







## Community Pharmacy Communication Update


Tuesday 2<sup>nd</sup> 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
	<p>Please see link below some useful Health Literacy information including tools that can be accessed on NHS Inform to help support your patient consultations.</p> <p><a href="https://sway.cloud.microsoft/nuoK7SaS4rcqiilN?ref=Link">https://sway.cloud.microsoft/nuoK7SaS4rcqiilN?ref=Link</a></p> <p>Janice Blair 02/09/2025</p>

ACTION	<b>ACTION REQUIRED: PLEASE READ - National PGD for Urgent Provision of Medicines, Appliances and ACBS Products - Version 32</b>
<p> Authorisation Form V32.pdf</p> <p> Direct Referral.pdf</p> <p> PGD V32.pdf</p> <p> PGD Medicines V32 A-Z.pdf</p>	<p>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 <b>version 32</b>. This is now <b>ONLY</b> available electronically via the NHS Scotland Community Pharmacy internet site: GGC's local page: <a href="#">Patient Group Directions (PGDs) – NHS Greater Glasgow &amp; Clyde (scot.nhs.uk)</a></p> <p>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 <b>“What’s New”</b> section attached.</p> <p>Please note:</p> <ul style="list-style-type: none"> <li>• Pharmacists no longer need to submit a paper copy of their signed PGD to <b>NHSGGC</b>; the signed PGD should be logged via our Electronic form: <a href="https://forms.office.com/e/41mAByUe1X">https://forms.office.com/e/41mAByUe1X</a></li> </ul>

 <p>What's New V32.pdf</p> <p><b>Attached</b></p>	<ul style="list-style-type: none"> <li>• A copy of the individual signing sheet should be completed and kept for the pharmacists' own information.</li> <li>• 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.</li> <li>• 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.</li> </ul> <p>Lianne Hatch 02/09/2025</p>
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<b>ACTION</b>	<b>PCA (P)(2025) 19 - Pharmaceutical Services Amendments to The Drug Tariff Part 11 Discount Clawback Scale</b>
	<p>Please find link below for NHS Circular PCA(P)(2025) 19 - Pharmaceutical Services Amendments to The Drug Tariff Part 11 Discount Clawback Scale</p> <p><a href="http://www.publications.scot.nhs.uk/files/pca2025-p-19.pdf">www.publications.scot.nhs.uk/files/pca2025-p-19.pdf</a></p> <p>02/09/2025</p>

### Items from previous editions –

<b>IMPORTANT INFORMATION</b>	<b>Community Pharmacy Referrals to GP Out-of-Hours Emergency Treatment Centres</b>
	<p><b>Overview</b></p> <p>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.</p> <p><b>Referral Criteria</b></p> <p>This pathway is intended for patients who, after assessment, are considered too unwell to be treated in the pharmacy and need to be <b>seen</b> urgently (within four hours), and that cannot wait until their GP practice re-opens.</p> <p><b>Referral Process</b></p> <ul style="list-style-type: none"> <li>• Pharmacists should call the current GPOOH telephone number.</li> </ul>

- 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

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

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

IMPORTANT INFORMATION	FAST Education - New dates
 <p>Fast Education Poster.pdf</p> <p>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 <b>Emergency Departments, Primary Care (including community pharmacies), and the Scottish Ambulance Service</b> 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 <b>patient-facing</b> clinical and non-clinical staff working in <b>only Emergency Departments, Primary Care, and the Scottish Ambulance Service</b> (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><b><u>FAST Education Dates</u></b>  <b>Thursday 11th September 10:00</b>  <b>Wednesday 24th September 14:00</b>  <b>Tuesday 7th October 10:00</b>  <b>Thursday 23rd October 12:00</b></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](mailto:esther.pullen@chss.org.uk)

09/05/2025

**IMPORTANT  
INFORMATION**

**Smoking Cessation Training – Wednesday 17<sup>th</sup> 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 17<sup>th</sup> 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>
<b>Wednesday 17<sup>th</sup> September 2025</b>	<b>9:00 – 16:00</b>	<b>Clydebank Health Centre</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

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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)