br>We have sent multiple reminders to all community pharmacies to complete the online survey. To ensure the data's accuracy, we aim for nearly 100% completion. The deadline for submission was **Friday, 9th October 2026**. Each pharmacy has received their unique survey link via their clinical mailbox. If they haven't received it, please ask them to contact pharmacy@nes.scot.nhs.uk.<br><br>Thank you for your help.<br><br>Peter Hamilton<br>13/10/2026 |

| ACTION | Mobile Van Locations Week Beginning 12th October 2026 |
|---|---|
| | Hello and welcome to the weekly roundup from the Mobile Harm Reduction Service.<br><br>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 this week. |

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| | We have 3 vans, meaning we can provide WAND interventions at several places at once, and respond more quickly to requests over the phone.<br><br>**Wednesday 14th October 2026**<br>**Van 1**<br>09:45 - 16:00 - Trongate Pharmacy (City Centre)<br>**Van 2**<br>09.45 – 12.30 Easterhouse & Craigend<br>13:00 - 16:00 – Parkhead & Carntyne<br><br>**Thursday 15th October 2026**<br>**Van 1**<br>09:45 - 16:00 - Trongate Pharmacy (City Centre)<br>**Van 2**<br>09:45 - 12:30 – Chara Centre & Rodney Street<br>13:00 - 16:00 - Bob McTaggart & Dalhouise<br>**Van 3**<br>09.45 - 12.30 Maryhill & Aspire Garscube Road<br>13.00 – 16.00 Springburn & Lenziegate<br><br>**Friday 16th October 2026**<br>**Van 1**<br>10:30 - 15:45 - Trongate Pharmacy (City Centre)<br><br>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.<br><br>For more service info or an electronic copy of our fliers please email: mhrsinfo@turningpointscotland.com.<br><br>Turning Point Scotland<br>13/10/2026 |

| **ACTION** | **Important Information – Character Limit on eForms (Central Prescribing Team)** |
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| | We would like to make Community Pharmacy Teams aware that a 255-character limit applies to free-text fields within the eForms.<br>Due to a technical restriction, text exceeding this limit may not be captured in full, potentially resulting in the loss of important information.<br>When completing eForms, please:<br><br>• Keep free-text responses brief and concise.<br>• Avoid entering lengthy paragraphs. |

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| | • Ensure all essential information is included while remaining within the character limit.<br><br>Please be mindful of this restriction when submitting eForms to help ensure that requests are received and processed accurately. Thank you for your cooperation.<br><br>Central Prescribing Team<br>13/10/2026 |

| ACTION | **PCA(P)(2026)18: Extension To Serious Shortage Protocols for Estradot® Patches and Creon® Gastroresistant Capsules** |
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| | Please see link below NHS Circular PCA(P)(2026)18 - Extension To Serious Shortage Protocols for Estradot® Patches and Creon® Gastroresistant Capsules<br><br>www.publications.scot.nhs.uk/files/pca2026-p-18.pdf<br><br>13/10/2026 |

**Items from previous editions –**

| IMPORTANT **INFORMATION** | **GGC Medicines Update for inclusion in Community Pharmacy Communications** |
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| | 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.<br><br>**New blogs**<br>Click on the following links to access the recently published Medicines Update blogs.<br>• Good Prescribing Practice for Inpatients - Exploring Good Prescribing Practice in the NHSGGC Adult Therapeutics Handbook<br>• The Guide to Guidelines: What Every User and Author Needs to Know about GGC Clinical Guidelines<br><br>In addition to the blog above, GGC staff interested in learning more about clinical guidelines can also access a new Clinical Guidelines Resource Hub [NHSGGC network access required]. The Hub brings together webinar recordings, supporting materials and useful links in one place, providing a central source of information to support colleagues involved in clinical guideline work. |

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| | **Updated blogs**<br>Click on the following links to access the recently updated Medicines Update blogs.<br>• Pain management in patients with dementia during hospital admission<br><br>**Updates**<br>• Formulary Update August 2026 (non-SMC)<br>• Guideline News August 2026<br>• MHRA Safety Roundup September 2026<br><br>**Medicines Update blogs are correct at the time of publication. Click here for further information on Medicines Update.**<br>**If you would like to contribute to Medicines Update, please click here for a guide to blog writing.**<br>**Medicines Update blogs are hosted on the GGC Medicines website and app. The search function on the website can be used to find specific blogs.**<br>**Anyone can join our mailing list by contacting us at ggc.medicines.update@nhs.scot**<br>**If you find these blogs useful, please share them with your colleagues.**<br><br>06/10/2026 |

| **IMPORTANT INFORMATION** | **Important Info re ONS Changes for Patients also Requiring Thickened Fluids** |
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| Communication for GPs etc re ONS and<br>Attached | At the Nutrition Sub Committee meeting on 15th September 2026, concerns were raised regarding the IDDSI classification of some oral nutritional supplements (ONS) which, although independently tested by the companies, are not ACBS approved for a particular IDDSI level for oral pharyngeal dysphagia. We are aware that some previously used ONS have dysphagia as a standard ACBS indication however on consultation with the company representative these appear to be left historically and are being reviewed. As we gain more knowledge around this, we will feedback.<br><br>We have attached a communication that gives details of what actions are being taken by each staff group and the new products we will be recommending for the patients.<br><br>Please can the people below cascade this communication.<br>Susan Donnelly - to all GPs<br>Caroline Tunnock - to all NMPs<br>Susan Galbraith - to all HSCP pharmacy staff |

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|---|---|
| | Community Pharmacy Development team - to all community pharmacies.<br><br>Any concerns please email back to this inbox.<br><br>Prescribing Support Dietitians<br>06/10/2026 |

| **IMPORTANT INFORMATION** | **Business Continuity Planning - Reminder** |
|---|---|
| | **THIS IS ONLY RELEVANT FOR INDEPENDENT COMMUNITY PHARMACIES AND ANY MULTIPLE/SMALL MULTIPLE CHAINS WHO DO NOT OPERATE UNDER A CORPORATE BUSINESS CONTINUITY PLANNING PROCESS**<br><br>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 such as a snow, flood, or for example recently – the fire at Glasgow Central station. The recent incident provides a timely opportunity to remind community pharmacies that they should have an up-to-date Business Continuity Plan (BCP).<br><br>As part of business continuity planning, we have previously asked you to consider a buddy system. This buddy system would involve discussing with a fellow contractor in the proximity of your pharmacy and within your local community to identify where you could help and support each other in times of difficulty. Based on what we have seen over the years, it is even more important that a relationship like this is in place to ensure that the continuity of patient care within communities can be maintained wherever possible. Therefore, we kindly ask that a "buddy" pharmacy is written into each of your business continuity plans when preparing for winter this year.<br><br>In the unlikely event that you have not already established a Plan using the most up to date template, you will find it here.<br><br>Rachel Bruce<br>06/10/2026 |

| **IMPORTANT INFORMATION** | **Training Opportunities for Community Pharmacy Staff** |
|---|---|
| | The Glasgow Alcohol and Drug Recovery Service is offering two training sessions designed to enhance knowledge, confidence and skills when supporting people who use drugs. This would be |

NHS Greater Glasgow and Clyde

# Community Pharmacy Communication Update

**Tuesday 20th October 2026**



**New items in this edition-**

- **Advance Awareness – Change in Preferred Brand of Methylphenidate XL Tablets (Concerta XL to Atenza XL)**
- **Macmillan Cancer Information & Support at Glasgow Libraries**
- **Updated Dental Guidance with Relevance for Pharmacists, Chief Pharmaceutical Officer Letter - 15 October 2026**
- **Managing Medicines Waste – Questionnaire**
- **Top tips for CPNSS Service**
- **Electronic Claiming Workbook (ECW) - Version 4.2**
- **Electronic Claiming Workbook (ECW) – MCA Payment Claims**
- **PCA(P)(2026)19: Serious Shortage Protocols for Creon® Gastro-Resistant Capsules**
- **PCA(P)(2026) 20: Pharmaceutical Services Amendments to the Drug Tariff Part 11 Discount Clawback Scale**
- **Mobile Van Locations Week Beginning 19th October 2026**

| ACTION | Advance Awareness – Change in Preferred Brand of Methylphenidate XL Tablets (Concerta XL to Atenza XL) |
|---|---|
| | **Advance Awareness – Change in Preferred Brand of Methylphenidate XL Tablets (Concerta XL to Atenza XL)**<br><br>This communication is to provide advance notice that **Atenza XL is the new preferred brand of methylphenidate XL tablets** in NHS Greater Glasgow and Clyde primary care.<br><br>The choice of methylphenidate XL brand prescribed for new and existing patients may change in future. However, no widespread prescribing changes are being implemented at this stage, and any implementation would take place no earlier than six weeks from the date of this communication.<br><br>**The purpose of this message is for stock management only.**<br><br>Kathryn Chisholm |

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| | Pharmacy Technician Team Lead<br>20/10/2026 |

| ACTION | Macmillan Cancer Information & Support at Glasgow Libraries |
|---|---|
| Macmillan at Glasgow Libs poster<br>Attached | At drop in sessions across the city we provide free emotional, practical and financial support for anyone affected by cancer, including people living with cancer, carers, family members, friends and those who have been bereaved.<br><br>In our libraries you can find free trusted information, friendly support and community connections.<br><br>Please pop the poster up in your pharmacy for customers and get in touch if you have any questions.<br><br>**Refer or signpost today:** Contact macmillan@glasgowlife.org.uk or call **0141 287 2903** with the person's name and contact details. Referrals are contacted within two working days. People are also welcome to drop in with no referral being made. Find out more at glasgowlife.org.uk/macmillan<br><br>Pip Lawrenson<br>Libraries and Communities Officer – Health & Wellbeing<br>20/10/2026 |

| ACTION | Updated Dental Guidance with Relevance for Pharmacists, Chief Pharmaceutical Officer Letter - 15 October 2026 |
|---|---|
| CPO letter - Updated dental gui<br>Attached | Please find attached the CPO letter, "*Updated Dental Guidance with Relevance for Pharmacists*."<br><br>Andreas Tzineris<br>Pharmacy, Medicines and Therapeutics Division<br>20/10/2026 |

| ACTION | Managing Medicines Waste - Questionnaire |
|---|---|
| SPT MMW Questionnaire v1.1.p<br>Attached | The Sustainable Prescribing and Therapeutics Programme are seeking examples of best practice in effective medicines use and approaches on reducing medicines waste within different healthcare settings across Scotland. This work feeds into the wider NHS Scotland Climate Emergency and Sustainability agenda and being able to support healthcare teams in the future on their sustainability initiatives.<br><br>We would be grateful if you could share the questionnaire with relevant members of your team and/or your wider |

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| | network/professional group colleagues, to help us gather as many examples and experiences of best practice as possible.<br><br>The information shared will help identify, learn from, and promote effective approaches to reducing medicines waste across Scotland.<br><br>Thank you for support and sharing your experience.<br><br>Managing Medicines Waste team<br>20/10/2026 |

| ACTION | Top tips for CPNSS Service |
|---|---|
| | 1. Claiming on ECW - Cannot claim for registration and monitoring both in the same month. For monitoring patients, you should claim:<br><br>1st month - Registration of New Patient<br><br>2nd month onwards - Monitoring<br><br>2. Double check when ordering & dispensing products with similar names; ALTRAPLEN COMPACT DAILY and ALTRAPLEN COMPACT 125ML - both different products, some have been mixed up which is hindering patients' progress. Please check these are the correct products and also if ordered on repeat* Leave note for all staff to check before ordering Product.<br><br>3. When calling patients to check their monthly order - If monitoring - take a note of their recent weight.<br><br>4. Reminder that when a patient has been under monitoring longer term - please re-refer to Dietitian once they meet the 12-month mark. Please note - between referring patient and them being seen by the dietitian, please continue to dispense ONS during this period as waiting times can be up to a few months.<br><br>To the Pharmacies that are part of the CPNS service who would like further training or a refresher of the service - please reach out to Danni at ggc.presupdiet.generic@nhs.scot who can arrange a visit for further training or answer any queries you may have.<br><br>Danni Rennie<br>20/10/2026 |

| ACTION | Electronic Claiming Workbook (ECW) - Version 4.2 |
|---|---|
|  ECW V4.2.xlsx<br><br>Attached | Please see attached the updated Electronic Claiming Workbook (ECW) **Version 4.2.**<br><br>This version includes the recent changes of ownership, along with fixes for glitches in the drop-down menu and automatic sums in the MCA tab.<br><br>Please ensure that you are using the most up-to-date version of the workbook before submission. Claims submitted using previous versions may be returned unpaid.<br><br>Thank you for your co-operation.<br><br>CPDT<br>20/10/2026 |

| ACTION | Electronic Claiming Workbook (ECW) – MCA Payment Claims |
|---|---|
| | Please ensure that when completing MCA payment claims, the products being claimed are selected from the drop-down menu in the Electronic Claiming Workbook (ECW).<br><br>NHSGGC can only reimburse products listed within the drop-down menu, at the rate automatically generated by the workbook. For audit purposes, the product selected in the ECW must also match the product shown on the supporting invoice, although the price on the invoice may differ from the agreed reimbursement.<br><br>Please ensure that Microsoft Excel 2013 or later is used when completing the workbook, as this is required for the drop-down selection functions to operate correctly.<br><br>If the drop-down menu does not appear or is not working correctly, please contact the Community Pharmacy Development Team for advice before submitting your claim.<br><br>Thank you for your cooperation.<br><br>CPDT<br>20/10/2026 |

| ACTION | PCA(P)(2026)19: Serious Shortage Protocols for Creon® Gastro-Resistant Capsules |
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| | Please see link below NHS Circular PCA(P)(2026)19 - Serious Shortage Protocols For Creon® Gastro-Resistant Capsules<br><br>www.publications.scot.nhs.uk/files/pca2026-p-19.pdf<br><br>20/10/2026 |

| ACTION | PCA(P)(2026) 20: Pharmaceutical Services Amendments to the Drug Tariff Part 11 Discount Clawback Scale |
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| | **Van 3**<br>09.45 - 12.30 Castlemilk<br>13.00 – 16.00 Queens Park Hotel<br><br>**Friday 16th October 2026**<br>**Van 1**<br>10:30 - 15:45 - Trongate Pharmacy (City Centre)<br>**Van 2**<br>10.30-15.45 – Parkhead Hub & Renew (Carlton)<br><br>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.<br><br>For more service info or an electronic copy of our fliers please email: mhrsinfo@turningpointscotland.com.<br><br>Turning Point Scotland<br>20/10/2026 |

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| IMPORTANT INFORMATION | GGC Medicines Update for inclusion in Community Pharmacy Communications |
|---|---|
| | 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.<br><br>**New blogs**<br>Click on the following links to access the recently published Medicines Update blogs.<br>• Good Prescribing Practice for Inpatients - Exploring Good Prescribing Practice in the NHSGGC Adult Therapeutics Handbook<br>• The Guide to Guidelines: What Every User and Author Needs to Know about GGC Clinical Guidelines<br><br>In addition to the blog above, GGC staff interested in learning more about clinical guidelines can also access a new Clinical Guidelines Resource Hub [NHSGGC network access required]. The Hub brings together webinar recordings, supporting materials and useful links in one place, providing a central source of information to support colleagues involved in clinical guideline work.<br><br>**Updated blogs**<br>Click on the following links to access the recently updated Medicines Update blogs.<br>• Pain management in patients with dementia during hospital admission<br><br>**Updates**<br>• Formulary Update August 2026 (non-SMC)<br>• Guideline News August 2026 |

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| | • MHRA Safety Roundup September 2026<br><br>**Medicines Update blogs are correct at the time of publication. Click here for further information on Medicines Update.**<br>**If you would like to contribute to Medicines Update, please click here for a guide to blog writing.**<br>**Medicines Update blogs are hosted on the GGC Medicines website and app. The search function on the website can be used to find specific blogs.**<br>**Anyone can join our mailing list by contacting us at ggc.medicines.update@nhs.scot**<br>**If you find these blogs useful, please share them with your colleagues.**<br><br>06/10/2026 |

| **IMPORTANT INFORMATION** | **Important Info re ONS Changes for Patients also Requiring Thickened Fluids** |
|---|---|
| <br>Communication for GPs etc re ONS and<br>Attached | At the Nutrition Sub Committee meeting on 15th September 2026, concerns were raised regarding the IDDSI classification of some oral nutritional supplements (ONS) which, although independently tested by the companies, are not ACBS approved for a particular IDDSI level for oral pharyngeal dysphagia. We are aware that some previously used ONS have dysphagia as a standard ACBS indication however on consultation with the company representative these appear to be left historically and are being reviewed. As we gain more knowledge around this, we will feedback.<br><br>We have attached a communication that gives details of what actions are being taken by each staff group and the new products we will be recommending for the patients.<br><br>Please can the people below cascade this communication.<br>Susan Donnelly - to all GPs<br>Caroline Tunnock - to all NMPs<br>Susan Galbraith - to all HSCP pharmacy staff<br>Community Pharmacy Development team - to all community pharmacies.<br><br>Any concerns please email back to this inbox.<br><br>Prescribing Support Dietitians<br>06/10/2026 |

| IMPORTANT INFORMATION | Business Continuity Planning - Reminder |
|---|---|
| | **THIS IS ONLY RELEVANT FOR INDEPENDENT COMMUNITY PHARMACIES AND ANY MULTIPLE/SMALL MULTIPLE CHAINS WHO DO NOT OPERATE UNDER A CORPORATE BUSINESS CONTINUITY PLANNING PROCESS**<br><br>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 such as a snow, flood, or for example recently – the fire at Glasgow Central station. The recent incident provides a timely opportunity to remind community pharmacies that they should have an up-to-date Business Continuity Plan (BCP).<br><br>As part of business continuity planning, we have previously asked you to consider a buddy system. This buddy system would involve discussing with a fellow contractor in the proximity of your pharmacy and within your local community to identify where you could help and support each other in times of difficulty. Based on what we have seen over the years, it is even more important that a relationship like this is in place to ensure that the continuity of patient care within communities can be maintained wherever possible. Therefore, we kindly ask that a "buddy" pharmacy is written into each of your business continuity plans when preparing for winter this year.<br><br>In the unlikely event that you have not already established a Plan using the most up to date template, you will find it here.<br><br>Rachel Bruce<br>06/10/2026 |

| IMPORTANT INFORMATION | Training Opportunities for Community Pharmacy Staff |
|---|---|
| | The Glasgow Alcohol and Drug Recovery Service is offering two training sessions designed to enhance knowledge, confidence and skills when supporting people who use drugs. This would be particularly useful for those who work in a pharmacy that provides injecting equipment provision.<br><br>Reducing Harm for People who use Cocaine<br>**Date:** Thursday 22nd October<br>**Venue:** North East ADRS – Parkhead Hub<br>**Time:** 09:30 - 6:30 |

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| | Safer Injecting<br>**Date:** Wednesday 11th November<br>**Venue:** Glasgow Alcohol and Drug Crisis Service<br>**Time:** 09:30 - 16:30<br><br>**Places are limited and will be allocated on a first come, first served basis.**<br><br>For further information, please contact Liz.Donaghy@nhs.scot<br><br>To reserve a place, please contact Margaret.Bailey2@nhs.scot<br><br>Amanda Laird<br>25/09/2026 |

| **IMPORTANT INFORMATION** | **Advanced Notification – Q2 Customer Complaints and Whistleblowing Survey** |
|---|---|
| | Please be advised that the Q2 Customer Complaints and Whistleblowing Survey, relating to the Patient Rights (Scotland) Act 2011, will be issued via Webropol during the week commencing **Monday 28th September 2026**. The survey will close on **Friday 23rd October 2026.**<br><br>Completion of this survey is a contractual requirement**,** and we kindly request that all submissions are completed within the specified timeframe. Full details and the survey link will be provided in the accompanying email.<br><br>Thank you for your continued cooperation.<br><br>Michelle Cooper<br>22/09/2026 |

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| **IMPORTANT INFORMATION** | **FAO Flu Participants** |
|---|---|
| | Dear Colleagues,<br><br>Further to recent communications regarding the cold chain module for flu programme participants, we have been advised that the link previously circulated has been updated. The module can now be access via Promoting Effective Immunisation Practice (PEIP) on Turas and scrolling down to module 8 Scorm Player - PEIP : storage and handling of vaccines<br><br>Apologies for any confusion caused, we were unaware that the link to the module had been updated.<br><br>Kind regards<br><br>Lorna Brown<br><br>29/09/2026 |

| **IMPORTANT INFORMATION** | **Advanced Notification – Q2 Customer Complaints and Whistleblowing Survey** |
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| | Please be advised that the Q2 Customer Complaints and Whistleblowing Survey, relating to the Patient Rights (Scotland) Act 2011, will be issued via Webropol during the week |

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| **IMPORTANT INFORMATION** | **UK Burns Survey** |
|---|---|
| | The below information initially appeared in the Communications Update in June 2026. Unfortunately there has been limited response and the organisers have asked us to resend to the community pharmacy network and encourage them to respond.<br><br>Community pharmacists are invited to participate in a new UK research study exploring confidence, experience and referral practice when managing burn injuries in children.<br><br>Community pharmacies are often a first point of contact for families when a child has a burn injury, yet there is limited evidence describing current pharmacy practice in paediatric burn care. This study aims to help address this gap and inform future education and support.<br><br>◆ **10-minute online survey**<br>◆ **Anonymous and ethically reviewed**<br>◆ Open to all **UK community pharmacists**<br><br>The research is led by the University of Manchester in collaboration with NHS burns specialists and pharmacy partners. Findings will help shape future training resources and improve care pathways for children with burn injuries.<br><br>Further information can be found in the **Participant Information Sheet (PIS).**<br><br>**Please support this project by completing the survey and sharing it with your pharmacy colleagues via e-mail and social media.** (social media content)<br><br>Survey QR code |

NHS Greater Glasgow and Clyde

# Community Pharmacy Communication Update

**Tuesday 27th October 2026**



**New items in this edition-**

- **Advance Awareness – Change in Preferred Brand of Budesonide/Formoterol (Symbicort Turbohaler & DuoResp Spiromax to Fobumix Easyhaler)**
- **Training Opportunity for Community Pharmacy Staff**
- **WAAW AMS Webinar 26 - Antimicrobial Stewardship In Practice: Making Safe And Effective Prescribing Decisions Webinar**
- **Mobile Van Locations Week Beginning 26th October 2026**

| ACTION | **Advance Awareness – Change in Preferred Brand of Budesonide/Formoterol (Symbicort Turbohaler & DuoResp Spiromax to Fobumix Easyhaler)** |
|---|---|
| | This communication is to provide advance notice that **Fobumix Easyhaler is the new preferred brand of Budesonide/Formoterol** in NHS Greater Glasgow and Clyde primary care.<br><br>The choice of brand prescribed for new and existing patients may change in future. However, no widespread prescribing changes are being implemented at this stage, and any implementation would take place no earlier than six weeks from the date of this communication.<br><br>**The purpose of this message is for stock management only.**<br><br>Lisanne McCormack<br>Central Prescribing Team<br>27/10/2026 |

| ACTION | **Training Opportunity for Community Pharmacy Staff** |
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| | The Glasgow Alcohol and Drug Recovery Service is offering a training session designed to enhance knowledge, confidence and skills when supporting people who use drugs. This would be particularly useful for those who work in a pharmacy that provides injecting equipment provision.<br><br>**Reducing Harm for People who use Cocaine**<br>**Date:** Monday 16th November |

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| | **Venue:** North East ADRS – Parkhead Hub<br>**Time:** 09:30–16:30<br><br>**Places are limited and will be allocated on a first come, first served basis.**<br><br>For further information, please contact Liz.Donaghy@nhs.scot<br><br>To reserve a place, please contact Margaret.Bailey2@nhs.scot<br><br>ADRS Pharmacy Team<br>27/10/2027 |

| **ACTION** | **WAAW AMS Webinar 26 - Antimicrobial Stewardship In Practice: Making Safe And Effective Prescribing Decisions Webinar** |
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| | <br><br>Join us on Monday 23 November 2026, 7pm to 8.30pm, for this national webinar exploring the current antimicrobial resistance (AMR) and antimicrobial stewardship (AMS) landscape in Scotland.<br><br>Through practical case-based examples, participants will develop their understanding of stewardship principles and how to apply them to support safe, effective, and person-centred prescribing decisions.<br><br>The session is suitable for all primary care prescribers and other health and social care professionals with an interest in antimicrobial stewardship.<br><br>• Register for Antimicrobial stewardship webinar<br>• Access Antimicrobial Stewardship resources on Turas Learn<br><br>Karen Downie<br>27/10/2026 |

| ACTION | Mobile Van Locations Week Beginning 26th October 2026 |
|---|---|
| | Hello and welcome to the weekly roundup from the Mobile Harm Reduction Service.<br><br>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 this week.<br><br>We have 3 vans, meaning we can provide WAND interventions at several places at once, and respond more quickly to requests over the phone.<br><br>**Wednesday 28th October 2026**<br>**Van 1**<br>09:45 - 16:00 - Trongate Pharmacy (City Centre)<br>**Van 2**<br>09.45 – 12.30 Chez Nous<br>13:00 - 16:00 – Cambridge Hotel, Dalhousie Street & McLays Guest House<br>**Van 3**<br>9.45-12.30 - Fordneuk & Kirkhaven<br>13.00-16.00 – Wallace of Campsie<br><br>**Thursday 29th October 2026**<br>**Van 1**<br>09:45 - 16:00 - Trongate Pharmacy (City Centre)<br>**Van 2**<br>09:45 - 12:30 – Belleisle & Queen Mary Avenue<br>13:00 - 16:00 – Bob McTaggart & Rodney Street<br>**Van 3**<br>09.45 - 12.30 Broomhill<br>13.00 – 16.00 Knightswood<br><br>**Friday 30th October 2026**<br>**Van 1**<br>10:30 - 15:45 - Trongate Pharmacy (City Centre)<br><br>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.<br><br>For more service info or an electronic copy of our fliers please email: mhrsinfo@turningpointscotland.com.<br><br>Turning Point Scotland<br>27/10/2026 |

**Items from previous editions –**

| IMPORTANT INFORMATION | Advance Awareness – Change in Preferred Brand of Methylphenidate XL Tablets (Concerta XL to Atenza XL) |
|---|---|
| | **Advance Awareness – Change in Preferred Brand of Methylphenidate XL Tablets (Concerta XL to Atenza XL)**<br><br>This communication is to provide advance notice that **Atenza XL is the new preferred brand of methylphenidate XL tablets** in NHS Greater Glasgow and Clyde primary care.<br><br>The choice of methylphenidate XL brand prescribed for new and existing patients may change in future. However, no widespread prescribing changes are being implemented at this stage, and any implementation would take place no earlier than six weeks from the date of this communication.<br><br>**The purpose of this message is for stock management only.**<br><br>Kathryn Chisholm<br>Pharmacy Technician Team Lead<br>20/10/2026 |

| IMPORTANT INFORMATION | Macmillan Cancer Information & Support at Glasgow Libraries |
|---|---|
| Macmillan at Glasgow Libs poster<br>Attached | At drop in sessions across the city we provide free emotional, practical and financial support for anyone affected by cancer, including people living with cancer, carers, family members, friends and those who have been bereaved.<br><br>In our libraries you can find free trusted information, friendly support and community connections.<br><br>Please pop the poster up in your pharmacy for customers and get in touch if you have any questions.<br><br>**Refer or signpost today:** Contact macmillan@glasgowlife.org.uk or call **0141 287 2903** with the person's name and contact details. Referrals are contacted within two working days. People are also welcome to drop in with no referral being made. Find out more at glasgowlife.org.uk/macmillan<br><br>Pip Lawrenson<br>Libraries and Communities Officer – Health & Wellbeing<br>20/10/2026 |

| IMPORTANT INFORMATION | Updated Dental Guidance with Relevance for Pharmacists, Chief Pharmaceutical Officer Letter - 15 October 2026 |
|---|---|
| <br>CPO letter - Updated dental gui<br>Attached | Please find attached the CPO letter, "*Updated Dental Guidance with Relevance for Pharmacists*."<br><br>Andreas Tzineris<br>Pharmacy, Medicines and Therapeutics Division<br>20/10/2026 |

| IMPORTANT INFORMATION | Managing Medicines Waste - Questionnaire |
|---|---|
| <br>SPT MMW Questionnaire v1.1.p<br>Attached | Please find attached the CPO letter, "*Updated Dental Guidance with Relevance for Pharmacists*."<br><br>Andreas Tzineris<br>Pharmacy, Medicines and Therapeutics Division<br>20/10/2026 |

| IMPORTANT INFORMATION | Top Tips for CPNSS Service |
|---|---|
| | 1. Claiming on ECW - Cannot claim for registration and monitoring both in the same month. For monitoring patients, you should claim:<br><br>1st month - Registration of New Patient<br><br>2nd month onwards - Monitoring<br><br>2. Double check when ordering & dispensing products with similar names; ALTRAPLEN COMPACT DAILY and ALTRAPLEN COMPACT 125ML - both different products, some have been mixed up which is hindering patients' progress. Please check these are the correct products and also if ordered on repeat* Leave note for all staff to check before ordering Product.<br><br>3. When calling patients to check their monthly order - If monitoring - take a note of their recent weight.<br><br>4. Reminder that when a patient has been under monitoring longer term - please re-refer to Dietitian once they meet the 12-month mark. Please note - between referring patient and them being seen by the dietitian, please continue to dispense ONS during this period as waiting times can be up to a few months. |

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| | To the Pharmacies that are part of the CPNS service who would like further training or a refresher of the service - please reach out to Danni at ggc.presupdiet.generic@nhs.scot who can arrange a visit for further training or answer any queries you may have.<br><br>Danni Rennie<br>20/10/2026 |

| **IMPORTANT INFORMATION** | **Electronic Claiming Workbook (ECW) - Version 4.2** |
|---|---|
| ECW V4.2.xlsx<br><br>Attached | Please see attached the updated Electronic Claiming Workbook (ECW) **Version 4.2.**<br><br>This version includes the recent changes of ownership, along with fixes for glitches in the drop-down menu and automatic sums in the MCA tab.<br><br>Please ensure that you are using the most up-to-date version of the workbook before submission. Claims submitted using previous versions may be returned unpaid.<br><br>Thank you for your co-operation.<br><br>CPDT<br>20/10/2026 |

| **IMPORTANT INFORMATION** | **Electronic Claiming Workbook (ECW) – MCA Payment Claims** |
|---|---|
| | Please ensure that when completing MCA payment claims, the products being claimed are selected from the drop-down menu in the Electronic Claiming Workbook (ECW).<br><br>NHSGGC can only reimburse products listed within the drop-down menu, at the rate automatically generated by the workbook. For audit purposes, the product selected in the ECW must also match the product shown on the supporting invoice, although the price on the invoice may differ from the agreed reimbursement.<br><br>Please ensure that Microsoft Excel 2013 or later is used when completing the workbook, as this is required for the drop-down selection functions to operate correctly.<br><br>If the drop-down menu does not appear or is not working correctly, please contact the Community Pharmacy Development Team for advice before submitting your claim. |

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| | Thank you for your cooperation.<br><br>CPDT<br>20/10/2026 |

| IMPORTANT INFORMATION | PCA(P)(2026)19: Serious Shortage Protocols for Creon® Gastro-Resistant Capsules |
|---|---|
| | Please see link below NHS Circular PCA(P)(2026)19 - Serious Shortage Protocols For Creon® Gastro-Resistant Capsules<br><br>www.publications.scot.nhs.uk/files/pca2026-p-19.pdf<br><br>20/10/2026 |

| IMPORTANT INFORMATION | PCA(P)(2026) 20: Pharmaceutical Services Amendments to the Drug Tariff Part 11 Discount Clawback Scale |
|---|---|
| | Please see link below NHS Circular PCA(P)(2026) 20 - Pharmaceutical Services Amendments to the Drug Tariff Part 11 Discount Clawback Scale<br><br>www.publications.scot.nhs.uk/files/pca2026-p-20.pdf<br><br>20/10/2026 |

| IMPORTANT INFORMATION | Important Information – Character Limit on eForms (Central Prescribing Team |
|---|---|
| | We would like to make Community Pharmacy Teams aware that a 255-character limit applies to free-text fields within the eForms. Due to a technical restriction, text exceeding this limit may not be captured in full, potentially resulting in the loss of important information.<br>When completing eForms, please:<br><br>• Keep free-text responses brief and concise.<br>• Avoid entering lengthy paragraphs.<br>• Ensure all essential information is included while remaining within the character limit.<br><br>Please be mindful of this restriction when submitting eForms to help ensure that requests are received and processed accurately. Thank you for your cooperation. |

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|---|---|
| | Central Prescribing Team<br>13/10/2026 |

| **IMPORTANT INFORMATION** | **PCA(P)(2026)18: Extension To Serious Shortage Protocols for Estradot® Patches and Creon® Gastroresistant Capsules** |
|---|---|
| | Please see link below NHS Circular PCA(P)(2026)18 - Extension To Serious Shortage Protocols for Estradot® Patches and Creon® Gastroresistant Capsules<br><br>www.publications.scot.nhs.uk/files/pca2026-p-18.pdf<br><br>13/10/2026 |

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Survey Link:

https://www.qualtrics.manchester.ac.uk/jfe/form/SV_7376fVxC1BFR7gi?Q_CHL=qr

Thank you for supporting this important piece of work

Professor Mamta Shah
Consultant Burns and Plastic Surgeon
Royal Manchester Childrens Hospital and University of Manchester

09/06/2026

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