



Community Pharmacy Communication Update

Tuesday 2nd September 2025

New Items in this edition –

- Using Health Literacy Tools in Your Consultations
- **ACTION REQUIRED: PLEASE READ - National PGD for Urgent Provision of Medicines, Appliances and ACBS Products - Version 32**
- **PCA (P)(2025) 19 - Pharmaceutical Services Amendments to The Drug Tariff Part 11 Discount Clawback Scale**

ACTION	Using Health Literacy Tools in Your Consultations
	Please see link below some useful Health Literacy information including tools that can be accessed on NHS Inform to help support your patient consultations. https://sway.cloud.microsoft/nuoK7SaS4rcqiilN?ref=Link Janice Blair 02/09/2025

ACTION	ACTION REQUIRED: PLEASE READ - National PGD for Urgent Provision of Medicines, Appliances and ACBS Products - Version 32
 Authorisation Form V32.pdf  Direct Referral.pdf  PGD V32.pdf  PGD Medicines V32 A-Z.pdf	We have been asked by NHS 24 to advise you that the National PGD for Urgent Provision of Current Prescribed Medicines, Appliances and ACBS products has been updated to version 32. This is now ONLY available electronically via the NHS Scotland Community Pharmacy internet site: GGC's local page: Patient Group Directions (PGDs) – NHS Greater Glasgow & Clyde (scot.nhs.uk) This PGD must be read, agreed to, and signed by all pharmacists involved in its use. For an overview and explanation of the changes please review the “What’s New” section attached. Please note: • Pharmacists no longer need to submit a paper copy of their signed PGD to NHSGGC; the signed PGD should be logged via our Electronic form: https://forms.office.com/e/41mAByUe1X

 What's New V32.pdf Attached	• A copy of the individual signing sheet should be completed and kept for the pharmacists' own information. • All pharmacists, managers, relief managers and locum pharmacists must sign this form for any supply they make on a UCF/CP4 form under the PGD to be legal. • Pharmacists who work across several health boards should complete their individual signing sheet, tick the boards they work for, and follow the submission/return process on P2 of the Authorisation Form V32. Lianne Hatch 02/09/2025
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ACTION	PCA (P)(2025) 19 - Pharmaceutical Services Amendments to The Drug Tariff Part 11 Discount Clawback Scale
	Please find link below for NHS Circular PCA(P)(2025) 19 - Pharmaceutical Services Amendments to The Drug Tariff Part 11 Discount Clawback Scale www.publications.scot.nhs.uk/files/pca2025-p-19.pdf 02/09/2025

Items from previous editions –

IMPORTANT INFORMATION	Community Pharmacy Referrals to GP Out-of-Hours Emergency Treatment Centres
	Overview From 1st September 2025, community pharmacists will have an enhanced referral option for unwell (non-emergency) patients during out-of-hours (OOH) periods. In addition to consulting with an OOH GP by phone, pharmacists may now request an appointment for patients at one of the GP OOH Emergency Treatment Centres. Referral Criteria This pathway is intended for patients who, after assessment, are considered too unwell to be treated in the pharmacy and need to be seen urgently (within four hours), and that cannot wait until their GP practice re-opens. Referral Process • Pharmacists should call the current GPOOH telephone number.

- Ask the call handler you would like to request a “4-hour” appointment.
- Provide the following patient information:

- Name
- Date of Birth (or CHI if available)
- Home Address
- Current Contact Telephone Number
- Brief summary of the presenting complaint

- your contact information will also be collected.

Patient Communication

Inform the patient that the GP OOH service will contact them directly with an appointment time.

Review and Feedback

It is anticipated that patient numbers referred via this pathway will be low. All will be reviewed and feedback provided in the case of inappropriate referrals.

Pamela Macintyre
26/08/2025

IMPORTANT INFORMATION	Flucloxacillin 250mg/5mL Powder for Oral Solution – Suspected Defect
 2025-13 Flucloxacillin Memo. Attached	Please find attached memo sent on behalf of Pharmacy Public Health. Pharmacy Public Health 26/08/2025

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

IMPORTANT INFORMATION	FAST Education - New dates
 Fast Education Poster.pdf Attached	Please see attached offer of training run by Chest Heart and Stroke Scotland on the FAST tool for identifying a stroke. The dates and information are noted below and a poster is attached which can be displayed in staff areas. This training is funded by the Scottish Government, and it is strongly recommended that clinical and non-clinical staff working with patients in Emergency Departments, Primary Care (including community pharmacies), and the Scottish Ambulance Service attend one of the sessions. Each session will be no longer than 30 minutes, and will include a short presentation and time for discussion / questions via Microsoft Teams. This training is for patient-facing clinical and non-clinical staff working in only Emergency Departments, Primary Care, and the Scottish Ambulance Service (i.e. reception staff included), throughout Scotland. A CPD certificate will be available for staff upon completion. Dates and times are as follows: <u>FAST Education Dates</u> Thursday 11th September 10:00 Wednesday 24th September 14:00 Tuesday 7th October 10:00 Thursday 23rd October 12:00

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

SIGN UP:

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

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

Esther Pullen

esther.pullen@chss.org.uk

09/05/2025

**IMPORTANT
INFORMATION**

Smoking Cessation Training – Wednesday 17th September 2025

In order for a Community Pharmacy to become an accredited Quit Your Way Pharmacy, it is mandatory for a one day training programme to be completed by pharmacists, locums and support staff.

The training will include key elements from the NES Smoking Cessation training pack, together with brief intervention techniques and NRT products. This session is open to all pharmacy staff.

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

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

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

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

Parking is available on a first come basis.

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

Annette Robb

[INDEX - Community Pharmacy Communications Updates](#)

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

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



Community Pharmacy Communication Update

Tuesday 9th September 2025

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- **Additional Pharmaceutical Services NHS Pharmacy First Scotland – Updated PGD's**
- **Disallowed Items Report from the NHS Greater Glasgow & Clyde Community Pharmacy Development Team.**
- **Pharmaceutical Waste Queries**

ACTION	Additional Pharmaceutical Services NHS Pharmacy First Scotland – Updated PGD's
Fusidic acid PGD v3.0 2025.pdf Nitrofurantoin PGD v3.0 2025.pdf PFS Impetigo assessment form 2025.docx Trimethoprim PGD v3.0 2025.pdf UTI PGD assessment form 2025.docx Attached	Please find the Scottish Government Circular regarding NHS Pharmacy First Scotland Updated PGDs (link below): http://www.publications.scot.nhs.uk/files/pca2025-p-20.pdf We have attached the three updated PGDs which support the national service. The PGDs and further supporting documentation, can be found at the following link: NHS Community Pharmacy Website (scot.nhs.uk) Lianne Hatch 09/09/2025

ACTION	Disallowed Items Report from the NHS Greater Glasgow & Clyde Community Pharmacy Development Team.
	We have been made aware that you have received a Disallowed Items Report from the NHS Greater Glasgow & Clyde Community Pharmacy

Development Team. Please be advised that this report should not be used at this time, as it does not currently provide meaningful reasons for claim rejections.

We will add disallowed items reporting via your eschedule once NSS and CPS have confirmed that the rejection reasons generated are accurate and as expected, it is hoped that this will be made available no later than the end of calendar year 2025.

Following the release of the above report, we have received a high volume of queries from contractors seeking clarification on rejected claims. Two items highlighted were:

- Elastic Hosiery products currently held in the Scottish Drug tariff Part 4. Following current agreed Scottish Government legislation, these products must be prescribed and dispensed as outlined in Page 5 and not by the brands and manufacturers listed in the Notes to Contractors section. We are in the final stages of negotiating with the Scottish Government to amend this legislation and will update further upon conclusion. In the meantime, PSD processes monthly adjustments for Elastic Hosiery rejections.
- Cyanocobalamin products, which is listed under the Selected List Scheme (SLS). As you may be aware, prescriptions for SLS items must be endorsed by the prescriber on both electronic and paper prescriptions. If the endorsement is missing, the claim will be rejected in accordance with legislation.

Earlier this year, both Community Pharmacy Scotland (CPS) and NSS were informed of an issue with electronic SLS endorsements not being applied correctly by the Optum (EMIS) practice system. Optum addressed this in their June 2025 drug and code update, and while we were advised in August that all EMIS sites had received the patch, we have since learned that not all practices have implemented the update. There is no requirement to contact us individually. In the meantime, we are actively working with Optum to ensure the updated software is rolled out as soon as possible. Please continue to submit your claims as usual, but please note that the system will continue to reject these if not correctly endorsed.

We are aware that we will need to make retrospective adjustments to reimburse you for these items. However, we cannot provide a date for when these will be done at present. PSD has started to analyse Cyanocobalamin claims from March 2025 to June 2025 dispensing months in the first instance. These will then need to be quality assured before passed to the Adjustment Team for processing. Monthly analysis will then continue from July 2025 until we have received confirmation all Optum practices have deployed the upgrade.

We are also aware that other items are being rejected and may be contained in this report. PSD is currently in the process of analysing and

	making monthly adjustments for various rejected items, e.g. Pharmacy First and the Elastic Hosiery rejections mentioned above. We are working on a plan to provide further information on these as soon as possible. The reimbursement for these items will be handled through a coordinated process. Catherine Scoular 09/09/2025
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ACTION	Pharmaceutical Waste Queries
	We've recently seen a noticeable increase in the number of emails sent to the CPDT generic mailbox regarding waste uplifts—whether to confirm the next scheduled uplift or to request an ad hoc collection. Due to current staffing levels within the CPDT, our response times are unfortunately longer than we would like. We sincerely apologise for any delays and appreciate your patience. Regrettably, we do not anticipate an improvement in staffing before the end of this calendar year. To help address the most common queries, please see the guidance below: Frequency of Uplifts All pharmacies in NHS Greater Glasgow and Clyde are on either a 12-week or 8-week uplift schedule. If you're unsure of your pharmacy's schedule, you can check by entering your contractor code into cell F7 of the spreadsheet available [here]. Ad Hoc Uplift Requests Ad hoc uplifts will generally not be arranged if your next scheduled uplift is due within the next 4 weeks. If an uplift is essential—for example, due to health and safety concerns—please make this clear in your request. Bin Allocation Each pharmacy has an agreed allocation of bins. Due to vehicle capacity, Tradebe can uplift and replace up to 10 bins per visit. If you have more than 10 bins, additional visits will be required. Out-of-Date Stock The Tradebe contract covers patient-returned waste only. If you need to dispose of out-of-date stock, this must be arranged privately. Sharps Disposal Sharps uplifted under Board contracts are limited to those from: • The Injecting Equipment Provider (IEP) Service

- The annual Flu programme

These services have separate uplift arrangements and are not part of the patient-returned waste service.

Community pharmacies do not have a Board-approved route for accepting general sharps waste from patients.

Patients should be directed to the originator of the sharps—typically their GP or out-patient department.

Email Follow-Ups

If you need to follow up on a previous message, please include a note in the subject line such as “2nd Email” or “Chasing Response”.

This helps us triage and prioritise messages more effectively.

Thank you again for your understanding and cooperation during this period. We remain committed to supporting you as best we can.

Janine Glen

09/09/2025

Items from previous editions –

IMPORTANT INFORMATION	Using Health Literacy Tools in Your Consultations
	Please see link below some useful Health Literacy information including tools that can be accessed on NHS Inform to help support your patient consultations. https://sway.cloud.microsoft/nuoK7SaS4rcqiilN?ref=Link Janice Blair 02/09/2025

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PGD V32.pdf PGD Medicines V32 A-Z.pdf What's New V32.pdf Attached	This PGD must be read, agreed to, and signed by all pharmacists involved in its use. For an overview and explanation of the changes please review the “What’s New” section attached. Please note: • Pharmacists no longer need to submit a paper copy of their signed PGD to NHSGGC; the signed PGD should be logged via our Electronic form: https://forms.office.com/e/41mAByUe1X • A copy of the individual signing sheet should be completed and kept for the pharmacists' own information. • All pharmacists, managers, relief managers and locum pharmacists must sign this form for any supply they make on a UCF/CP4 form under the PGD to be legal. • Pharmacists who work across several health boards should complete their individual signing sheet, tick the boards they work for, and follow the submission/return process on P2 of the Authorisation Form V32. Lianne Hatch 02/09/2025
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be **seen** urgently (within four hours), and that cannot wait until their GP practice re-opens.

Referral Process

- Pharmacists should call the current GPOOH telephone number.
- Ask the call handler you would like to request a “4-hour” appointment.
- Provide the following patient information:
 - Name
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Inform the patient that the GP OOH service will contact them directly with an appointment time.

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Pamela Macintyre
26/08/2025

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Fast Education
Poster.pdf

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

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Esther Pullen

esther.pullen@chss.org.uk

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Annette Robb
29/07/2025

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Community Pharmacy Communication Update

Tuesday 16th September 2025

New Items in this edition –

- **Naltrexone 50mg Tablets**
- **My Diabetes, My Way**
- **NHSGGC Drug Harms Briefing: Possible Contamination of the Cocaine Supply**
- **Rifampicin and TB Medicine Shortages**
- **PGD Levonorgestrel V13**

ACTION	Naltrexone 50mg Tablets
	There is a known shortage affecting naltrexone 50mg tablets. Currently the manufacturer of naltrexone 50mg tablets (AOP Orphan) has advised that this line remains available and can support the increased demand. Please note the use of AOP Orphan naltrexone 50mg tablets for alcohol dependence is off-label, patients can be advised about the shortage and that although the package insert relates only to use for opioid dependency, it is the same treatment that would be used for alcohol dependency. Stock of this line can fluctuate at the wholesalers. If a prescription for naltrexone 50mg tablets is received please attempt to obtain from multiple wholesalers where possible. If a wholesaler is out of stock, please ask when the next expected delivery of stock is expected at their depot. ADRS Central Pharmacy Team 16/09/2025

ACTION	My Diabetes, My Way
 DRAFT_Pharmacy Bulletin 120925.docx	Colleagues across Public Health are keen to raise the profile of the 'My Diabetes My Way' App for people with Type 2 Diabetes as well as ensuring that health care professionals who are likely to engage with people diagnosed with Type 2 Diabetes are aware of the Control It Plus - Type 2 Diabetes lifestyle programme.

Attached	To help share this information across Pharmacy Services, including Community Pharmacy network, please see attached flyer that provides more information that can be used in discussions with patients. Elaine Paton 16/09/2025
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ACTION	NHSGGC Drug Harms Briefing: Possible Contamination of the Cocaine Supply
 NHSGGC Drug harms briefing - 12.1  Poster.pdf  Poster (print ready).pdf Attached	Please find attached a briefing note and poster that are being issued to services within Glasgow City. This is in response to the incident in the city centre on Monday (which was reported in the media) and reports of a few other similar incidents. Shannon Considine 16/09/2025

ACTION	Supply Problem - Rifampicin and Other Tuberculosis (TB) Medicines
	Background A National Patient Safety Alert (NatPSA-2025-004-MVA) confirms intermittently available stock, until at least the end of 2025, of the following drugs: · Rifampicin (All formulations: 150 mg, 300 mg capsules; 600 mg IV; 100mg/ 5ml oral suspension) · Rifinah (rifampicin/ isoniazid) 300/ 150 mg tablets · Rifater (rifampicin/ isoniazid/ pyrazinamide) tablets · Voractiv (rifampicin/ isoniazid/ pyrazinamide/ ethambutol) tablets · Pyrazinamide 500 mg tablets These shortages affect both inpatient and outpatient care. Prescribing

	Primary care clinicians should not prescribe rifampicin or other TB medicines until shortages are resolved. All prescriptions for TB medicines, or rifampicin for any indication should be supplied from hospital following Infection specialist/ Respiratory advice until the supply issues have been resolved. Ongoing Supply · If the prescription was initiated in hospital or hospital outpatient clinic, please contact the consultant for the speciality which has prescribed or recommended the medicine. · If the prescription was initiated in Primary Care, please contact an infection specialist (Infectious Diseases/ Microbiology doctors) for review and advice around alternative treatments. · Ensure patients, initiating consultants and, where appropriate, Tuberculosis specialist nurses are made aware of any changes or disruptions to treatment regimens. GGC Antimicrobials Team 16/09/2025
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ACTION	PGD Levonorgestrel V13
	The new, up-to-date PGD for Levonorgestrel is now available on the Community Pharmacy Development Team website. There is no need to return the form to CPDT but please sign and keep a copy for your own records. PGDs - Greater Glasgow and Clyde Please note the Emergency Contraception (EC) Proforma remains unchanged. The West of Scotland Sexual Health Managed Clinical Network and Sandyford both advise that; • All clients should be offered Copper-IUD as first line choice • If Copper-IUD is declined or unsuitable then ulipristal is first line emergency hormonal contraception and should be supplied unless contraindicated (see SPC/flowchart) • Levonorgestrel is second line and can be supplied via PGD (see SPC/flowchart). Lianne Hatch 16/09/2025

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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

Wednesday 24th September 14:00

Tuesday 7th October 10:00

Thursday 23rd October 12:00

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

SIGN UP:

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

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

Esther Pullen

esther.pullen@chss.org.uk

09/05/2025

**IMPORTANT
INFORMATION**

Smoking Cessation Training – Wednesday 17th September 2025

In order for a Community Pharmacy to become an accredited Quit Your Way Pharmacy, it is mandatory for a one day training programme to be completed by pharmacists, locums and support staff.

The training will include key elements from the NES Smoking Cessation training pack, together with brief intervention techniques and NRT products. This session is open to all pharmacy staff.

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

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

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

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

Parking is available on a first come basis.

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

Annette Robb

29/07/2025

[INDEX - Community Pharmacy Communications Updates](#)

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

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



Community Pharmacy Communication Update

Tuesday 23rd September 2025

New Items in this edition –

- **SVIP2102 - Closure of TRAVAX and Fit for Travel Websites**

ACTION	SVIP2102 - Closure of TRAVAX and Fit for Travel Websites
	Public Health Scotland will be closing both the TRAVAX and Fit for Travel websites on 22 September 2025. As part of this process: • 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. 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. 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. Further information specific to Yellow Fever will follow in due course. 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. 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.

If you have any questions regarding your subscription or the closure of these services, please contact us at phs.vaccination@phs.scot

John McBride
23/09/2025

Items from previous editions –

IMPORTANT INFORMATION	Naltrexone 50mg Tablets
	There is a known shortage affecting naltrexone 50mg tablets. Currently the manufacturer of naltrexone 50mg tablets (AOP Orphan) has advised that this line remains available and can support the increased demand. Please note the use of AOP Orphan naltrexone 50mg tablets for alcohol dependence is off-label, patients can be advised about the shortage and that although the package insert relates only to use for opioid dependency, it is the same treatment that would be used for alcohol dependency. Stock of this line can fluctuate at the wholesalers. If a prescription for naltrexone 50mg tablets is received please attempt to obtain from multiple wholesalers where possible. If a wholesaler is out of stock, please ask when the next expected delivery of stock is expected at their depot. ADRS Central Pharmacy Team 16/09/2025
IMPORTANT INFORMATION	My Diabetes, My Way
 DRAFT_Pharmacy Bulletin 120925.docx Attached	Colleagues across Public Health are keen to raise the profile of the 'My Diabetes My Way' App for people with Type 2 Diabetes as well as ensuring that health care professionals who are likely to engage with people diagnosed with Type 2 Diabetes are aware of the Control It Plus - Type 2 Diabetes lifestyle programme. To help share this information across Pharmacy Services, including Community Pharmacy network, please see attached flyer that provides more information that can be used in discussions with patients. Elaine Paton 16/09/2025

IMPORTANT INFORMATION	NHSGGC Drug Harms Briefing: Possible Contamination of the Cocaine Supply
 NHSGGC Drug harms briefing - 12.0  Poster.pdf  Poster (print ready).pdf Attached	Please find attached a briefing note and poster that are being issued to services within Glasgow City. This is in response to the incident in the city centre on Monday (which was reported in the media) and reports of a few other similar incidents. Shannon Considine 16/09/2025

IMPORTANT INFORMATION	Supply Problem - Rifampicin and Other Tuberculosis (TB) Medicines
	Background A National Patient Safety Alert (NatPSA-2025-004-MVA) confirms intermittently available stock, until at least the end of 2025, of the following drugs: · Rifampicin (All formulations: 150 mg, 300 mg capsules; 600 mg IV; 100mg/ 5ml oral suspension) · Rifinah (rifampicin/ isoniazid) 300/ 150 mg tablets · Rifater (rifampicin/ isoniazid/ pyrazinamide) tablets · Voractiv (rifampicin/ isoniazid/ pyrazinamide/ ethambutol) tablets · Pyrazinamide 500 mg tablets These shortages affect both inpatient and outpatient care. Prescribing Primary care clinicians should not prescribe rifampicin or other TB medicines until shortages are resolved. All prescriptions for TB medicines, or rifampicin for any indication should be supplied from hospital following Infection specialist/ Respiratory advice until the supply issues have been resolved.

	Ongoing Supply · If the prescription was initiated in hospital or hospital outpatient clinic, please contact the consultant for the speciality which has prescribed or recommended the medicine. · If the prescription was initiated in Primary Care, please contact an infection specialist (Infectious Diseases/ Microbiology doctors) for review and advice around alternative treatments. · Ensure patients, initiating consultants and, where appropriate, Tuberculosis specialist nurses are made aware of any changes or disruptions to treatment regimens. GGC Antimicrobials Team 16/09/2025
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IMPORTANT INFORMATION	PGD Levonorgestrel V13
	The new, up-to-date PGD for Levonorgestrel is now available on the Community Pharmacy Development Team website. There is no need to return the form to CPDT but please sign and keep a copy for your own records. PGDs - Greater Glasgow and Clyde Please note the Emergency Contraception (EC) Proforma remains unchanged. The West of Scotland Sexual Health Managed Clinical Network and Sandyford both advise that; • All clients should be offered Copper-IUD as first line choice • If Copper-IUD is declined or unsuitable then ulipristal is first line emergency hormonal contraception and should be supplied unless contraindicated (see SPC/flowchart) • Levonorgestrel is second line and can be supplied via PGD (see SPC/flowchart). Lianne Hatch 16/09/2025

IMPORTANT INFORMATION	Additional Pharmaceutical Services NHS Pharmacy First Scotland – Updated PGD’s
 Fusidic acid PGD v3.0 2025.pdf	Please find the Scottish Government Circular regarding NHS Pharmacy First Scotland Updated PGDs (link below): http://www.publications.scot.nhs.uk/files/pca2025-p-20.pdf

 Nitrofurantoin PGD v3.0 2025.pdf  PFS Impetigo assessment form 2025.docx  Trimethoprim PGD v3.0 2025.pdf  UTI PGD assessment form 2025.docx Attached	We have attached the three updated PGDs which support the national service. The PGDs and further supporting documentation, can be found at the following link: NHS Community Pharmacy Website (scot.nhs.uk) Lianne Hatch 09/09/2025
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IMPORTANT INFORMATION	Disallowed Items Report from the NHS Greater Glasgow & Clyde Community Pharmacy Development Team.
	We have been made aware that you have received a Disallowed Items Report from the NHS Greater Glasgow & Clyde Community Pharmacy Development Team. Please be advised that this report should not be used at this time, as it does not currently provide meaningful reasons for claim rejections. We will add disallowed items reporting via your eschedule once NSS and CPS have confirmed that the rejection reasons generated are accurate and as expected, it is hoped that this will be made available no later than the end of calendar year 2025. Following the release of the above report, we have received a high volume of queries from contractors seeking clarification on rejected claims. Two items highlighted were: - Elastic Hosiery products currently held in the Scottish Drug tariff Part 4. Following current agreed Scottish Government legislation, these products must be prescribed and dispensed as outlined in Page 5 and not by the brands and manufacturers listed in the Notes to Contractors section. We are in the final stages of negotiating with the Scottish Government to amend this legislation and will update further upon conclusion. In the meantime, PSD processes monthly adjustments for Elastic Hosiery rejections. - Cyanocobalamin products, which is listed under the Selected List Scheme (SLS). As you may be aware, prescriptions for SLS items must be endorsed by the prescriber on both electronic and paper prescriptions. If the endorsement is missing, the claim will be rejected in accordance with legislation.

	Earlier this year, both Community Pharmacy Scotland (CPS) and NSS were informed of an issue with electronic SLS endorsements not being applied correctly by the Optum (EMIS) practice system. Optum addressed this in their June 2025 drug and code update, and while we were advised in August that all EMIS sites had received the patch, we have since learned that not all practices have implemented the update. There is no requirement to contact us individually. In the meantime, we are actively working with Optum to ensure the updated software is rolled out as soon as possible. Please continue to submit your claims as usual, but please note that the system will continue to reject these if not correctly endorsed. We are aware that we will need to make retrospective adjustments to reimburse you for these items. However, we cannot provide a date for when these will be done at present. PSD has started to analyse Cyanocobalamin claims from March 2025 to June 2025 dispensing months in the first instance. These will then need to be quality assured before passed to the Adjustment Team for processing. Monthly analysis will then continue from July 2025 until we have received confirmation all Optum practices have deployed the upgrade. We are also aware that other items are being rejected and may be contained in this report. PSD is currently in the process of analysing and making monthly adjustments for various rejected items, e.g. Pharmacy First and the Elastic Hosiery rejections mentioned above. We are working on a plan to provide further information on these as soon as possible. The reimbursement for these items will be handled through a coordinated process. Catherine Scoular 09/09/2025
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IMPORTANT INFORMATION	Pharmaceutical Waste Queries
	We've recently seen a noticeable increase in the number of emails sent to the CPDT generic mailbox regarding waste uplifts—whether to confirm the next scheduled uplift or to request an ad hoc collection. Due to current staffing levels within the CPDT, our response times are unfortunately longer than we would like. We sincerely apologise for any delays and appreciate your patience. Regrettably, we do not anticipate an improvement in staffing before the end of this calendar year. To help address the most common queries, please see the guidance below:

Frequency of Uplifts

All pharmacies in NHS Greater Glasgow and Clyde are on either a 12-week or 8-week uplift schedule.

If you're unsure of your pharmacy's schedule, you can check by entering your contractor code into cell F7 of the spreadsheet available [\[here\]](#).

Ad Hoc Uplift Requests

Ad hoc uplifts will generally not be arranged if your next scheduled uplift is due within the next 4 weeks.

If an uplift is essential—for example, due to health and safety concerns—please make this clear in your request.

Bin Allocation

Each pharmacy has an agreed allocation of bins.

Due to vehicle capacity, Tradebe can uplift and replace up to 10 bins per visit.

If you have more than 10 bins, additional visits will be required.

Out-of-Date Stock

The Tradebe contract covers patient-returned waste only.

If you need to dispose of out-of-date stock, this must be arranged privately.

Sharps Disposal

Sharps uplifted under Board contracts are limited to those from:

- The Injecting Equipment Provider (IEP) Service
- The annual Flu programme

These services have separate uplift arrangements and are not part of the patient-returned waste service.

Community pharmacies do not have a Board-approved route for accepting general sharps waste from patients.

Patients should be directed to the originator of the sharps—typically their GP or out-patient department.

Email Follow-Ups

If you need to follow up on a previous message, please include a note in the subject line such as “2nd Email” or “Chasing Response”.

This helps us triage and prioritise messages more effectively.

Thank you again for your understanding and cooperation during this period. We remain committed to supporting you as best we can.

Janine Glen
09/09/2025

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: <u>FAST Education Dates</u> Wednesday 24th September 14:00 Tuesday 7th October 10:00 Thursday 23rd October 12:00 Please can all attendees sign up via the following Microsoft Forms link. A Microsoft Teams invite will be sent out for the session nearer the date. SIGN UP: https://forms.office.com/e/YiFrAbRwtv Please share this information with your clinical teams and encourage them to sign up. Please get in contact with me if you have any further questions. Esther Pullen esther.pullen@chss.org.uk 09/05/2025



Community Pharmacy Communication Update

Tuesday 30th September 2025

New Items in this edition –

- Updated pre-approved list for October 2025
- Advanced Notification – Q2 Customer Complaints / Whistleblowing
- Removal of Discontinued Medicines from Compliance Aids
- Christmas and New Year 2025/26 Provision

ACTION	Updated pre-approved list for October 2025
 Pre approved Price List for Commonly R Attached	The updated pre-approved price list for October 2025 is as follows: The amendments to this edition are: • 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 Michelle Macintyre 30/09/2025

ACTION	Advanced Notification – Q2 Customer Complaints / Whistleblowing
	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. 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. Thank you for your continued cooperation. Michelle Cooper 30/09/2025

ACTION	Removal of Discontinued Medicines from Compliance Aids
	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. Background 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. 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

ACTION	Christmas and New Year 2025/26 Provision
 Pro-forma 25-26.docx	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.

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.

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.

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

Items from previous editions –

IMPORTANT INFORMATION	SVIP2102 – Closure of TRAVAX and Fit for Travel Websites
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	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. If you have any questions regarding your subscription or the closure of these services, please contact us at phs.vaccination@phs.scot John McBride 23/09/2025
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IMPORTANT INFORMATION	Naltrexone 50mg Tablets
	There is a known shortage affecting naltrexone 50mg tablets. Currently the manufacturer of naltrexone 50mg tablets (AOP Orphan) has advised that this line remains available and can support the increased demand. Please note the use of AOP Orphan naltrexone 50mg tablets for alcohol dependence is off-label, patients can be advised about the shortage and that although the package insert relates only to use for opioid dependency, it is the same treatment that would be used for alcohol dependency. Stock of this line can fluctuate at the wholesalers. If a prescription for naltrexone 50mg tablets is received please attempt to obtain from multiple wholesalers where possible. If a wholesaler is out of stock, please ask when the next expected delivery of stock is expected at their depot. ADRS Central Pharmacy Team 16/09/2025

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

Esther Pullen

esther.pullen@chss.org.uk

09/05/2025

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