



## Community Pharmacy Communication Update

Tuesday 1<sup>st</sup> July 2025

### New Items in this edition –

- Getting started with PF+ (CCC) in NHSGGC
- Advanced Notification – Q1 Customer Complaints / Whistleblowing
- PCA(P)(2025) 16 - Additional Pharmaceutical Services – Pharmacy First Service Requirements
- Ceptava® (Mycophenolic Acid) 360mg Tablets Shortage
- Reminder for all Foundation Year Trainees - PCR Username and Passwords

ACTION	Getting started with PF+ (CCC) in NHSGGC
	<p>The Community Pharmacy Development Team would like to invite all CPIPs who have registered in the last 12 months to offer Pharmacy First Plus within GGC to attend an introductory webinar.</p> <p>The webinar will introduce the team and describe the supports and governance processes we have in place to support CPIP prescribing. There will be an opportunity to ask questions at the end of the session.</p> <p>The Introductory Session with the Community Pharmacy Development Team webinar will be held on:</p> <p><b>Date:</b> Wednesday 2<sup>nd</sup> July 2025  <b>Time:</b> 7:00pm  Link to Teams: <a href="#">Join the meeting now</a></p> <p>Lorna Brown  24/06/2025</p>

ACTION	Advanced Notification – Q1 Customer Complaints / Whistleblowing
	<p>Q1 Customer Complaints / Whistleblowing, for the collection of information relating to the Patient Rights (Scotland) Act 2011 will be sent week commencing Monday 7<sup>th</sup> July 2025.</p> <p>You should note that submission of this information is a contractual requirement and as such you should complete the Webropol survey within the timescale which will appear in the covering message.</p> <p>Thank you for your continued co-operation.</p>

	Michelle Cooper – Contracts Supervisor 30/06/25
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<b>ACTION</b>	<b>PCA(P)(2025) 16 - Additional Pharmaceutical Services – Pharmacy First Service Requirements</b>
	Please find link to <b>PCA(P)(2025) 16- Additional pharmaceutical services – pharmacy first service requirements:</b> <a href="#">pca2025-p-16.pdf</a>  27/06/2025

<b>ACTION</b>	<b>Ceptava® (Mycophenolic Acid) 360mg Tablets Shortage</b>
 Ceptava.pdf  Attached	<p>Please be aware that <b>Myfortic® (mycophenolic acid) 360mg gastro-resistant tablets</b> is the advised temporary alternative to <b>Ceptava® (mycophenolic acid)</b>, based on clinical advice from <b>Renal Services</b>.</p> <p>If a prescription for Ceptava® is received and supply is unavailable, please contact the relevant GP practice via your usual communication channels to request that the prescription be updated to <b>Myfortic®</b> . This will enable appropriate dispensing and endorsement of Myfortic®, which is currently the only available brand.</p> <p>This approach will help prevent delays in patient treatment during the current shortage.</p> <p>To allow clinical teams to prioritise patient care, please do not direct supply-related queries to Renal Services, as they are currently experiencing high demand.</p> <p>For further details, please refer to the attached memo.</p> <p>Kathryn Chishom 01/07/2025</p>

<b>ACTION</b>	<b>Reminder for all Foundation Year Trainees - PCR Username and Passwords</b>
	<p>Please remind all Foundation Year trainees that they should apply for a user name and password for the Patient Care Record (PCR) from their Health Board once they have successfully qualified and have been allocated their registration number by the GPhC.</p> <p>Application forms can be accessed by following the undernoted link:</p> <p><a href="#">pcr-user-creation-ifom-pharmacists.pdf (scot.nhs.uk)</a></p> <p>Janine Glen 01/07/2025</p>

## Items from previous editions –

IMPORTANT INFORMATION	Alan Harrison Retirement
	<p>I wanted to let you know that Alan Harrison has now officially retired from his Lead Pharmacist for Community Care post. I am sure you will all join me in wishing him all the best in his retirement.</p> <p>I wanted to take the opportunity to update you on our plans to support the network over the next few months.</p> <p>We have completed a robust recruitment and selection process, and Rachel Bruce is the preferred candidate to replace Alan. Rachel worked in NHS GGC previously and will bring a wealth of experience back (remove) to the team. We are aiming for a 1st September start date to get Rachel inducted and settled into the team.</p> <p>In the interim Pamela Macintyre has agreed to step in to cover the main groups and committees that Alan was involved in. Pamela and I will be your main contacts if you require any support in the meantime.</p> <p>Jane Hall 24/06/2025</p>

IMPORTANT INFORMATION	Obtaining Paxlovid
	<p>If you are having difficulties getting Paxlovid in from Alliance (if showing unavailable on Alliance ordering system) please contact Alliance Customer Service on <b>0330 102 8412</b> to place an order.</p> <p>Please ensure you are using the correct PIP code of <b>4352712</b> when you are placing an order.</p> <p>Pharmacies can also contact Pfizer on the number below if required: Sales Order Management &amp; Customer Excellence Team Telephone 0345 608 8866 Freephone 0800 032 7907</p> <p>Pamela Macintyre 17/06/2025</p>

IMPORTANT INFORMATION	Delivery of Dosette boxes to Housebound Patients
	<p>We have recently been made aware of a situation where dosettes boxes were delivered through a patients letterbox across 6 weeks when the patient was in hospital.</p>

	<p>Where we appreciate there had been no contact to the community pharmacy by either the GP practice or the hospital regarding the patient's admission, this has highlighted the fact that the delivery of medication to the patient had no checks in place around the receipt of the medication.</p> <p>This has provided a timely opportunity to ask the community pharmacy network to ensure that they review their delivery SOPs for medication being supplied to households ensuring specifically that there are processes in place to confirm that the patient or representative is in receipt of the medication.</p> <p>Pamela Macintyre 17/06/2025</p>
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IMPORTANT INFORMATION	Updated Safety Information - Valproate
	<p>As you will be aware there are actions that Community Pharmacy should undertake when dispensing medicines containing Valproate.</p> <p>See link below for updated safety materials that are now available to support implementation of the regulatory measures announced in the National Patient Safety Alert. New materials are to be integrated into clinical practice when referring patients and when prescribing or dispensing valproate.</p> <p><a href="#">Valproate (Belvo, Convulex, Depakote, Dyazantil, Epilim, Epilim Chrono or Chronosphere, Episenta, Epival, and Syonell ▼): updated safety and educational materials to support patient discussion on reproductive risks - GOV.UK</a></p> <p>Pamela Macintyre 17/06/2025</p>

IMPORTANT INFORMATION	CPD Learning Opportunities for Community Pharmacy Staff
	<p>Do you phone care homes regarding patient on Oral Nutritional Supplements?</p> <p>Do they talk about MUST and MUST step 5. Do you want to understand more of what this means?</p> <p>Below are links to the next round of Food Fluid and Nutrition webinars to promote in care homes. We also welcome any staff looking for a refresher on these topics. These webinars are going to be running regularly so we will continue to promote as dates come out.</p>

	<p><b>Project milkshake and food fortification (14.7.7.25 at 2pm-3.15pm) link to book a place</b></p> <p><a href="https://events.teams.microsoft.com/event/61ba423f-3baf-48f5-8394-c0b8947913fd@10efe0bd-a030-4bca-809c-b5e6745e499a">https://events.teams.microsoft.com/event/61ba423f-3baf-48f5-8394-c0b8947913fd@10efe0bd-a030-4bca-809c-b5e6745e499a</a></p> <p>Gillian Mackay Advanced Practice Care Home Dietitian 17/06/2025</p>
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IMPORTANT INFORMATION	Transfer of ONS request and monitoring form
	<p>We thought it would be useful to highlight to community pharmacies that when a patient moves to a different community pharmacy and requires to start on a dosette box, can you please remember to transfer the ONS request and monitoring form (if this is in place) to the next pharmacy to help deliver seamless care.</p> <p>Wendy McGaugie 17/06/2025</p>

IMPORTANT INFORMATION	Let's Chat Vac - SVIP1615 Changes Routine Childhood Vaccination Schedule and The Selective Neonatal Hepatitis B
	<p><u>Sent on behalf PHS.</u></p> <p>Following advice from the Joint Committee on Vaccination and Immunisation (JCVI) on the upcoming changes to the childhood schedule, Public Health Scotland (PHS) has revised the '<b>Protect your child against serious diseases</b>' leaflet. This is to ensure that parents and carers have access to up-to-date information about the routine childhood vaccination programme.</p> <p>The changes will take place across 2 phases. Changes in Phase 1 will begin from 1 July 2025 with Phase 2 coming into effect from January 2026. PHS would be grateful for your support in replacing your existing stock of this leaflet to ensure health professionals access the correct version to support informed consent, prior to vaccination. Due to the phased approach, PHS will provide an updated version of this leaflet again later in the year so would encourage you to manage stock accordingly.</p> <p>This resource will be available to order online once stock is available.</p> <p>The front cover of the updated leaflet is displayed below for your convenience. This leaflet should be used from <b>1 July 2025</b>:</p>



**Please only order the stock you will require until the end of December 2025.** An updated final version of this resource will be available to order before December 2025.

To order this leaflet in other formats (such as Easy Read and large print) or languages, please email [phs.otherformats@phs.scot](mailto:phs.otherformats@phs.scot)

If you would like to provide feedback, please email [phs.svipconfidenceandequity@phs.scot](mailto:phs.svipconfidenceandequity@phs.scot)

With effect from **9 June 2025** can you please recycle any existing stock you have of the following leaflet as it will not contain the correct information:



In addition, PHS has also revised the '**What to expect after vaccination: Babies and children up to 5 years**' information resource.

You can also order this resource online once stock is available.

With effect from **9 June 2025** can you please recycle any existing stock you have of the previous version as it will not contain the correct information.

Pauline Atkinson  
20/05/2025

IMPORTANT INFORMATION	QYW Training – Tuesday 19th August 2025
	<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.</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>

We presently have some places available for the event on Tuesday 19<sup>th</sup> August 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>
<b>Tuesday 19<sup>th</sup> August 2025</b>	<b>9:00 – 16:00</b>	<b>Beresford Suite Levendale Hospital 510 Crookston Road Glasgow G53 7TU</b>

Please contact us ASAP by phone on 0141 201 4945, or by e-mail [ggc.pharmacyhit@nhs.scot](mailto: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  
20/05/2025

## IMPORTANT INFORMATION

### FAST Education Offer



FAST Training  
Session.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**  
**Tuesday 22<sup>nd</sup> July 15:00**



**Wednesday 6<sup>th</sup> August 19:00**

**Monday 25<sup>th</sup> August 13:00**

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](mailto:esther.pullen@chss.org.uk)

09/05/2025

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Any queries should be directed to the contact provided – where no specific contact is shown, queries should be directed to [ggc.cpdevteam@nhs.scot](mailto: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](mailto:ggc.newpharmacy.applications@nhs.scot)