Pharmacy & Medicines Directorate Weekly Update



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Contact Scotland BSL Pilot of Video Relay Interpreting (VRI) in Community Pharmacies

The Scottish Government are pleased to announce that the Contact Scotland BSL pilot of **Video Relay Interpreting (VRI)** within Community Pharmacies is now live.

The pilot forms part of Scottish Government's ongoing commitment to improving access for British Sign Language (BSL) users in Scotland and ensuring that communication support is available when and where it is needed.

By introducing VRI technology we aim to provide Deaf BSL users with more immediate access to qualified BSL interpreters during pharmacy consultations and discussions about their healthcare needs. The pilot will enable users to connect with a registered BSL interpreter on their own smart phone via a QR code.

Throughout the pilot, we will gather feedback from BSL users, interpreters, pharmacy teams to understand the impact of the service and identify opportunities for improvement.

The following link below contains videos in BSL outlining the Pharmacy First Service and a video guide on how to use the VRI service showing how the pilot will work in action.

VRI Pilot | Contact Scotland

We would welcome your support in raising awareness of the pilot within your networks and encouraging BSL users to use the VRI service when required.

Smoking Cessation Update

Stoptober Promotion

Thank you to all the pharmacies that have been actively promoting their smoking cessation services. We've seen some fantastic in-store displays and social media activity highlighting the support you provide.

Please continue your promotional efforts throughout Stoptober and beyond, and remember to use **Very Brief Advice (VBA)** during patient interactions and consultations.

We will review service data in six months' time to assess the impact of these activities on the number of people accessing support and achieving a successful quit.

Public Health Update

BBV Update for all Primary Clinical Staff

The Sexual Health Blood Borne Virus Managed Care Network welcome clinical colleagues to attend our blood borne virus update session on 24th November 2026. Details and registration link in the attached poster.

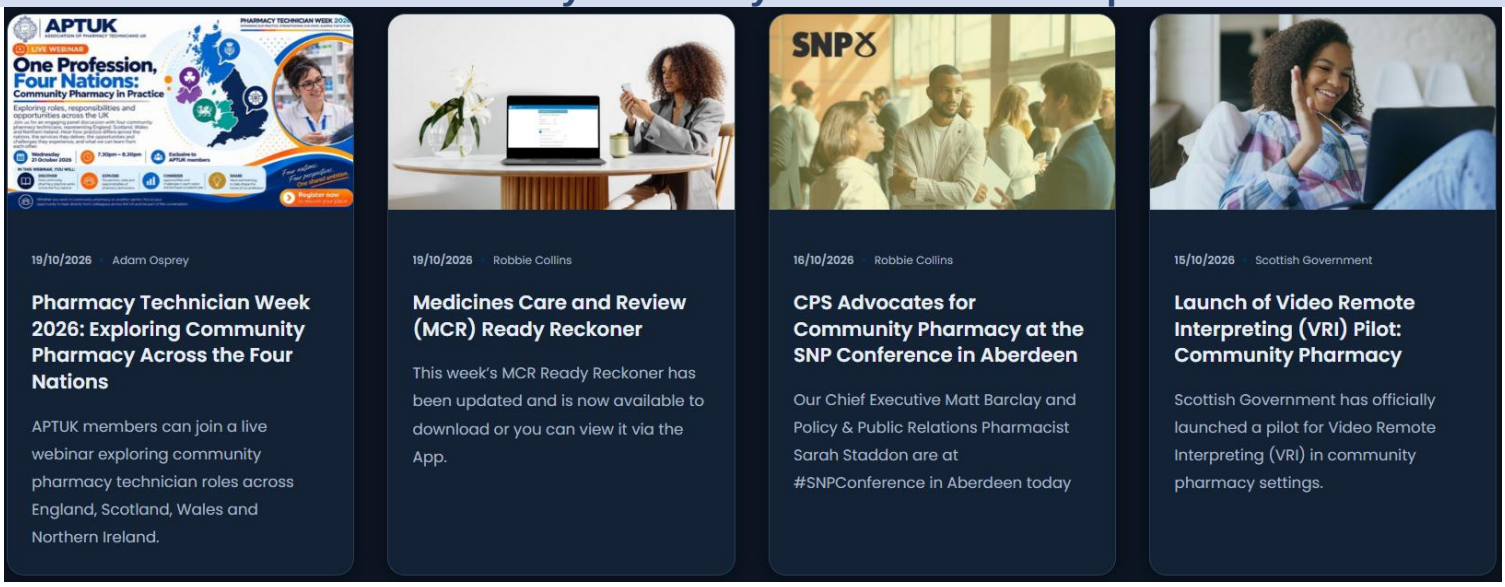
"Be the Early Bird" Poster Campaign

A reminder that the "Be the Early Bird" poster campaign is now active and you should all have your posters in a prominent place. Please do highlight the campaign on your social media platforms too.

Details can be found here: "Be the Early Bird" PHS Poster Campaign for Pharmacies | Community Pharmacy Scotland

A full media toolkit can be found here: Campaign Assets | Scottish Government Marketing News

Community Pharmacy Scotland Round-Up



The Happy Place ☺

A huge well done to the team at New Deer Pharmacy, who have received a Pharmaceutical Care Services Staff Recognition and Thanks (STAR) Award in recognition of the exceptional care and support they provide to their patients. Their friendly and reassuring approach, along with their kindness, patience and professionalism, was praised for making a real difference to patients and families across the New Deer community. Well done! ⭐



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.

Follow Community Pharmacy NHSG on Facebook

All weekly updates are uploaded to the Community Pharmacy Website: NHS Grampian

*If you would like to nominate a colleague for a **Pharmaceutical Care Services Staff Recognition and Thanks (STAR) Award** please see our Microsoft Form submission form here: Star Award Nominations for Community Pharmacy Staff – Fill in form*