

**NHS Grampian  
Community Pharmacist  
Locum Information Pack  
V3**

NHS GRAMPYIAN

**2025-2026**

## **NHS Grampian Community Pharmacist Locum Information Pack**

This pack is a reference guide for community pharmacists currently working or considering working as a locum community pharmacist in NHS Grampian and contains details of:

- Community pharmacy services
- Community pharmacy PGDs
- Links to relevant documentation
- Essential forms
- Useful websites
- Useful contact details

Hard copies of the information can be printed directly from the NHS Grampian website: [NHS Community Pharmacy Website \(scot.nhs.uk\)](https://scot.nhs.uk)

If you feel there is any key information that should be added to this pack please contact the Pharmaceutical Care Services Team:

Email: [gram.pharmaceuticalcareservices@nhs.scot](mailto:gram.pharmaceuticalcareservices@nhs.scot).

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# **NHS Grampian Community Pharmacist Locum Information Pack**

## **1. The Pharmacy and Medicines Directorate (P&MD)**

The Director of Pharmacy and a team of specialist pharmacists, technicians and support staff are based in the Pharmacy and Medicines Directorate, Westholme, Woodend Hospital and should be the first access point for any queries you have relating to pharmacy services in Grampian.

## **2. Controlled Drug Accountable Officers Team**

NHS Grampian Controlled Drug Accountable Officer (CDAO) is the Director of Pharmacy, David Pflieger. The CDAO is supported by the CD team who can assist community pharmacists with any controlled drug related issues.

Pharmacists can access controlled drug guidance, information, associated templates and forms on the Controlled Drug section of the Community Pharmacy Grampian website [here](#).

## **3. Primary Care Contracts Team**

NHS Grampian Primary Care Contracts Team should be the first access point for any contractual queries you have relating to pharmacy services in Grampian. Pharmacists can access contract regulations, regional payments, community pharmacy closure information on the Primary Care Contracts section of the Community Pharmacy Grampian website [here](#).

## **4. NHS Grampian Community Pharmacy Facilitators**

NHS Grampian Community Pharmacy Facilitators should be contacted for assistance at [gram.pharmacyfacilitators@nhs.scot](mailto:gram.pharmacyfacilitators@nhs.scot) for digital issues such as;

- NHS mail access; authentication issues, delegate access.
- Emergency Care Summary (ECS); access issues and account enquiries.
- Primary Care Record (PCR); access issues, gluten free service and smoking cessation service.
- MCR; troubleshooting and training requests.

## **5. Registering as a Locum**

Locum community pharmacists working in NHS Grampian are asked to register with the P&MD using the MS Forms [Locum Registration Form](#).

The form also provides locum community pharmacists the option to be included in the Health Board Locum Register and allows NHS Grampian to keep those working within the health board up-to-date with relevant information.

Individuals are responsible for notifying P&MD of any changes to personal details or if they wish to be removed from the Locum Register.

## **6. NHS Mail Account**

Locum pharmacists working in NHS Grampian for 2 months or more should apply for an NHS mail account to receive relevant information from a number of different sources, including but not exclusive to the P&MD, Primary Care Contracts Team (PCCT) and Health and Social Care Partnerships (HSCP). Please arrange to obtain one from [gram.cpfacilitators@nhs.scot](mailto:gram.cpfacilitators@nhs.scot).

## **7. Pharmacy Care Record (PCR) Access**

To be able to deliver a number of both core and national contractual services, it is essential to have a personal user ID and password to allow access and utilise the PCR.

To request a user name and password complete the [PCR Registration Form](#), hosted on Microsoft Forms. This request should be undertaken prior to working as a locum pharmacist within NHS Grampian.

## **8. Emergency Care Summary (ECS) Access**

The Emergency Care Summary (ECS) is a national system which gives healthcare staff access to a nationally agreed standard dataset to support a treatment event during emergency/urgent situations or when a patient's GP Practice is closed. All permanently registered patients in Scottish GP Practices will have an ECS record on the national system unless they have specifically 'opted out'. This is a 'read only' system i.e. no data can be entered on the ECS system. At present pharmacists require to have an individual ECS registration for each board that they work in.

To request access to the ECS Registration form, hosted on Microsoft Forms, please contact: [gram.cpfacilitators@nhs.scot](mailto:gram.cpfacilitators@nhs.scot).

*\*Please note it is not possible to apply for an ECS account until NHS Mail is set up as IT will not provide ECS details to non-nhs.scot email addresses. NHS Grampian will only issue new NHS mail accounts to locum pharmacists that have booked locum work in NHS Grampian.*

## **9. TURAS Dashboard**

The TURAS platform is where NHS Education for Scotland e-learning and assessments required to undertake local and national community pharmacy services is hosted. It contains many of the training courses this document refers to. All community pharmacists should register for access to this service.

TURAS enquiries should be logged via the TURAS Helpdesk, highlighted in green and located at the bottom left of the [TURAS dashboard](#).

## 10. Community Pharmacy Website

The Community Pharmacy website, hosted by NHS Scotland, is a central point for all community pharmacy contract information. Each Health Board has a dedicated area for local information. The NHS Grampian homepage can be accessed [here](#).

## 11. Core Community Pharmacy Services

Every community pharmacy delivering NHS services in Scotland should offer and participate in all core community pharmacy services. This ensures equity of care throughout Scotland.

As such, all community pharmacists working within NHS Grampian (employed and locum) are required to undertake the necessary learning and subsequent sign off to all services and associated Patient Group Directions (PGD's).

### 10.1 NHS Pharmacy First Scotland

NHS Pharmacy First Scotland offers, to eligible individuals, free consultations for common minor illnesses. Consultations can result in one or more of three outcomes: advice on how to manage the condition will always be given, referral to another healthcare professional or team can be made if appropriate, or a treatment may be supplied free of charge on the NHS if necessary.

Where medication is supplied as part of this service community pharmacists are required to adhere to the [Approved List](#) (updated April 2025) of products, including any NHS Grampian variations.

### 10.2 NHS Pharmacy First Scotland Patient Group Directions (PGDs)

There are currently four PGDs that operate under the Pharmacy First Service framework which can be found on the Community Pharmacy Grampian website [here](#).

- Supply of **trimethoprim** for the treatment of acute uncomplicated urinary tract infection.
- Supply of **fusidic acid** for the treatment of impetigo.
- Supply of **flucloxacillin** for the treatment of bacterial skin infections.
- Supply of **aciclovir** for the treatment of herpes zoster (shingles) infection.

Each of these PGD's has specific inclusion criteria which must be checked and adhered to.

To operate under each of these PGD's pharmacists must read, understand and sign the PGD as well as complete necessary learning (as detailed within the 'Specialist competencies or qualifications section of PGD). Once this has been completed, signature sheets for each service/PGD should be completed and returned via email to: [gram.pharmaceuticalcareservices@nhs.scot](mailto:gram.pharmaceuticalcareservices@nhs.scot) alongside any training records (e.g. evidence of TURAS module completion) for approval prior to the pharmacist providing the service to patients.

### **10.3 Treatment of Minor eye Conditions via Pharmacy First**

As part of NHS Scotland Pharmacy First community pharmacists and community optometrists can work together to refer patients with minor eye conditions.

Where a patient presents at a community pharmacy with a minor eye condition, pharmacists can when appropriate, refer patients to a community optometrist for assessment by completion of the referral form.

Where a patient is seen by a community optometrist for a minor eye condition and medication is required, the optometrist can refer patients to community pharmacy for prescribing of medication under NHS Scotland Pharmacy First. Full details of this service can be accessed [here](#).

### **10.4 Medicines: Care and Review (MCR)**

MCR allows community pharmacists to provide pharmaceutical care and support for patients with long-term conditions through the delivery of serial prescriptions and completion of a pharmaceutical care plan. Further information can be accessed on the NHS Grampian Community Pharmacy website [here](#).

### **10.5 Public Health Service**

This service allows community pharmacists and their teams to support patient self-care, health promotion and healthy lifestyle. As well as participating in local and national public health campaigns it allows community pharmacists to provide a Sexual Health Service and Smoking Cessation Service for which there are a number of associated PGDs.

### **10.6 Emergency Hormonal Contraceptive (EHC) PGDs**

The PGD's listed below are available on the community pharmacy website [here](#) for the supply of emergency hormonal contraception to eligible

individuals.

- PGD for supply of **Levonorgestrel** (LNG-EC).
- PGD for supply of **Ulipristal Acetate Emergency Contraception** (UPA-EC).

To operate under each of these PGD's pharmacists must read, understand and sign the PGD as well as complete necessary learning (as detailed within the 'Specialist competencies or qualifications section of PGD). Once this has been completed, signature sheets for each service/PGD should be completed and returned to [gram.pharmaceuticalcareservices@nhs.scot](mailto:gram.pharmaceuticalcareservices@nhs.scot) alongside any training records (e.g. evidence of TURAS module competition) for approval prior to the pharmacist providing the service to patients.

If, for moral or religious beliefs a community pharmacist does not wish to operate under these PGDs, they must ensure that they have the person asking for care at the centre of any decision making to ensure they can access the request service in a timely manner e.g. identification of nearest pharmacy where the service is available. Further information can be accessed via [GPhC Guidance on religion, personal values & beliefs](#)

### 10.7 Bridging Contraception

Launched 9<sup>th</sup> November 2021, all community pharmacies in Scotland began to offer a bridging contraceptive service to improve access to contraceptive care across the country. Under this service, pharmacies are able to provide 3 months of an oral contraceptive pill following a consultation to make sure that this is safe and appropriate. These temporary supplies are free of charge and can be accessed as a standalone service, as well as being offered to women accessing the existing and extremely successful emergency contraceptive service through community pharmacies.

This is the first step towards a Women's Health and Wellbeing suite of services to be delivered by community pharmacies, demonstrating the important part that our teams will play in realising the ambition of Scotland's Women's Health plan.

Information regarding the service specification and remuneration can be accessed via the NHS Grampian Community Pharmacy website [here](#).

### 10.8 Smoking Cessation

This service allows for the provision of smoking cessation advice and nicotine replacement therapy (NRT). PCR access is required to provide this service as patients are required to have their activity recorded on the Smoking Cessation Tool within the PCR. Timely and accurate completion of patient smoking cessation data via the PCR allows for accurate reimbursement to contractors as well as informing local and national data.

All pharmacy staff offering this service must be adequately trained. All training is now online but your Public Health Practitioners can support you with any issues or questions. The TURAS course is currently under review and so there is only 1 current option available for undertaking training in smoking cessation.

The Public Health Scotland smoking cessation course is an 8-10 hour course with an assessment at the end. You will need to create an account to access an enrolment key. It's a fantastic, thorough course with lots of short role-play videos which we have documented into a library for ease of revision - [click here](#).

NHS Grampian also have a Community Pharmacy Stop Smoking Service Pack (updated September 2024) to help pharmacy staff keep up to date with the requirements for delivering the smoking cessation service, which is available on the community pharmacy website [here](#).

## **12. National Community Pharmacy Services**

While core pharmacy services detailed above are essential to be provided by all pharmacies in Scotland, national pharmacy services are optional. However these are provided by the vast majority of pharmacy contractors.

### **11.1 Gluten Free Food Service (GFFS)**

This service allows community pharmacists to provide a gluten free food to adults and paediatric patients with a confirmed diagnosis of either Coeliac Disease or Dermatitis Herpetiformis.

For more information regarding the service specification, remuneration, key facts sheet, useful links and order forms [click here](#).

### **11.2 Unscheduled Care PGD**

The [PGD for urgent provision of medicines and appliances](#) has been developed by NHS 24 on behalf of NHS Scotland and implemented by NHS Boards. The PGD enables community pharmacy contractors to provide patients with up to one prescribing cycle of their repeat medicines and appliances (where allowable under the PGD) in a wide range of circumstances where obtaining a prescription is not practicable, ensuring continuity of care for patients.

Community pharmacists should ensure they have read, understood and signed PGD and associated documentation. Pharmacists should also ensure they are aware of the process for direct referral of patients to out of hours GP services.

## **12. Locally Negotiated Services**

All Locally Negotiated Services have a Service Level Agreement (SLA) that outlines the requirements for delivering that service. All members of the pharmacy team should read the SLAs relating to the services delivered within their pharmacy.

A copy of all SLAs and any associated claim forms can be found on the NHS Grampian Community Pharmacy website [here](#).

## **13. Palliative Care Network**

The Grampian Palliative Care Community Pharmacy Network is a limited number of geographically located community pharmacies that are required to stock a core list of palliative care medicines. Locum community pharmacists undertaking work in a Palliative Care Network pharmacy should be aware of where the palliative care medicines are stored and the actions to be taken should a necessary medicine not be available. More information is available on the Community Pharmacy website [here](#).

## **14. Special Preparations and Unlicensed Medicines**

NHS Grampian have a specific procedure in place for supplying and dispensing a special preparation or unlicensed medicine, the details of which can be found [here](#), along with the documentation also listed below. Failure to follow the processes in this guidance and obtain authorisation may result in pharmacy contractors being incorrectly reimbursed for the special medicines they have supplied.

Community pharmacists working within NHS Grampian have a responsibility to ensure that they have a full understanding of the guidance and follow the agreed process.

- Special Formulation and Unlicensed Products in Primary Care, A Guide for Pharmacists working within NHS Grampian.
- NHS Grampian Request Form for Authorisation to Order Specials.
- NHS Grampian Specials List, Updated August 2023.

## **15. Central Stores - Order Forms**

NHS Grampian Central Stores supply community pharmacies with a variety of forms and miscellaneous items that are required to allow them to provide certain services. These can be obtained by submitting the form linked on the community pharmacy website: [Primary Stores Order Form](#).

## **16. Translation Tools**

Communicating with patients who have difficulty understanding English can be challenging for community pharmacists. In an effort to

help improve this problem NHS Grampian have developed an innovative translation tool, Translation of Medicines Directions (TransMedD).

**TransMedD** is a form which can be used to provide a simple bilingual translation of medicine doses and directions. It is an easy-to-use written communication form which is available in a number of foreign languages to help non-English speaking patients to understand how to take their medicines. Community pharmacists locums should register before using the service by reading the “Terms and Conditions of Use” and returning the registration form to NHS Grampian P&MD.

<http://www.nhsghpcat.org/HPAC/Index.jsp> - Browse Subject, click on TransMedD. To ensure the most recent version of the form is used it is recommended that forms are downloaded and printed each time they are required.

Feedback forms for health professionals and patients can be downloaded from the above website.

**NHS Grampian Language Line** is a telephone based interpretation service which gives NHS Grampian staff access to expert interpreters, on the telephone, in 60-90 seconds, for over 170 different languages. Language Line is available 24/7.

More information on how to access Language Line can be found [here](#).

## 17. **NHS Grampian Pharmaceutical List**

The [Pharmaceutical List](#) contains the address, phone number, opening hours and contractor code for each pharmacy within NHS Grampian and is updated with required changes throughout the year by the Primary Care Contracts team.

## 18. **Practice Related Queries**

All queries relating to a medical practice issued prescription or process should first be discussed with the practice or practice pharmacist directly. Only if an issue cannot be resolved by this direct communication, should primary care queries be escalated to the pharmaceutical care services team.

## Appendix 1 - PGD Check List

PGD Title	Date PGD signed and submitted
Patient Group Direction for the <b>Urgent Provision of Medicines, Appliances and ACBS Products</b> , Version 31	
Patient Group Direction for the Supply of <b>Beclometasone</b> 50mg/Actuation Nasal Spray, Version 1  Patient Group Direction for the Supply of <b>Fexofenadine</b> 120mg Tablets, Version 1  Patient Group Direction for the Supply of <b>Mometasone</b> 50mg/Actuation Nasal Spray, Version 1  Patient Group Direction for the Supply of <b>Olopatadine</b> 1mg/mL Eye Drops, Version 1	
Patient Group Direction For The supply of <b>Trimethoprim</b> tablets by Community Pharmacists (Pharmacy First Service) Version 1  Patient Group Direction for The Supply of <b>Fusidic Acid Cream</b> by Community Pharmacists (Pharmacy First Service), Version 1  Patient Group Direction for The Supply of <b>Flucloxacillin</b> for Skin Infections (Pharmacy First Service) Version 2.0  Patient Group Direction for The Supply of <b>Aciclovir</b> Tablets or Dispersible Tablets (Pharmacy First Service) Version 2.0	
Patient Group Direction For The Supply Of <b>Ulipristal Acetate Emergency Contraception (UPA-EC)</b> , Version 2  Patient Group Direction For The Supply Of <b>Levonorgestrel Emergency Contraception (LNG-EC)</b> , Version 2  Patient Group Direction For The Supply of <b>Desogestrel Progestogen-Only Contraceptive Pill (POP)</b> , Version 2.0	
<b>Other NHS Grampian Patient Group Directions (PGDs)</b>  Please <a href="#">click here</a> for Other NHS Grampian list of Patient Group Directions (PGDs) not listed above.	

**\*It is recommended that you keep a copy of all submitted PGDs for you own record.**

## Appendix 2 - Useful Websites

- **Community Pharmacy Grampian Website**

The website provides information regarding pharmacy services within NHS Grampian.

[NHS Community Pharmacy Website \(scot.nhs.uk\)](http://scot.nhs.uk)

- **General Pharmaceutical Council (GPhC)**

The GPhC is the independent regulator of pharmacists, pharmacy technicians and pharmacy premises within Great Britain. The website includes information on registration, education, pharmacy standards, raising concerns, resources and registers.

<https://www.pharmacyregulation.org>

- **Royal Pharmaceutical Society (RPS)**

The RPS is the professional membership body for pharmacists and pharmacy in Great Britain.

[Royal Pharmaceutical Society | RPS \(rpharms.com\)](http://rpharms.com)

- **NHS Grampian Formulary**

[Medicines Management \(nhsgrampian.org\)](http://nhsgrampian.org)

- **Specialist Pharmacy Service**

NHS pharmacy based service which helps to improve the use of medicines. It can be useful when determining suitability of a medicine for a compliance aid, etc.

<https://www.sps.nhs.uk>

- **Electronic Medicines Compendium (eMC)**

Provides up to date information about medicines licensed in the UK.

<http://www.medicines.org.uk/emc/>

- **eBNF**

Electronic version of BNF.

[https://www.medicinescomplete.com/mc/?utm\\_source=bnforg&utm\\_medium=homepage&utm\\_campaign=medicinescomplete](https://www.medicinescomplete.com/mc/?utm_source=bnforg&utm_medium=homepage&utm_campaign=medicinescomplete)

- **Don't Waste a Breath**

Provides information on inhalers and give details on inhaler technique for patients.

[Don't Waste a Breath - Site \(dontwasteabreath.com\)](http://dontwasteabreath.com)

- **NHS Inform**

[Scottish health information you can trust | NHS inform](http://nhs.uk)

- **NHS Choices**

[The NHS website - NHS \(www.nhs.uk\)](http://www.nhs.uk)

## Appendix 3 - NHS Grampian Contacts

<b>Controlled Drugs Team</b> For all CD related incidents or queries	Email: <a href="mailto:gram.cdteam@nhs.scot">gram.cdteam@nhs.scot</a>
<b>Medicines Management Team</b> For all unavailable items and queries	Email: <a href="mailto:gram.medicinesmanagement@nhs.scot">gram.medicinesmanagement@nhs.scot</a>
<b>Formulary Team</b> For all NHSG area formulary queries	Email: <a href="mailto:gram.formularyteam@nhs.scot">gram.formularyteam@nhs.scot</a>
<b>Pharmaceutical Care Services Team</b> For all core, national and local services queries	Email: <a href="mailto:gram.pharmaceuticalcareservices@nhs.scot">gram.pharmaceuticalcareservices@nhs.scot</a>
<b>Primary Care Contracts Team</b> For all contractual queries, including closures	Email: <a href="mailto:gram.pcctpharmacy@nhs.scot">gram.pcctpharmacy@nhs.scot</a>
<b>NHS Grampian Medicine Information</b> For all medicines information queries	Email: <a href="mailto:gram.medinfo@nhs.scot">gram.medinfo@nhs.scot</a>
<b>NHS Grampian Community Pharmacy Facilitators</b>  Caroline Gault Sarah Wilson	Email: <a href="mailto:gram.cpfacilitators@nhs.scot">gram.cpfacilitators@nhs.scot</a>
<b>NHS Grampian Director of Pharmacy</b>  <b>PA to Director of Pharmacy</b>	Email: <a href="mailto:david.pfleger@nhs.scot">david.pfleger@nhs.scot</a>  Email: <a href="mailto:lesley.anderson5@nhs.scot">lesley.anderson5@nhs.scot</a>

**Please note all NHS Grampian contacts are listed on the community pharmacy website [here](#).**

## **Appendix 4 – Preparing to Locum Checklist**

These key points should be considered prior to undertaking locum employment in NHS Grampian.

### **Before Undertaking Locum Work**

- ☐ Sign and submit NHS Grampian Locum form.
- ☐ Register for NHS.scot email account if working in Grampian for two months or more
- ☐ Register for a PCR access
- ☐ Register for ECS access
- ☐ Read, understand, complete relevant training and sign off all core and national service and PGD documentation
- ☐ Ensure you have appropriate personal indemnity arrangements in place – including any extended cover for additional services provided
- ☐ Contact the employer prior to attending work to re-confirm dates and time
- ☐ If there is more than one pharmacist in the pharmacy then you need to clarify with your employer what capacity you are being employed, e.g. the responsible pharmacist or second pharmacist
- ☐ Check what additional services the pharmacy provides and be satisfied that you are competent to undertake or supervise these.

### **On the Day**

- ☐ Confirm where the RP pharmacy record and SOPs are kept within the pharmacy
- ☐ Sign into the RP register and any other pharmacist logs
- ☐ Make sure a copy of your RP notice is on display
- ☐ Retrieve and sign for any keys e.g. CD keys
- ☐ Confirm your support staff available and find out what level of experience/ training they have.
- ☐ Ensure all necessary recordings are taken e.g. fridge temperature, machine QA
- ☐ Confirm break arrangements
- ☐ Confirm fire exits and any planned tests
- ☐ Log onto PCR to confirm access
- ☐ Log onto ECS to confirm access
- ☐ Confirm access and regular monitoring of pharmacy shared mailbox (where patient information, drug recalls etc. will be sent)
- ☐ The NHS Grampian Community Pharmacy Facilitators should be contacted for nhs mail issues (including nhs mail access, authentication issues, delegate access. ECS issues

including account enquiries and access issues. PCR issues including access, gluten free and smoking cessation. MCR troubleshooting and training requests). More information and contact details are available on the community pharmacy website [here](#).

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