

Pharmacy & Medicines Directorate Weekly Update



Contents

01: Updated Patient Group Direction for the Supply of Hydrocortisone 1% Cream or Ointment by Community Pharmacists

02: Emergency Contraception Patient Group Directions TURAS Modules

03: Publication of Quality Prescribing for Chronic Pain: A Guide for Improvement 2026-29

04: Smoking Cessation Update: PCR Errors, Patient Feedback Questionnaire

05: Community Pharmacy Scotland Round-Up

06: The Happy Place ☺

Updated Patient Group Direction for the Supply of Hydrocortisone 1% Cream or Ointment by Community Pharmacists

Please find attached the recently amended Pharmacy First Patient Group Direction. Assessment form and referral forms updated version received from NHS 24 - no changes to PGD.

Emergency Contraception Patient Group Directions TURAS Modules

Please note that some of the links within the Emergency Contraception PGDs only take you to the log in page in Turas. This has always been the case and has to do with permissions within Turas. You should be able to search for the module by title.

Publication of Quality Prescribing for Chronic Pain: A Guide for Improvement 2026-2029

Scottish Government recently published [Quality Prescribing for Chronic Pain: A Guide for Improvement 2026-2029](#). This guidance is available online on the [Scottish Government website](#), and will be available as an interactive version on the [Right Decision Service \(RDS\) app and website](#) in the summer.

Written by Scottish Government, experts from NHS Scotland and experts by experience, the guidance updates the previous 2018 edition to ensure appropriate prescribing of medicines to optimise treatment outcomes and achieve the best care.

Chronic pain can affect anyone, of any age, from any background, with or without other apparent ill health, and is impacted by health and social inequalities. Three-quarters of those with chronic pain experience at least one other long-term condition, including mental health disorders, heart disease and/or respiratory disease. With this guide, we aim to support clinicians managing chronic pain, particularly given the risks of adverse effects, potential for dependency and the association with polypharmacy, and the benefit of non-pharmacological options.

The revised guidance has been expanded to provide additional practical support to multidisciplinary teams (MDT), with a focus on communication and non-pharmacological options. The guide explores:

- Chronic pain in society
- How to have an effective chronic pain consultation
- Non-pharmacological approaches
- Benefits and limitation of treatment with medication
- Opioid management

The [National Therapeutic Indicators \(NTIs\)](#) have been updated, and a new [chronic pain dashboard](#) is available which provides additional context, such as demographics and prevalence.

Smoking Cessation Update

PCR Errors – How to Avoid Records Not Being Uploaded for Payment

Every Thursday the National Smoking Cessation Database receives an upload from the records on PCR and there are data validation rules set up within the database to ensure what enters it is accurate. These rules result in some records being rejected by the system which then sends an error message to the local smoking cessation team. From here the smoking cessation team will contact the originating pharmacy to remedy the error, this will ensure payments are made.

The National Smoking Cessation team takes an extract from the database every month that goes to pharmacy payments for processing. If an error happens with a record then it will be rejected by the database and payment's will not be made.

We have pointed out common errors over the months and have now compiled them into a short, easy to read PDF document. We suggest you print it out and keep it near your PCR database. As always, remember to ensure you check the "reports function" a couple of times a week to avoid missing submissions.

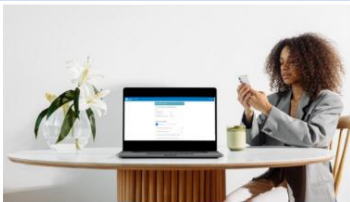
Patient Feedback Questionnaire – Pharmacy Stop Smoking Service

This is a reminder regarding the request to support patient access to the Feedback Questionnaire. If you have already added the QR code to your Smoking Cessation Housekeeping materials, please disregard this message.

The purpose of this questionnaire is to gather insight into patients' experiences so we can identify opportunities to enhance and improve the delivery of the Stop Smoking Service.

Please find attached the printable questionnaire and QR code. An email containing all relevant information has also been sent out to you.

Community Pharmacy Scotland Round-Up



30/03/2026 • Graham Le Tissier

Medicines Care and Review (MCR) Ready Reckoner

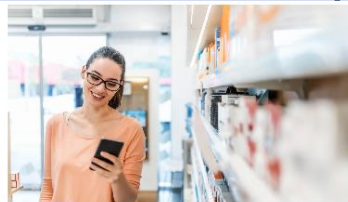
This week's MCR Ready Reckoner has been updated and is now available to download or you can view it via the App.



29/03/2026 • Graham Le Tissier

Easter Operating Hours For 2026

Information on CPS Easter operating hours, including bank holiday closure details and how to contact the team during the Easter period.



26/03/2026 • Graham Le Tissier

NHS Pharmacy First Approved List Update – 1st April 2026

Summary of the 1st April 2026 updates to the NHS Pharmacy First Scotland Approved List, including changes to oral thrush, allergy/itch and previous cough removals.



26/03/2026 • Graham Le Tissier

The CPS Snapshot - 23.03.26

Welcome to the **CPS Snapshot**, a new weekly update designed to keep our members informed about the work Community Pharmacy Scotland is doing on your behalf.

The Happy Place 😊

Congratulations to Rowlands Pharmacy in Ellon who have validated for their GOLD Award for the first time! Led by Branch Manager Carly, (Eno sorry we missed you) and PH Champions Ruby, Charley and Kirsty. Well done to all the team!

Congratulations also go to Mark Easton on the occasion of his retirement/part retirement after 21 years working within the community. We would like to extend our best wishes for a fulfilling and enjoyable retirement and for every success in the future.



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.

*All weekly updates are uploaded to the [CP Grampian website](#).
Remember to like our Facebook page for regular updates: [Community Pharmacy Grampian – NHSG](#)*