

# Pharmacy & Medicines Directorate Weekly Update



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## NHS Grampian Community Pharmacy Feedback on Managing Missed Doses of Opioid Replacement Therapy

As part of the substance use level one SLA pharmacies are required to participate in quality improvement and audit activities. To help us gather feedback and identify potential areas of improvement we ask that all pharmacies who are signed up to the level one substance use SLA take the time to complete the below survey.

The survey only needs to be completed once on behalf of each pharmacy. It does not have to be completed by a pharmacist but must be completed by a staff member with sufficient training and understanding of the SLA and the process for responding to missed doses of opioid replacement therapy. It should be reflective of the wider teams' processes. There are some questions that may be best completed after discussion within teams.

Please [click here](#) to view the survey. We would be grateful if it can be **completed by Friday 26<sup>th</sup> September 2025**.

## Primary Care Contracts Update

### PGD Emails

Please be reminded that all PGDs should be sent to the PCS team at:  
[gram.pharmaceuticalcareservices@nhs.scot](mailto:gram.pharmaceuticalcareservices@nhs.scot)

**Under no circumstances should they be sent to PCCT** or any other NHSG department. Failure to send these to the correct email address may result in PGDs not being picked up by PCS.

### Monthly Claim Submissions

Please be reminded that all monthly claims must now be submitted on the recently distributed Rev 6 workbook which was provided by the Primary Care Contracts team on 4th July 2025 and a reminder about this was also issued on 25<sup>th</sup> July 2025. This is due to the agreed uplift of fees, so incorrect submissions will not be processed.

## Community Pharmacy Quarterly Complaints Reports

Community pharmacies are required to complete quarterly complaints reports to provide information on complaints received within each quarter to NHS Grampian. The survey link is sent via email directly from the NHS Grampian complaints and feedback team, please ensure to complete this when requested.

## Smoking Cessation Update

### PCR Errors

Please be reminded of the common errors which **may affect your payments**:

- **Opening another PCR file for a patient within a week** is the most common error we see in the data. (Although PCR will accept this, the National database will not recognise a patient with 2 entries within a week and you will not be paid for either).
- **Incorrect phone numbers.** Please do not put the pharmacy number in as the patient's number. If your patient does not have a phone number put UNKNOWN.

As always, we appreciate your cooperation with this.

## Public Health Update

### Next PH Poster Campaign

You may have already received your poster for the next campaign which is a repeat of "Be The Early Bird", promoting detecting cancers in the early stages. More Information here, including downloadable posters: The 'Be the Early Bird' flock are taking flight once again | Scottish Government Marketing News  
Please ensure you swap this poster with the Lyme Disease poster at your earliest convenience and promote the campaign on your own social media pages.

## Community Pharmacy Scotland Round-Up

 <p><b>Medicines Care and Review (MCR) Ready Reckoner</b> This week's MCR Ready Reckoner has been updated and is now available to download or you ... Sep 15, 2025</p>	 <p><b>Research Participation Opportunity: "You Can Prescribe - Now What?"</b> We're inviting employers and executive-level stakeholders involved with pharmacist ... Sep 11, 2025</p>	 <p><b>Opportunity to Join the Scottish Respiratory Group</b> The Scottish Respiratory Pharmacy Specialist Interest Group (SIG) is currently seeking a ... Sep 11, 2025</p>
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## The Happy Place ☺

Brian Arris and the team at Summerhill Pharmacy would like to extend their thanks to Dawn for the tremendous work she undertakes for both her patients and colleague. Over the years she has trained and mentored many students, each of whom has deeply valued the opportunity to learn from her. Brian recently shared with us a touching photo of a beautiful display of thank-you cards within the staff room.

*We would like to continue this section as an opportunity for reward, recognition and good news stories of the teams who read this! Please submit any items for inclusion to: [gram.pharmaceuticalcareservices@nhs.scot](mailto:gram.pharmaceuticalcareservices@nhs.scot).*

All weekly updates are uploaded to the [CP Grampian website](#).

Remember to like our Facebook page for regular updates: [Community Pharmacy Grampian – NHSG](#)

