



Community Pharmacy Communication Update

Tuesday 9th September 2025

New Items in this edition –

- **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
<div data-bbox="151 965 204 1032"></div> <div data-bbox="84 1034 261 1090">Fusidic acid PGD v3.0 2025.pdf</div> <div data-bbox="151 1099 204 1167"></div> <div data-bbox="70 1169 277 1225">Nitrofurantoin PGD v3.0 2025.pdf</div> <div data-bbox="143 1279 199 1346"></div> <div data-bbox="70 1346 282 1400">PFS Impetigo assessment form 2025.docx</div> <div data-bbox="151 1451 204 1518"></div> <div data-bbox="84 1520 274 1576">Trimethoprim PGD v3.0 2025.pdf</div> <div data-bbox="143 1630 199 1697"></div> <div data-bbox="75 1697 285 1751">UTI PGD assessment form 2025.docx</div> <div data-bbox="102 1760 256 1798">Attached</div>	<p>Please find the Scottish Government Circular regarding NHS Pharmacy First Scotland Updated PGDs (link below):</p> <p>http://www.publications.scot.nhs.uk/files/pca2025-p-20.pdf</p> <p>We have attached the three updated PGDs which support the national service.</p> <p>The PGDs and further supporting documentation, can be found at the following link:</p> <p>NHS Community Pharmacy Website (scot.nhs.uk)</p> <p>Lianne Hatch 09/09/2025</p>

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

	<p>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.</p> <p>Catherine Scoular 09/09/2025</p>
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ACTION	Pharmaceutical Waste Queries
	<p>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.</p> <p>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.</p> <p>To help address the most common queries, please see the guidance below:</p> <p>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].</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>Sharps Disposal Sharps uplifted under Board contracts are limited to those from:</p> <ul style="list-style-type: none"> • 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
	<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>https://sway.cloud.microsoft/nuoK7SaS4rcqiilN?ref=Link</p> <p>Janice Blair 02/09/2025</p>

IMPORTANT INFORMATION	ACTION REQUIRED: PLEASE READ - National PGD for Urgent Provision of Medicines, Appliances and ACBS Products - Version 32
 Authorisation Form V32.pdf  Direct Referral.pdf	<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 version 32. This is now ONLY available electronically via the NHS Scotland Community Pharmacy internet site:</p> <p>GGC's local page: Patient Group Directions (PGDs) – NHS Greater Glasgow & Clyde (scot.nhs.uk)</p>

<div data-bbox="151 56 204 123"></div> <div data-bbox="100 123 240 152">PGD V32.pdf</div> <div data-bbox="151 230 204 297"></div> <div data-bbox="65 297 276 353">PGD Medicines V32 A-Z.pdf</div> <div data-bbox="151 409 204 477"></div> <div data-bbox="103 477 236 533">What's New V32.pdf</div> <div data-bbox="95 537 253 580">Attached</div>	<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 “What’s New” section attached.</p> <p>Please note:</p> <ul style="list-style-type: none"> • 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. <p>Lianne Hatch 02/09/2025</p>
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IMPORTANT INFORMATION	PCA (P)(2025) 19 - Pharmaceutical Services Amendments to The Drug Tariff Part 11 Discount Clawback Scale
	<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>www.publications.scot.nhs.uk/files/pca2025-p-19.pdf</p> <p>02/09/2025</p>

IMPORTANT INFORMATION	Community Pharmacy Referrals to GP Out-of-Hours Emergency Treatment Centres
	<p>Overview</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>Referral Criteria</p> <p>This pathway is intended for patients who, after assessment, are considered too unwell to be treated in the pharmacy and need to</p>

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	<p>Please find attached memo sent on behalf of Pharmacy Public Health.</p> <p>Pharmacy Public Health 26/08/2025</p>

IMPORTANT INFORMATION	FAST Education - New dates
	<p>Please see attached offer of training run by Chest Heart and Stroke Scotland on the FAST tool for identifying a stroke.</p>



Fast Education
Poster.pdf

Attached

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 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
29/07/2025

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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

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