

# Community Pharmacy – Christmas Newsletter

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## Message from Rachel Bruce, Lead Pharmacist Community Pharmacy Development

### Season's Greetings to Our Community Pharmacy Colleagues

**Thank you for your ongoing dedication and resilience throughout another incredibly busy year. An additional note of gratitude to those contractors open over the public holidays. I am hugely grateful to your commitment to patient care over this busy time.**

**I continue to be inspired by how much the community pharmacy network contributes to making a real difference for our patients every day. As we move into a new year, I look forward to continuing our collaborative working to support each other and our communities.**

**Wishing you peace, joy, and success in the year ahead!**

RACHEL

## Helpful Hints

We know that you are all working very hard over the festive season and seeing lots of patients who have increasingly high expectations of community pharmacy. Following a recent session to practice managers, we received some feedback that would be useful to share with you. Small changes in wording and patient guidance can help improve the patient journey and ease potential tensions between GP practices and CP.

- When sending SBARS to practices (particularly when recommending that a patient needs to be seen), please annotate if this is an urgent or a non-urgent routine appointment and ensure the patient has been advised accordingly e.g. dry skin that is still not improving after 2 weeks and treatment would not merit an urgent appointment.
- SBARs do not need to be war and peace, bullet points with succinct information will suffice. If you are writing the same things over and over again, save your key phrases in a word document and cut and paste them to help make the process more efficient when you are busy.
- Remind patients that appointments may not be with a GP and **may not need to be with a GP**. It may be more suitable for them to see another Health Care professional at the practice such as a practice nurse or an advanced nurse practitioner or a physio. This can help avoid the conversations that start with *"the pharmacist says I need to see a doctor"*
- Remember CPs in GGC have access to clinical portal and can see the Emergency Care Summary and recent discharges. If you have not

- accessed this recently, please check your log ins are working and ensure that a member of staff can access if you have locums in over the festive season.

If you have any ideas for improving these processes or have systems in place that have made a difference, please share them with us so we can share the good practice.

## Community Pharmacy opening hours over the Festive Season

A list of community pharmacies open over the Festive Season can be found at the following links:

[Public Holidays – NHS Greater Glasgow & Clyde](#)

[Pharmacy - NHSGGC](#)

## PALLIATIVE CARE STOCK INFORMATION

Dear Colleagues,

With the Christmas holidays fast-approaching, I invite those pharmacies who are open for 2 or more of the 4 public holidays, to increase your minimum stock levels of the common injectables (see below).

Alfentanil 1mg/2ml amps	Alfentanil 5mg/1ml amps
Cyclizine 50mg/1ml amps	Dexamethasone 3.3mg/1ml amps
Haloperidol 5mg/1ml amps	Hyoscine butylbromide 20mg/1ml amps
Levomepromazine 25mg/1ml amps	Midazolam 10mg/2ml amps
Morphine sulfate 10mg/1ml amps	Morphine sulfate 30mg/1ml amps
Oxycodone 10mg/1ml amps	Oxycodone 20mg/2ml amps

The current stocklist is attached for your information with the usual minimum stock levels.

I would suggest that you double your usual stock levels of the above medicines, but if your pharmacy is expected to be busy, or is open for several of the public holidays, please feel free to increase by more if you are able to.

Please claim for any incurred costs in the usual manner by using the electronic claiming workbook.

Thank you for all your efforts in supporting palliative care patients and their families over the last year.

Best wishes

*Merry Christmas*

## COMPLIANCE AID DISPENSING FROM HOSPITALS

As we approach the festive period, please note the following arrangements for compliance aid patients being discharged from hospital:

- Patients discharged between **22nd December – 2nd January** should be issued with a **two-week supply** of medicines.
- **Exceptions:** On **25th December** and **1st January**, when only skeleton staffing will be in place and emergency discharges are processed, a **one-week supply** will be sufficient.

This approach aims to ensure continuity of medicines supply over the festive period, as GP practices will be closed for four days over both Christmas and New Year weeks, and community pharmacies may also have reduced opening hours.

For pharmacy staff in hubs, please prioritise any PLUSPAK (compliance aids) discharges from the 25<sup>th</sup> or 1<sup>st</sup> January to ensure continuation of supply.

For hospital dispensaries we appreciate this may create additional workload, and we encourage teams to:

- Explore alternative options where clinically appropriate.
- Liaise with community pharmacies to coordinate ongoing supply and minimise duplication or disruption for patients.

Thank you for your support and collaboration in maintaining safe and effective discharge processes throughout the festive season.

Lesley-Anne Tait – Interim Lead Pharmacist Patient Services, NHSGGC

Jane Hall – Deputy Director of Pharmacy, Primary Care, NHSGGC



## ADRS Briefing

**Please find below information regarding responses to FAQs frequently raised by Community Pharmacists and contact information for ADRS Pharmacy support and ADRS teams.**

### **Appropriate / Start Date on Opioid Substitution Therapy (OST) Prescriptions**

ADRS teams can supply 2x28 day prescriptions for patients prescribed OST, which are delivered directly to the pharmacy in advance of the start date to allow preparation. Prescriptions will have been printed / signed prior to the treatment start date (the appropriate date). In some cases the date of printing / signing may be more than 28 days before the start date. These prescriptions are legal, as prescription validity is **28 days from the appropriate start date**. However, if you have any concerns regarding the clinical appropriateness of a patient's medication, please contact the team who issued the prescription to discuss.

### **Home Office Approved Wording for Instalment Prescribing**

All ADRS instalment prescriptions for OST will contain the relevant Home Office wording which enables take home doses to be supplied on an appropriate day, in advance of pharmacy closures.

Medication intended for use on the days that the pharmacy is closed, can be supplied in advance providing that a legally valid prescription is in place and contains the Home Office approved wording ***"Please dispense instalments due on pharmacy closed days on a prior suitable day"***, or similar.




Medication may be supplied in advance of the prescription start date providing that the prescription has been signed and dated by the prescriber. No supply should be made before the date on which the prescription was signed. Please refer to the CD governance team briefing embedded for further guidance.






For example, an instalment from a prescription that is due to start on December 25<sup>th</sup> or 26<sup>th</sup> can be supplied on December 24<sup>th</sup> or earlier suitable day providing that the prescription has been signed on or before the identified suitable day and that the Home Office wording or equivalent is included. Similarly an instalment from a prescription that starts on January 1<sup>st</sup> or 2<sup>nd</sup> can be supplied before that date provided that the prescription has been signed on or prior to the suitable day identified for supply and includes the Home Office wording.

Please ensure that when deciding on the appropriate day to dispense instalment medication over the festive period / bank holiday / emergency closure that you consider each patient's individual circumstances and take these into account where possible e.g.






Supply of CDs by  
instalment by Commu

<ul style="list-style-type: none"> <li>Patients may struggle to attend on certain days (e.g. 26<sup>th</sup> December and 2<sup>nd</sup> January) if the pharmacy is only open for reduced hours and there is limited public transport.</li> </ul> <p>Please refer to the Royal Pharmaceutical Society 'Medicines, Ethics and Practice', current edition, for further guidance on Home Office wording.</p>	
<p><b><u>Supervision of OST</u></b></p> <p>The majority of ADRS prescriptions will direct that the OST dose should be supervised on the day of collection. The supervision direction is a request from the prescriber rather than a legal direction. A patient representative can collect an OST instalment if a patient is unable to do so e.g. due to illness. A new prescription is <b>not required</b> and details of the representative does not have to be written on the prescription by the prescriber. It is good practice to discuss requests with prescribers / care managers and appropriate records should always be maintained. Please see embedded guidance for further detail.</p>	 <p>Collection of OST Prescriptions by patie</p>
<p><b><u>Reporting Missed doses of OST</u></b></p> <p>All pharmacies must have a robust system and Standard Operating Procedure (SOP) in place to identify when patients have missed OST doses. It is vital that the patients' ADRS / GP is notified at the earliest opportunity following 3 missed doses or sooner if pharmacists have concerns about a patient. More urgent contact may be required following risk assessment of vulnerable patients, for example, in the high-risk initial titration period of OST, following recent discharge from hospital, prison liberation or prior to a weekend / public holiday.</p> <p>The 'GGC ADRS NEO OST Pharmacy Module' reporting tool should be used to contact the ADRS teams about missed doses, prescription queries or to raise concerns about patients. Messages should be sent by 10am each weekday morning, Monday to Friday. The ADRS 'professional to professional' phone lines can also be utilised to facilitate contact if the issue is urgent. NEO <b>cannot</b> be used to contact prescribers within GP shared care practices, the GP surgery should be contacted directly by telephone. Please see embedded guidance for further detail.</p>	 <p>Missed dose guidance Nov 24.docx</p>  <p>Neo OST User Guide-Update Nov 25 V7.1.p</p>
<p><b><u>Community Pharmacy OST Self Audit</u></b></p> <p>This is a helpful tool to review and develop existing processes within the pharmacy. The self-audit should be completed on an annual basis, following a dispensing incident/near miss or when significant changes have been made to the OST dispensing processes within the pharmacy. Pharmacists newly in post may additionally find it helpful to complete.</p> <p>On completion the ADRS Pharmacy Team will be notified of responses and pharmacies can print and save their submission for future reference. The ADRS pharmacy team will also review the audit and send recommendations for consideration. Please see link embedded.</p>	<p><a href="https://forms.office.com/r/JxfyABfRL1">https://forms.office.com/r/JxfyABfRL1</a></p>

<p><b><u>Supervision of Disulfiram</u></b></p> <p>Pharmacies who participate in the supervision of disulfiram are required to report any single missed dose of disulfiram within 24 hours via the GGC ADRS NEO Pharmacy Alcohol module. The ADRS team should respond within 24 hours to provide guidance, however, if a response is urgently required, the ADRS team should be contacted directly by phone / email in addition to logging the missed dose on NEO. Please see embedded guidance for further detail.</p> <p>Please note: Disulfiram prescriptions do not require the home office wording (not a CD); the day of supply of a bank holiday dose is at the discretion of the pharmacist. Either provide the patient with the bank holiday dose(s) on the previous day of supervision or on the last day of opening prior to closure.</p>	 Community Pharmacy Disulfiram :   NEO 360 Disulfiram Therapy Module User
<p><b><u>Safe Transport and Storage of Medication</u></b></p> <p>It is important that all take home ADRS medication is transported and stored safely by patients. Steps which can be taken by pharmacy staff to promote this are:</p> <ul style="list-style-type: none"> <li>• Provide the NHS GGC Safe Storage Leaflet</li> <li>• Use bottle / bag methadone warning labels for take home methadone doses. Contact 0141 303 8931 if you require labels.</li> </ul> <p>Please undertake regular conversations with patients on the importance of safe transport and storage of take-home medication, especially around children.</p>	 2020 05 01 NHS GG&C Safe Storage L
<p><b><u>NEO Troubleshooting</u></b></p> <p>Pharmacy staff frequently request support to assist with access to passwords or to register / remove members of staff from the GGC ADRS Neo 360 system. In the first instance they should refer to the NEO housekeeping manual (embedded) which will guide them through the process. The manual is also available by clicking the "Help" tab in NEO.</p>	 NEO 360 Staff Log Ins and Housekeeping
<p><b><u>Submission dates for ADRS Pharmacy Claims</u></b></p> <p>Claims for all GGC ADRS Pharmacy Services including, OST, IEP, Disulfiram, Naloxone, BBV Testing and Buprenorphine administration must be <b><u>submitted via NEO by the 6<sup>th</sup> of each calendar month.</u></b> Claims must be submitted by an individual with current GPhC registration, using their own unique NEO username and password. Claims must <b>not</b> be submitted using the generic IEP or pharmacy manager log on.</p>	
<p><b><u>Emergency Closures</u></b></p> <p>On the rare occasion when a pharmacy fails to open or must close in an emergency, the 'Responsible Pharmacist' must inform the Board of the nature and likely duration of the closure by telephoning 0141-232-1726 or 0141-232-1727.</p> <p>It is important that every effort is made to ensure that patients attending daily have access to their prescribed therapy; however, for OST patients in particular, pharmacists should also link in with their local ADRS team to co-ordinate arrangements for patients attending for instalment dispensing.</p>	 NHS GGC Pharmacy Closure Good Practice
<p><b><u>ADRS Teams contact details and opening times</u></b></p>	



Contact details for ADRS teams include a direct line for professionals and email contacts for each team. Please see embedded document for further detail.	 ADRS Opening Hrs_Pharmacy Call_Ni
<b><u>ADRS Guidelines</u></b> <ul style="list-style-type: none"> <li>NHS GGC OST Prescribing Guideline (Embedded)</li> <li>NHS GGC ADRS Guideline for the use of Alcohol Protective Medication (Embedded)</li> </ul>	 GGC ADRS OST Prescribing Guideline   GGC ADRS Guideline for the us
<b><u>ADRS Pharmacy Team Contact</u></b>  <b>Please use the ADRS pharmacy team mailbox if you require any assistance and a member of the team will respond to your email <a href="mailto:ggc.adrs.pharmacyteam@nhs.scot">ggc.adrs.pharmacyteam@nhs.scot</a></b>  <b>Tel 0141 303 8931</b>	

## Emergency Dental Service

Over the festive period there will be Emergency and Out of Hours dental clinic opening hours on:

Location: Level 1 – Glasgow Dental Hospital

	GGCEDS Clinic Times
Christmas Day Thursday 25 <sup>th</sup> December 2025	10am – 1.00pm
Boxing Day Friday 26 <sup>th</sup> December 2025	10am – 1.00pm 1.30pm – 4.30pm
New Year's Day Thursday 1 <sup>st</sup> January 2026	10am – 1.00pm
Friday 2 <sup>nd</sup> January 2026	10am – 1.00pm 1.30pm – 4.30pm



## Primary Care Distribution Centre (for Community Pharmacies in Glasgow)

There will be **no deliveries** from the Distribution Centre between **Monday 22 December 2025 and Friday 02 January 2026**.

**The last delivery day will be Fri 19th December 2025.**

Please ensure that you have adequate stocks of prescriptions/stationery to cover this period and orders must be placed **48 hrs** prior to your delivery day.

The Distribution Centre will be open on 22, 23, 24, 29, 30 & 31 December 2025 and 05 January 2026 for **COLLECTION ONLY** from Dava Street.

Please ensure you call the Distribution Centre to advise if you require items for collection.

Normal delivery service will resume on **Tuesday 06 January 2026**.

