Pharmacy & Medicines Directorate Weekly Update



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ACTION REQUIRED: SLA Sign Up Sheet & Payments Workbook 2026-28

We encourage you to complete your single sign up sheet and return to PCCT at your earliest convenience. The single sign up sheet is attached, and all 5 pages are required to be completed and returned to PCCT.

Thank you to those who have already responded over the last three weeks, but we do currently have less that a 50% response rate. We ask that these are returned by **Monday 16th November**.

The revised workbook (Rev 7) **must** be used for your monthly claims. PCCT continue to receive the old workbook which has been discontinued and these have been rejected. The latest claims workbook, attached, contains all of the required fee uplifts. Incorrect submissions will not be accepted.

Late claim submissions for October will be paid in January. This is because PCCT will be processing the backdated uplifts along with your November claims which are paid in December.

PSD have advised that they will be aiming to pay early in December, on the 23rd. PCCT are required to submit all payments to PSD by the 8th December, so we are not asking Community Pharmacies to submit early this time, as we will manage this earlier requirement internally.

The above requirements should be returned directly to the Primary Care Contracts team: gram.pcctpharmacy@nhs.scot.

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

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

Pharmacy First Dashboard Update

The Pharmacy First dashboard has been updated with data to March 2026. Work is also underway to add patient-level information to the Pharmacy First Plus report, including antibiotic prescribing for UTIs by gender.

NHS Pharmacy First Scotland 27 October 2026 - NHS Pharmacy First Scotland - Publications - Public Health Scotland

Blister Packs and Medicine Cups – Blue Waste Bins

Please put blister packs and medicine cups in blue waste bins. Any item that has been in contact with medicines must be disposed of in a blue bin. This includes empty blister packs and medicine cups; these could contain residue and must be classed as medicinal waste.

A Toolbox Talk on Disposal of Medicinal Waste & Containers is available via Turas. This should be prioritised by all clinical staff. Clinical waste audits across all sectors regularly highlight wrongly segregated blister packs and medicine cups - these should never be disposed of in orange (clinical), black (general waste) or clear (mixed recycling) bags. Any questions, please email: neil.duncan3@nhs.scot.

Managing Medicines Waste - Questionnaire

The Sustainable Prescribing and Therapeutics Programme is seeking examples of best practice in reducing medicines waste and supporting effective medicines use across healthcare settings in Scotland. Please share your experiences through the questionnaire to help support future sustainability initiatives: Medicines Waste Questionnaire.

Smoking Cessation Update

Top Performers for Smoking Cessation Quarter 1 (April to June 2026)

Last week, we shared the collective performance data for all Grampian pharmacies. The results showed an encouraging increase in the overall quit rate to **25.7%**. However, missed submissions remain higher than we'd like, at **23%**.

Today, we'd like to recognise the pharmacies that achieved **no missed submissions** while also delivering some of the highest quit success rates. Congratulations to:

- **Torry Pharmacy** – 4 sign-ups and an outstanding **100% quit success rate**.
- **Porters Westhill** – 10 sign-ups, with 6 successful quits (**60% success rate**).
- **Portsoy Pharmacy** – 7 sign-ups, with 4 successful quits (**57% success rate**).
- **Charles Michie Union Street** – 9 sign-ups, with 5 successful quits (**55% success rate**).
- **Buckpool Pharmacy** – 11 sign-ups, with 4 successful quits (**36% success rate**).
- **Byron Square Pharmacy** – 12 sign-ups, with 4 successful quits (**33% success rate**).

Well done to all of these teams for their excellent work and commitment to supporting people to stop smoking.

As a reminder, you'll receive an email at the beginning of the week if a submission is due to move out of the active window. Please keep an eye out for these important notifications and ensure submissions are completed promptly.

Together, let's aim to reduce missed submissions to near zero and continue improving outcomes for people accessing smoking cessation support across Grampian.

Update on Clinical Skills Courses

Legacy pharmacists whose undergraduate training did not include Independent Prescribing (IP), and who therefore need to complete a standalone IP course, will continue to have access to the existing Consultation Skills, Clinical Skills and Common Clinical Conditions courses.

For newly qualified pharmacists, these courses are currently available to those registered on the Post-Registration Programme for Pharmacists but are not currently available to those who are not undertaking the programme.

Discussions are ongoing with Scottish Government and CPS regarding future requirements for these courses. This includes considering whether they may need to be redesigned to align with the development of a future Pharmacy First Plus service model.

MedWatch Newsletter – November 2026

Find attached the latest MedWatch newsletter - MedWatch November 26. This edition focuses on #MedSafetyWeek from 2nd – 8th November and aims to raise awareness of reporting adverse drug reactions to the MHRA via the Yellow Card Scheme.

PSD Scotland Pharmacy Matters Newsletter - October 2026

The latest edition of Pharmacy Matters from Public Services Delivery Scotland is now available: Pharmacy Matters Newsletter Issue 5 - October 2026.

If you wish to receive future editions by email, please email NSS.Pharmacy-Updates@nhs.scot to subscribe. Previous editions can be viewed here: Pharmacy Matters newsletter | National Services Scotland.

PSD Scotland Pharmacy Update – November 2026

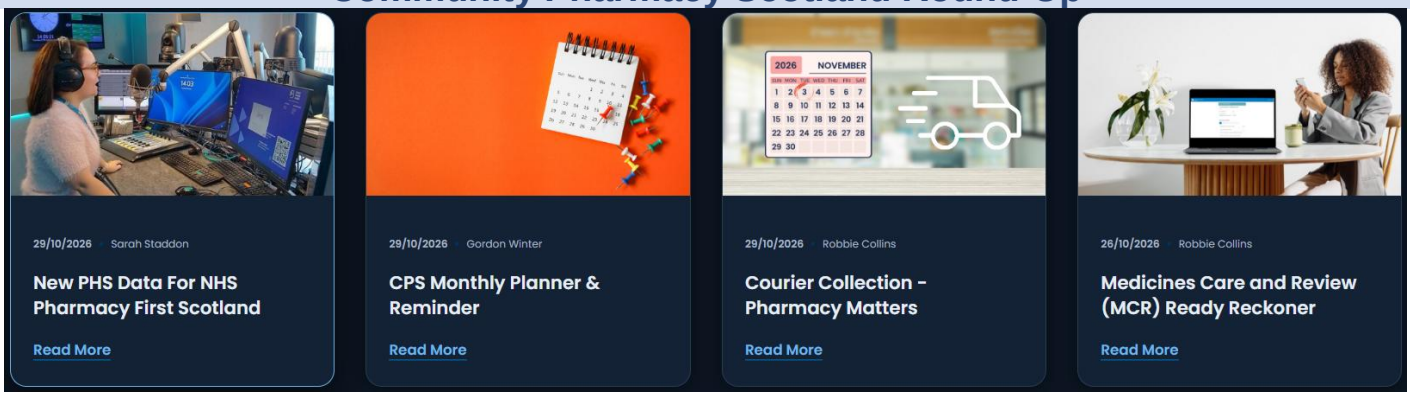
The latest edition of Pharmacy news and events from Public Services Delivery Scotland is now available: PSD Scotland Pharmacy Update - November 2026

Save the Date: Training Sessions

Antimicrobial Training Evening for Community Pharmacy Independent Prescribers	Wednesday 18th November from 19:00 to 20:30	Register on the link below – **please note spaces on this session are now limited**: Community Pharmacy Antimicrobial Training Evening – 18 November 2026 – Fill in form

BBV Update for all Primary Clinical Staff	Tuesday 24th November 2026, 18:30 – 20:30 on MS Teams.	Please find the attached flyer for more information and to book your place.

Community Pharmacy Scotland Round-Up



The Happy Place ☺

Shoutout to the staff at Newtonhill Pharmacy, who were getting into the Halloween spirit again this year! Their theme this year was 101 Dalmatians, heavily based on the fact that they are a dog friendly pharmacy. Pharmacist, Amir, isn't a huge dog lover and so he obviously had to be Cruella! 😂. They didn't have a Dalmatian but Ozzy the golden retriever was close enough and stepped up to the job with a smile!



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*