




Community Pharmacy Communication Update


Tuesday 7th October 2025

New Items in this edition –

- **Lead Pharmacist for Community Pharmacy Development**
- **Smoking Cessation Training – Monday 10th November 2025**
- **Cancer Care Webinar 28th October 2025 1930-2100hrs**
- **GGC Medicine Update**
- **Paxlovid Stock – Expiry**
- **Service Now Guidance for Community Pharmacies**
- **Medicines Waste Resources Update**
- **PCA (P) (2025)– 21 Extension to Serious Shortage Protocols for Cefalexin Oral Suspension Sugar Free Products**
- **PCA (P)(2025)– 22 Extension to Serious Shortage Protocols for Estradot® (Estradiol) Patches**

ACTION	Lead Pharmacist for Community Pharmacy Development
	<p>My name is Rachel Bruce and I have recently joined NHS Greater Glasgow and Clyde as Lead Pharmacist for Community Pharmacy Development.</p>  <p>As I settle into my role, I'm keen to learn from your expertise and support the continued success and development of our community pharmacy network.</p> <p>Thank you for the warm welcome I've received so far. I look forward to working with you and supporting our shared commitment to excellent patient care.</p>

	Rachel Bruce 07/10/2025
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ACTION	Smoking Cessation Training – Monday 10 th November 2025
 <p>42. QYW Training - Leverndale Hospital</p> <p>Attached</p>	<p style="text-align: center;">Smoking Cessation Training <u>Monday 10th August 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 ggcpharmacyhit@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>

ACTION	Cancer Care Webinar 28 th October 2025 1930-2100hrs
	<p>Cancer Care for Pharmacy Teams Turas Learn</p> <p>This webinar is for all pharmacy professionals, offering a comprehensive overview of the pharmacy team's role in cancer care. From prevention and early detection to treatment and managing side effects, this session will equip you with the knowledge and confidence to support patients across the cancer care pathway.</p> <p>Learning aims:</p> <p>To enhance the knowledge and confidence of pharmacy teams in supporting people with or at risk of cancer; from prevention and early detection to cancer treatment. The session is intended to promote the role of pharmacy teams in all sectors of care and to identify ways for working more collaboratively.</p>

	scottish_cancer_referral_guidelines_body_poster_2025.pdf Scottish Referral Guidelines for Suspected Cancer Cancer Research UK Jennifer Laskey 07/10/2025
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ACTION	GGC Medicine 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 blog Click on the following link to access this recently published Medicines Update blog.</p> <ul style="list-style-type: none"> • Patient views and experience of deprescribing medicines – Implications for practitioners <p>Updates</p> <ul style="list-style-type: none"> • Guideline News August 2025 • MHRA Safety Roundup September 2025 • Guideline News September 2025 <p>Previously published Did you know that 6th-12th October is Hypo Awareness Week? Why not check our previously published series of insulin blogs:</p> <ul style="list-style-type: none"> • Safe use of insulin for adults admitted to hospital - Medicines Reconciliation • Safe use of insulin for adults admitted to hospital - Prescribing • Safe use of insulin for adults admitted to hospital - Administration • Safe use of insulin for adults admitted to hospital - Discharge <p>Sheila McKay 07/10/2025</p>

ACTION	Paxlovid Stock - Expiry
	<p>We have had several reports recently of Community Pharmacies being unaware that they are able to order Paxlovid. In addition, we have also had some pharmacies refusing to order in Paxlovid until they have received physically received the prescription.</p> <p>Can I remind all contractors of the following:</p> <p>Commercial stock of Paxlovid® is available to purchase from Alliance Healthcare.</p> <p>Within GGC the assessment of patients requiring treatment for COVID-19 is being undertaken by pharmacist independent prescribers (PIP) within Primary Care. If treatment is indicated the PIP should contact the patient's chosen pharmacy with the details. Please treat this as an <u>emergency supply at the request of a health professional</u>. A prescription should follow in the post within 72 hours.</p> <p>NB it is important that these treatments are started as soon as possible, therefore please <u>do not delay</u> ordering of the product until the prescription arrives. As these patients often have significant co-morbidities these medicines should not be prescribed as part of the PF+ service.</p> <p>Pamela Macintyre 07/10/2025</p>

ACTION	Service Now Guidance for Community Pharmacies
	<p>Service Now, the eHealth Portal, has now been in operation for over two years. We recognise that there have been many changes in contractors, pharmacists, and support staff during this period. To support you, we are providing this reminder of how to access and use the system effectively.</p> <p>Essential Housekeeping</p> <ul style="list-style-type: none"> • Every pharmacy has a Service Now account. Please ensure that login details are shared with all staff members. This enables everyone in your pharmacy to log a call directly when required. • Your username is your site's shared/clinical mailbox. For example: pharm.CPXXXXXXXclinical@nhs.scot • If you have not accessed your account recently, you may need to reset your password. Visit: https://nhsscotland.service-now.com/ehealth Select 'Forgot your password' and follow the instructions. The reset link will be sent to your shared/clinical mailbox.

- **Please remember to share login details with all colleagues.**
This ensures that any staff member can log a call in future.

When to Contact Service Now

You should log a Service Now ticket for the following issues:

- Resetting Clinical Portal passwords (where the local reset process is unavailable)
- Requesting additional access to the pharmacy's clinical mailbox
- Resetting your nhs.scot password
- Setting up a new nhs.scot account for pharmacy staff
- Transferring nhs.scot accounts set up in another Health Board

All relevant information about Service Now can be found [here](#). Please refer to the Service Now section towards the bottom of the page.

What Service Now Cannot Help With

Service Now is unable to assist with queries relating to NEO or PCR access.

Locum Pharmacists

If a locum pharmacist cannot access Service Now from their base pharmacy's account, or does not have a base pharmacy, they should email ggc.cpdevteam@nhs.scot with full details of their request.

Support Videos

The following videos provide step-by-step guidance:

[How to access your account](#)

[Logging on and updating your details](#)

[How to log a call](#)

[How to reset your password](#)

Important

The Community Pharmacy Development Team will not log calls on behalf of any community pharmacy unless you can demonstrate that you have made reasonable attempts to log a ticket directly through Service Now.

We strongly encourage all community pharmacies to use Service Now as the first point of contact for support. This ensures your request is logged promptly and efficiently, and helps the Team to support you more effectively.

Janine Glen
07/10/2025

ACTION	Medicines Waste Resources Update
	<p>Further to our previous update in August 2025, we can now confirm that the community pharmacy stickers have now been delivered.</p> <p>Over the next few weeks HSCP employees will deliver supplies of these direct to community pharmacies in their area.</p> <p>The stickers should be attached to prescription bags or the right-hand side of prescriptions to raise awareness and signpost patients to the wider campaign.</p> <p>We will provide a further update about other elements in the campaign in due course.</p> <p>If you have not received your stickers by the end of October, please let us know by contacting ggc.cpdevteam@nhs.scot.</p> <p>Janine Glen 07/10/2025</p>

ACTION	PCA (P) (2025) – 21 Extension to Serious Shortage Protocols for Cefalexin Oral Suspension Sugar Free Products
	<p>Please find link below for NHS Circular PCA(P)(2025) 21 - Extension To Serious Shortage Protocols For Cefalexin Oral Suspension Sugar Free Products</p> <p>www.publications.scot.nhs.uk/files/pca2025-p-21.pdf</p> <p>07/10/2025</p>

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Items from previous editions –

IMPORTANT INFORMATION	Updated pre-approved list for October 2025
 Pre approved Price List for Commonly R Attached	<p>The updated pre-approved price list for October 2025 is as follows:</p> <p>The amendments to this edition are:</p> <ul style="list-style-type: none">• Capsaicin 0.025% cream - cost expected price updated• Capsaicin 0.075% cream - cost expected price updated• Co-Phenotrope 2.5mg/0.025mg tablets- cost expected price updated• Paraldehyde 50% in Olive Oil rectal solution - cost expected updated <p>Michelle Macintyre 30/09/2025</p>

IMPORTANT INFORMATION	Advanced Notification – Q2 Customer Complaints / Whistleblowing
	<p>Please be advised that the Q2 Customer Complaints / Whistleblowing data collection survey, relating to the Patient Rights (Scotland) Act 2011, will be sent via Webropol on Monday 6th October 2025. The survey will close on Friday 31st October 2025.</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 webropol covering message.</p> <p>Thank you for your continued cooperation.</p> <p>Michelle Cooper 30/09/2025</p>

IMPORTANT INFORMATION	Removal of Discontinued Medicines from Compliance Aids
	<p>Recently there was an incident in which a patient suffered harm as a result of taking a medication still within their compliance aid that had previously been discontinued by their prescriber.</p> <p>Background</p> <p>Compliance aids, such as monitored dosage systems, play a vital role in supporting patients to take their medicines safely and correctly.</p>

However, their effectiveness depends on the accuracy and currency of the medicines contained within them. When you have been made aware that a medicine is discontinued, it is essential that it is promptly removed from the compliance aid to prevent accidental administration and potential harm.

Risks of Not Removing Stopped Medicines

Patients may continue to take medicines that are no longer clinically indicated/changed, leading to adverse effects or drug interactions.

Actions Required


On receipt of notification that a medicine has been discontinued, ensure it is removed from the patient's compliance aid prior to dispensing the next cycle.

Update all relevant records and communicate changes clearly to the patient and, where appropriate, their carers.

Ensure that any MAR charts produced are clinically checked prior to supply.

Establish the clinical urgency of mid-cycle changes prior to implementation.

Pamela Macintyre
30/09/2025

IMPORTANT INFORMATION	Christmas and New Year 2025/26 Provision
 Pro-forma 25-26.docx Attached	<p>PLEASE NOTE: Branches of Boots, Dickson's, Gilbride's, Houlihan, Invercoast, M&D Green, Morrisons, Rowlands, Well, Willis and any other contractor who has a Central Sign-Up process have no need to respond to this communication as this will be co-ordinated from a central point within your company.</p> <p>Each year the Community Pharmacy Development Team (CPDT) work with the community pharmacy network in NHS GGC to ensure that the general public have adequate access to pharmaceutical services across each of the public holidays during the festive season.</p> <p>Accordingly in line with previous years, each pharmacy should submit an application outlining their proposed hours of service during each of the public holidays as outlined below. NHS GGC will then liaise with others including CP GGC to finalise the plan.</p>

Due to its success, the previous agreed approach from last year will be applied to the planning of service provision as follows:

Thursday 25 December and Thursday 1 January

For 2025/26 we will seek the following community pharmacy (CP) provision on Christmas Day and New Year's Day.

6 hours of CP provision from 11.00am – 5.00pm across each HSCP (Inverclyde is not included in this arrangement as service provision will be provided via a Rota). Service provision will be from a minimum of two pharmacies. This is in recognition of the growing value of NHS Pharmacy First as a disposition for calls to NHS 24, and direct access by patients.

The remuneration rate will be £256.98 per hour (a maximum of three hours will be paid to any one pharmacy).

Friday 26 December and Friday 2 January

GP practices will **not** be open on these days but we are still seeking 8 hours of community pharmacy service across each HSCP (Inverclyde is not included in this arrangement as service provision will be provided via a Rota). This is in further recognition that community pharmacies provide more and more stand alone clinical care.

The remuneration rate will be £256.98 per hour for 8 hours of pharmacy cover between 9.00am and 5.00pm.

Payment will be made to every pharmacy opting to open on Friday 26 December and/or Friday 2 January and will be paid a pro rata amount of the available remuneration per hour i.e. if one pharmacy is open it will receive the total of that hourly rate, but if 4 pharmacies indicate they will open they will each receive one quarter of that hourly rate.

Please complete the attached pro-forma (which also gathers information regarding early closing on Wednesday 24th and 31st December)


by **Friday 24th October 2025**. NHS GGC will then seek to confirm the final arrangements by **Monday 10th November 2025**. Assuming that there is good service provision in line with the above plan everyone should receive the holidays they prefer.

N.B. Due to timescales involved in this exercise, we will resend this message nearer the cut-off date. No further reminders will be sent. If we don't receive a return from your pharmacy, we will record that you have opted to close on all four days mentioned.

Thank you for your co-operation.

Janine Glen
30/09/2025

IMPORTANT INFORMATION	SVIP2102 – Closure of TRAVAX and Fit for Travel Websites
	<p>Public Health Scotland will be closing both the TRAVAX and Fit for Travel websites on 22 September 2025.</p> <p>As part of this process:</p> <ul style="list-style-type: none">• All active TRAVAX subscriptions will be refunded in full. Refunds will be processed automatically, and confirmation will be sent once complete.• The Fit for Travel website will no longer be accessible after this date. <p>We recognise that these resources have been widely used and highly valued by travel health professionals for many years. To support continuity of practice, we encourage you to access Travel Health Pro, which provides comprehensive, evidence-based travel health guidance, vaccine recommendations, country information, and clinical updates.</p> <p>Travel health advice for professionals is now available from Travel Health Pro, which provides comprehensive, evidence-based travel health guidance, vaccine recommendations, country information, and clinical updates.</p> <p>Further information specific to Yellow Fever will follow in due course.</p> <p>A social media campaign will advise Members of the public of the change and direct the public to visit the NHS inform – Travel health and vaccinations page, which includes links to local travel health clinics and TravelHealthPro for further information.</p> <p>We would like to take this opportunity to thank you for your support and engagement with TRAVAX and Fit for Travel. Your role in safeguarding the health of travellers is vital, and we are confident that Travel Health Pro will meet your professional needs going forward.</p> <p>If you have any questions regarding your subscription or the closure of these services, please contact us at phs.vaccination@phs.scot</p> <p>John McBride 23/09/2025</p>

IMPORTANT INFORMATION	FAST Education - New dates
 <p>Fast Education Poster.pdf Attached</p>	<p>Please see attached offer of training run by Chest Heart and Stroke Scotland on the FAST tool for identifying a stroke.</p> <p>The dates and information are noted below and a poster is attached which can be displayed in staff areas.</p> <p>This training is funded by the Scottish Government, and it is strongly recommended that clinical and non-clinical staff working with patients in Emergency Departments, Primary Care (including community pharmacies), and the Scottish Ambulance Service attend one of the sessions.</p> <p>Each session will be no longer than 30 minutes, and will include a short presentation and time for discussion / questions via Microsoft Teams. This training is for patient-facing clinical and non-clinical staff working in only Emergency Departments, Primary Care, and the Scottish Ambulance Service (i.e. reception staff included), throughout Scotland.</p> <p>A CPD certificate will be available for staff upon completion. Dates and times are as follows:</p> <p><u>FAST Education Dates</u> Thursday 23rd October 12:00</p> <p>Please can all attendees sign up via the following Microsoft Forms link. A Microsoft Teams invite will be sent out for the session nearer the date.</p> <p>SIGN UP: https://forms.office.com/e/YiFrAbRwtv</p> <p>Please share this information with your clinical teams and encourage them to sign up. Please get in contact with me if you have any further questions.</p> <p>Esther Pullen esther.pullen@chss.org.uk</p> <p>09/05/2025</p>

[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





Community Pharmacy Communication Update

Tuesday 14th October 2025

New Items in this edition –

- **Correction - Smoking Cessation Training – Monday 10th November 2025**
- **FAST Education - New Dates**
- **Updated Early Warning System**

ACTION	Correction - Smoking Cessation Training – Monday 10th November 2025
 <p>42. QYW Training - Leverndale Hospital</p> <p>Attached</p>	<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 ggcpharmacyhit@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>

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

FAST Education Dates

Thursday 23rd October 12:00

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

ACTION	Updated Early Warning Systems
 EWS - All HSCPs - October 2025.pdf	<p>Please find attached an updated report which contains the Early Warning Systems (EWS) for each of the Board's HSCP's. A copy of this report can also be found on the Community Pharmacy Website: NHS Community Pharmacy Website (scot.nhs.uk)</p> <p>Please identify your pharmacy and print off the relevant cascade.</p> <p>I would like to reiterate the importance of all pharmacy staff, including Locums, knowing and understanding the cascade process and what they</p>

will need to do in response to a message. It may therefore be helpful to site this document close to your main telephone.

As a reminder, this cascade system can be started by either a Board Officer or any Community Pharmacist. Anyone initiating the system should telephone the 'Master Station' clearly relaying the message that is required for circulation. The 'Master Station' will start the cascade of calls by telephoning the next pharmacy on the list, who will in turn, telephone the next pharmacy and so forth until the last pharmacy calls the 'Master Station'. When the 'Master Station' receives the call from the last pharmacy in the cascade, it should contact the person who initiated the cascade thus completing the cycle.

It is essential that pharmacies follow this cascade in the specified order to ensure that all pharmacies receive the message and that the communication is successfully exchanged throughout each HSCP System. Closed pharmacies should be by-passed however; it would be helpful to telephone them with the message once they re-open. In these instances, please advise us that you have already passed on the message to the pharmacy they were expected to contact, which will stop unnecessary calls.

If there is anything in this cascade process which is unclear or you would like to discuss further, please telephone Michelle Cooper on 0141-201-6041

Michelle Cooper
14/10/2025

Items from previous editions –

IMPORTANT INFORMATION	Lead Pharmacist for Community Pharmacy Development
	My name is Rachel Bruce and I have recently joined NHS Greater Glasgow and Clyde as Lead Pharmacist for Community Pharmacy Development.



As I settle into my role, I'm keen to learn from your expertise and support the continued success and development of our community pharmacy network.

Thank you for the warm welcome I've received so far. I look forward to working with you and supporting our shared commitment to excellent patient care.

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	<p>Please be advised that the Q2 Customer Complaints / Whistleblowing data collection survey, relating to the Patient Rights (Scotland) Act 2011, will be sent via Webropol on Monday 6th October 2025. The survey will close on Friday 31st October 2025.</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 webropol covering message.</p> <p>Thank you for your continued cooperation.</p> <p>Michelle Cooper 30/09/2025</p>

IMPORTANT INFORMATION	Removal of Discontinued Medicines from Compliance Aids
	<p>Recently there was an incident in which a patient suffered harm as a result of taking a medication still within their compliance aid that had previously been discontinued by their prescriber.</p> <p>Background</p> <p>Compliance aids, such as monitored dosage systems, play a vital role in supporting patients to take their medicines safely and correctly. However, their effectiveness depends on the accuracy and currency of the medicines contained within them. When you have been made aware that a medicine is discontinued, it is essential that it is promptly removed from the compliance aid to prevent accidental administration and potential harm.</p> <p>Risks of Not Removing Stopped Medicines</p> <p>Patients may continue to take medicines that are no longer clinically indicated/changed, leading to adverse effects or drug interactions.</p> <p>Actions Required</p> <p>On receipt of notification that a medicine has been discontinued, ensure it is removed from the patient's compliance aid prior to dispensing the next cycle.</p>

	<p>Update all relevant records and communicate changes clearly to the patient and, where appropriate, their carers.</p> <p>Ensure that any MAR charts produced are clinically checked prior to supply.</p> <p>Establish the clinical urgency of mid-cycle changes prior to implementation.</p> <p>Pamela Macintyre 30/09/2025</p>
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IMPORTANT INFORMATION	Christmas and New Year 2025/26 Provision
 <p>Pro-forma 25-26.docx</p> <p>Attached</p>	<p>PLEASE NOTE: Branches of Boots, Dickson's, Gilbride's, Houlihan, Invercoast, M&D Green, Morrisons, Rowlands, Well, Willis and any other contractor who has a Central Sign-Up process have no need to respond to this communication as this will be co-ordinated from a central point within your company.</p> <p>Each year the Community Pharmacy Development Team (CPDT) work with the community pharmacy network in NHS GGC to ensure that the general public have adequate access to pharmaceutical services across each of the public holidays during the festive season.</p> <p>Accordingly in line with previous years, each pharmacy should submit an application outlining their proposed hours of service during each of the public holidays as outlined below. NHS GGC will then liaise with others including CP GGC to finalise the plan.</p> <p>Due to its success, the previous agreed approach from last year will be applied to the planning of service provision as follows:</p> <p>Thursday 25 December and Thursday 1 January</p> <p>For 2025/26 we will seek the following community pharmacy (CP) provision on Christmas Day and New Year's Day.</p> <p>6 hours of CP provision from 11.00am – 5.00pm across each HSCP (Inverclyde is not included in this arrangement as service provision will be provided via a Rota). Service provision will be from a minimum of two pharmacies. This is in recognition of the growing value of NHS Pharmacy First as a disposition for calls to NHS 24, and direct access by patients.</p> <p>The remuneration rate will be £256.98 per hour (a maximum of three hours will be paid to any one pharmacy).</p>

Friday 26 December and Friday 2 January

GP practices will **not** be open on these days but we are still seeking 8 hours of community pharmacy service across each HSCP (Inverclyde is not included in this arrangement as service provision will be provided via a Rota). This is in further recognition that community pharmacies provide more and more stand alone clinical care.

The remuneration rate will be £256.98 per hour for 8 hours of pharmacy cover between 9.00am and 5.00pm.

Payment will be made to every pharmacy opting to open on Friday 26 December and/or Friday 2 January and will be paid a pro rata amount of the available remuneration per hour i.e. if one pharmacy is open it will receive the total of that hourly rate, but if 4 pharmacies indicate they will open they will each receive one quarter of that hourly rate.

Please complete the attached pro-forma (which also gathers information regarding early closing on Wednesday 24th and 31st December)

by **Friday 24th October 2025**. NHS GGC will then seek to confirm the final arrangements by **Monday 10th November 2025**. Assuming that there is good service provision in line with the above plan everyone should receive the holidays they prefer.

N.B. Due to timescales involved in this exercise, we will resend this message nearer the cut-off date. No further reminders will be sent. If we don't receive a return from your pharmacy, we will record that you have opted to close on all four days mentioned.

Thank you for your co-operation.

Janine Glen
30/09/2025

[INDEX - Community Pharmacy Communications Updates](#)

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



Community Pharmacy Communication Update

Tuesday 21st October 2025


New Items in this edition –

- **Business Continuity Plan**
- **Medicines above Tariff Price**
- **GGC-CPIP-Prescribing Choices - Updated to Include Hospital Drugs**
- **NES Cancer Care Webinar Tuesday 28th October**

URGENT ACTION	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: https://www.communitypharmacy.scot.nhs.uk/nhs-boards/nhs-greater-glasgow-clyde/business-continuity-planning/</p> <p>Janine Glen 21/10/2025</p>

ACTION	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>Medicines Shortage Guidance (scenario 1)</p> <p>CPS Members Area Shortages</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>
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ACTION	GGC-CPIP-Prescribing Choices - Updated to Include Hospital Drugs
 <p>ggc-cpip-Prescribing Choices.pdf</p> <p>Attached</p>	<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>

ACTION	NES Cancer Care Webinar Tuesday 28th October
	<p>Jennifer Laskey will lead the NES webinar 'Cancer Care for Pharmacy Teams' on Tuesday 28 October 1930-2100. It is intended for all pharmacy team members, especially those in primary care and community pharmacy. Booking is available via TURAS Learn. Cancer Care for Pharmacy Teams Turas Learn</p> <p>Course Overview:</p> <p>This webinar is for all pharmacy professionals, offering a comprehensive overview of the pharmacy team's role in cancer care. From prevention and early detection to treatment and managing side effects, this session</p>

will equip you with the knowledge and confidence to support patients across the cancer care pathway.

Learning aims:

To enhance the knowledge and confidence of pharmacy teams in supporting people with or at risk of cancer; from prevention and early detection to cancer treatment. The session is intended to promote the role of pharmacy teams in all sectors of care and to identify ways for working more collaboratively.

Learning outcomes:

At the end of the event you will be able to:

Define cancer and its causes, describe how it develops and spreads (e.g., metastasis), and interpret trends in cancer incidence and outcomes.

Outline how cancer services are structured and delivered in Scotland.

Identify modifiable risk factors for cancer and describe the pharmacy team's role in promoting and supporting prevention strategies

Identify red flag symptoms of common cancers using the 2025 Scottish Cancer Referral Guidelines. Explain current and emerging referral pathways and the importance of early investigation.

Summarize the main treatment options including surgery, radiotherapy, and systemic anti-cancer therapy (SACT), and explain how different types of SACT are administered.

Identify common and serious side effects of cancer treatments, and explain how to manage adverse events and co-morbidities safely and effectively.

For booking queries or further information please contact
Lynsey.Boyle4@nhs.scot

Lynsey Boyle
21/10/2025

Items from previous editions –

IMPORTANT INFORMATION	Correction - Smoking Cessation Training – Monday 10th November 2025
	Smoking Cessation Training Monday 10th November 2025 <u>Leverndale Hospital</u>



42. QYW Training -
Leverndale Hospital

Attached

Beresford Suite, 510 Crookston Road, Glasgow. G53 7TU

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 10th November, 2025.

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 ggcpharmacyhit@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

07/10/2025

**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

Thursday 23rd October 12:00

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

**IMPORTANT
INFORMATION**

Updated Early Warning Systems



EWS - All HSCPs -
October 2025.pdf

Attached

Please find attached an updated report which contains the Early Warning Systems (EWS) for each of the Board's HSCP's. A copy of this report can also be found on the Community Pharmacy Website: [NHS Community Pharmacy Website \(scot.nhs.uk\)](https://scot.nhs.uk)


Please identify your pharmacy 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 may therefore be helpful to site this document close to your main telephone.

As a reminder, this cascade system can be started by either a Board Officer or any Community Pharmacist. Anyone initiating the system should telephone the 'Master Station' clearly relaying the message that is required for circulation. The 'Master Station' will start the cascade of calls by telephoning the next pharmacy on the list, who will in turn, telephone the next pharmacy and so forth until the last pharmacy calls the 'Master Station'. When the 'Master Station' receives the call from the last pharmacy in the cascade, it should contact the person who initiated the cascade thus completing the cycle.

It is essential that pharmacies follow this cascade in the specified order to ensure that all pharmacies receive the message and that the communication is successfully exchanged throughout each HSCP

	<p>System. Closed pharmacies should be by-passed however; it would be helpful to telephone them with the message once they re-open. In these instances, please advise us that you have already passed on the message to the pharmacy they were expected to contact, which will stop unnecessary calls.</p> <p>If there is anything in this cascade process which is unclear or you would like to discuss further, please telephone Michelle Cooper on 0141-201-6041</p> <p>Michelle Cooper 14/10/2025</p>
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IMPORTANT INFORMATION	Lead Pharmacist for Community Pharmacy Development
	<p>My name is Rachel Bruce and I have recently joined NHS Greater Glasgow and Clyde as Lead Pharmacist for Community Pharmacy Development.</p>  <p>As I settle into my role, I'm keen to learn from your expertise and support the continued success and development of our community pharmacy network.</p> <p>Thank you for the warm welcome I've received so far. I look forward to working with you and supporting our shared commitment to excellent patient care.</p> <p>Rachel Bruce 07/10/2025</p>

IMPORTANT INFORMATION	GGC Medicine 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>

New blog

Click on the following link to access this recently published Medicines Update blog.

- Patient views and experience of deprescribing medicines – Implications for practitioners

Updates

- Guideline News August 2025
- MHRA Safety Roundup September 2025
- Guideline News September 2025

Previously published

Did you know that 6th-12th October is Hypo Awareness Week? Why not check our previously published series of insulin blogs:

- Safe use of insulin for adults admitted to hospital - Medicines Reconciliation
- Safe use of insulin for adults admitted to hospital - Prescribing
- Safe use of insulin for adults admitted to hospital - Administration
- Safe use of insulin for adults admitted to hospital - Discharge

Sheila McKay

07/10/2025

IMPORTANT INFORMATION

Paxlovid Stock - Expiry

We have had several reports recently of Community Pharmacies being unaware that they are able to order Paxlovid. In addition, we have also had some pharmacies refusing to order in Paxlovid until they have physically received the prescription.

Can I remind all contractors of the following:

Commercial stock of Paxlovid® is available to purchase from Alliance Healthcare.

Within GGC the assessment of patients requiring treatment for COVID-19 is being undertaken by pharmacist independent prescribers (PIP) within Primary Care. If treatment is indicated the PIP should contact the patient's chosen pharmacy with the details. Please treat this as an **emergency supply at the request of a**

health professional. A prescription should follow in the post within 72 hours.

NB it is important that these treatments are started as soon as possible, therefore please do not delay ordering of the product until the prescription arrives. As these patients often have significant co-morbidities these medicines should not be prescribed as part of the PF+ service.

Pamela Macintyre
07/10/2025

IMPORTANT INFORMATION	Service Now Guidance for Community Pharmacies
	<p>Service Now, the eHealth Portal, has now been in operation for over two years. We recognise that there have been many changes in contractors, pharmacists, and support staff during this period. To support you, we are providing this reminder of how to access and use the system effectively.</p> <p>Essential Housekeeping</p> <ul style="list-style-type: none">• Every pharmacy has a Service Now account. Please ensure that login details are shared with all staff members. This enables everyone in your pharmacy to log a call directly when required.• Your username is your site's shared/clinical mailbox. For example: pharm.CPXXXXXXXclinical@nhs.scot• If you have not accessed your account recently, you may need to reset your password. Visit: https://nhsscotland.service-now.com/ehealth Select 'Forgot your password' and follow the instructions. The reset link will be sent to your shared/clinical mailbox.• Please remember to share login details with all colleagues. This ensures that any staff member can log a call in future. <p>When to Contact Service Now</p> <p>You should log a Service Now ticket for the following issues:</p> <ul style="list-style-type: none">• Resetting Clinical Portal passwords (where the local reset process is unavailable)• Requesting additional access to the pharmacy's clinical mailbox• Resetting your nhs.scot password• Setting up a new nhs.scot account for pharmacy staff• Transferring nhs.scot accounts set up in another Health Board

All relevant information about Service Now can be found [here](#). Please refer to the Service Now section towards the bottom of the page.

What Service Now Cannot Help With

Service Now is unable to assist with queries relating to NEO or PCR access.

Locum Pharmacists

If a locum pharmacist cannot access Service Now from their base pharmacy's account, or does not have a base pharmacy, they should email ggc.cpdevteam@nhs.scot with full details of their request.

Support Videos

The following videos provide step-by-step guidance:

[How to access your account](#)

[Logging on and updating your details](#)

[How to log a call](#)

[How to reset your password](#)

Important

The Community Pharmacy Development Team will not log calls on behalf of any community pharmacy unless you can demonstrate that you have made reasonable attempts to log a ticket directly through Service Now.

We strongly encourage all community pharmacies to use Service Now as the first point of contact for support. This ensures your request is logged promptly and efficiently, and helps the Team to support you more effectively.

Janine Glen
07/10/2025

IMPORTANT INFORMATION

Medicines Waste Resources Update

Further to our previous update in August 2025, we can now confirm that the community pharmacy stickers have now been delivered.

Over the next few weeks HSCP employees will deliver supplies of these direct to community pharmacies in their area.


The stickers should be attached to prescription bags or the right-hand side of prescriptions to raise awareness and signpost patients to the wider campaign.

	<p>We will provide a further update about other elements in the campaign in due course.</p> <p>If you have not received your stickers by the end of October, please let us know by contacting ggc.cpdevteam@nhs.scot.</p> <p>Janine Glen 07/10/2025</p>
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IMPORTANT INFORMATION	PCA (P) (2025)– 21 Extension to Serious Shortage Protocols for Cefalexin Oral Suspension Sugar Free Products
	<p>Please find link below for NHS Circular PCA(P)(2025) 21 - Extension To Serious Shortage Protocols For Cefalexin Oral Suspension Sugar Free Products</p> <p>www.publications.scot.nhs.uk/files/pca2025-p-21.pdf</p> <p>07/10/2025</p>

IMPORTANT INFORMATION	PCA (P)(2025)– 22 Extension to Serious Shortage Protocols for Estradot® (Estradiol) Patches
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<div data-bbox="177 327 233 389"></div> <div data-bbox="148 396 264 445">Pro-forma 25-26.docx</div> <div data-bbox="121 461 272 495">Attached</div>	<p>PLEASE NOTE: Branches of Boots, Dickson's, Gilbride's, Houlihan, Invercoast, M&D Green, Morrisons, Rowlands, Well, Willis and any other contractor who has a Central Sign-Up process have no need to respond to this communication as this will be co-ordinated from a central point within your company.</p> <p>Each year the Community Pharmacy Development Team (CPDT) work with the community pharmacy network in NHS GGC to ensure that the general public have adequate access to pharmaceutical services across each of the public holidays during the festive season.</p> <p>Accordingly in line with previous years, each pharmacy should submit an application outlining their proposed hours of service during each of the public holidays as outlined below. NHS GGC will then liaise with others including CP GGC to finalise the plan.</p> <p>Due to its success, the previous agreed approach from last year will be applied to the planning of service provision as follows:</p> <p>Thursday 25 December and Thursday 1 January</p> <p>For 2025/26 we will seek the following community pharmacy (CP) provision on Christmas Day and New Year's Day.</p> <p>6 hours of CP provision from 11.00am – 5.00pm across each HSCP (Inverclyde is not included in this arrangement as service provision will be provided via a Rota). Service provision will be from a minimum of two pharmacies. This is in recognition of the growing value of NHS Pharmacy First as a disposition for calls to NHS 24, and direct access by patients.</p> <p>The remuneration rate will be £256.98 per hour (a maximum of three hours will be paid to any one pharmacy).</p> <p>Friday 26 December and Friday 2 January</p> <p>GP practices will not be open on these days but we are still seeking 8 hours of community pharmacy service across each HSCP (Inverclyde is not included in this arrangement as service provision will be provided via a Rota). This is in further recognition that community pharmacies provide more and more stand alone clinical care.</p> <p>The remuneration rate will be £256.98 per hour for 8 hours of pharmacy cover between 9.00am and 5.00pm.</p>

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Community Pharmacy Communication Update

Tuesday 28th October 2025

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- **Electronic Claiming Workbook (ECW) - Version 3.3**
- **Community Pain Education Classes**
- **PCA (P) (2025)– 23 Extension To Serious Shortage Protocols For Cefalexin Oral Suspension Sugar Free Products**

ACTION	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>


ACTION	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>

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Lynsey Boyle
21/10/2025

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 42. QYW Training - Leverndale Hospital	<p style="text-align: center;">Smoking Cessation Training <u>Monday 10th November 2025</u> <u>Leverndale Hospital</u> <u>Beresford Suite, 510 Crookston Road, Glasgow. G53 7TU</u></p>

Attached	<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>
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IMPORTANT INFORMATION	FAST Education - New Dates
<div data-bbox="183 1097 239 1164"></div> <div data-bbox="127 1169 287 1220" data-label="Text">Fast Education Poster.pdf</div> <div data-bbox="138 1272 300 1310" data-label="Text">Attached</div>	<p>Please see attached offer of training run by Chest Heart and Stroke Scotland on the FAST tool for identifying a stroke.</p> <p>The dates and information are noted below and a poster is attached which can be displayed in staff areas.</p> <p>This training is funded by the Scottish Government, and it is strongly recommended that clinical and non-clinical staff working with patients in Emergency Departments, Primary Care (including community pharmacies), and the Scottish Ambulance Service attend one of the sessions.</p> <p>Each session will be no longer than 30 minutes, and will include a short presentation and time for discussion / questions via Microsoft Teams. This training is for patient-facing clinical and non-clinical staff working in only Emergency Departments, Primary Care, and the Scottish Ambulance Service (i.e. reception staff included), throughout Scotland.</p> <p>A CPD certificate will be available for staff upon completion. Dates and times are as follows:</p> <p><u>FAST Education Dates</u> Tuesday 18th November 14:30 Wednesday 3rd December 10:00 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

14/10/2025

**IMPORTANT
INFORMATION**

Updated Early Warning Systems



EWS - All HSCPs -
October 2025.pdf

Attached

Please find attached an updated report which contains the Early Warning Systems (EWS) for each of the Board's HSCP's. A copy of this report can also be found on the Community Pharmacy Website: [NHS Community Pharmacy Website \(scot.nhs.uk\)](https://www.scot.nhs.uk)

Please identify your pharmacy 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 may therefore be helpful to site this document close to your main telephone.

As a reminder, this cascade system can be started by either a Board Officer or any Community Pharmacist. Anyone initiating the system should telephone the 'Master Station' clearly relaying the message that is required for circulation. The 'Master Station' will start the cascade of calls by telephoning the next pharmacy on the list, who will in turn, telephone the next pharmacy and so forth until the last pharmacy calls the 'Master Station'. When the 'Master Station' receives the call from the last pharmacy in the cascade, it should contact the person who initiated the cascade thus completing the cycle.

It is essential that pharmacies follow this cascade in the specified order to ensure that all pharmacies receive the message and that the communication is successfully exchanged throughout each HSCP System. Closed pharmacies should be by-passed however; it would be helpful to telephone them with the message once they re-open. In these instances, please advise us that you have already passed on

	<p>the message to the pharmacy they were expected to contact, which will stop unnecessary calls.</p> <p>If there is anything in this cascade process which is unclear or you would like to discuss further, please telephone Michelle Cooper on 0141-201-6041</p> <p>Michelle Cooper 14/10/2025</p>
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IMPORTANT INFORMATION	Advanced Notification – Q2 Customer Complaints / Whistleblowing
	<p>Please be advised that the Q2 Customer Complaints / Whistleblowing data collection survey, relating to the Patient Rights (Scotland) Act 2011, will be sent via Webropol on Monday 6th October 2025. The survey will close on Friday 31st October 2025.</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 webropol covering message.</p> <p>Thank you for your continued cooperation.</p> <p>Michelle Cooper 30/09/2025</p>

[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