



NHS GRAMPIAN
COMMUNITY
PHARMACIST
LOCUM
INFORMATION
PACK 2026-27

Version 4

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
- Essential Forms and Documentation
- Useful Websites and Contact Details

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.

NHS GRAMPIAN

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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, Summerfield House, 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](#).

For all pharmacy closures (planned and unplanned) there is a contractual requirement for you to contact Primary Care Contracts Teams to make them aware of the intended closure. This is to ensure we minimise any disruption to service users and maintain pharmaceutical service provision across the network.

All closures are recorded and maintained by Primary Care Contracts, this can be viewed here - [Primary Care Contracts – NHS Grampian](#)

4. NHS Grampian Community Pharmacy Facilitators

NHS Grampian Community Pharmacy Facilitators should be contacted for assistance at gram.pharmacyfacilitators@nhs.scot for digital issues such as;

- AMS, UCF, MCR, Care Portal - troubleshooting, claiming well, housekeeping and training requests
- 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.

5. Registering as a Locum

Locum community pharmacists working in NHS Grampian are requested 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.

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.

**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. 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](#).

10. 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.

11. NHS Grampian Patient Group Directions (PGDs)

[Patient Group Directions \(PGDs\) – NHS Grampian](#)

The form linked on the above webpage must be completed for submission of NHS Grampian signed Patient Group Directions (PGD's), which has replaced emailed and paper copies. Please note that emailed and paper copies are no longer accepted.

Please note by completing this form and noting you have signed for the PGD you are agreeing you have completed the appropriate training to professional standards enabling you to administer under each PGD. You agree to not act beyond your professional competence, nor out with the recommendations of each direction. A PGD does not remove professional obligations and accountability. It is the responsibility of each professional to practice within the bounds of their own competence and in accordance with the General Pharmaceutical Council Standards for Pharmacy Professionals.

Authorisation sheets should be retained in the pharmacy to serve as a record of those practitioners authorised to work under the PGD.

12. 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.

Please ensure your profile settings are listed as a Pharmacist. This can be complete by clicking on your profile at the top right of the TURAS page. TURAS enquiries should be logged via the TURAS Helpdesk, highlighted in green and located at the bottom left of the [TURAS dashboard](#).

13. Community Pharmacy National Services

Every community pharmacy delivering NHS services in Scotland should offer and participate in all national 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).

13.1 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 2026) of products, including any NHS Grampian variations.

13.2 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](#).

13.3 Pharmacy First Plus (Common Clinical Conditions)

This service is one where the community pharmacy contractor provides a Pharmacist Independent Prescriber (PIP)-led service for patients presenting in the community pharmacy. Its purpose is to provide an easily **accessible service for common clinical conditions** which are beyond the scope of [the standard NHS Pharmacy First Scotland service](#); and when offered will ensure the patient receives the **most appropriate**

and expedient care – reducing the pressures on general practice and urgent care colleagues and systems.

Conditions may include (but are not limited to):

- Urinary tract infections
- Respiratory infections
- Ear, nose and throat
- Dermatological presentations
- Allergies
- Eye infections (in conjunction with local optometry services)

Further information is available here: [Pharmacy First Plus \(Common Clinical Conditions\) – NHS Grampian](#).

13.4 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](#).

13.5 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.

13.6 Emergency Hormonal Contraceptive (EHC) PGDs

Emergency Hormonal Contraceptive (EHC) Patient Group Direction's are available on the community pharmacy website [here](#) to eligible individuals.

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](#)

13.7 Bridging Contraception

Launched 9th 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](#).

13.8 Smoking Cessation

This service allows for the provision of smoking cessation advice, Varenicline under PGD 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. 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.

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 NHS Scotland TURAS Smoking Cessation Service course has been renewed since the introduction of Varenicline.

You will find all information around training, pathways and PCR at the link here: [Smoking Cessation – NHS Grampian](#).

You will also find the most up to date Community Pharmacy Stop Smoking Service Pack which will help all staff keep up to date with requirements.

14. 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](#).

15. 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.

16. 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](#).

17. 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](#).

18. 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](#).

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.

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

19. 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](#)

20. 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.

21. 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](#).

Appendix 1 - 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. <https://www.medicines.org.uk/emc/>
- **eBNF**
Electronic version of BNF. 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 2 - NHS Grampian Contacts

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

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

Appendix 3 – Preparing to Locum Checklist

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

Before Undertaking Locum Work

- Submit NHS Grampian Locum form via Microsoft Forms.
- 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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