



Community Pharmacy Services Weekly Newsletter



Welcome to the Community Pharmacy Services Weekly Newsletter...

Thank you for your ongoing hard work and commitment to delivering high-quality services across our communities. In this edition, we've included key updates, reminders, and useful information to support you and your teams in the week ahead. As always, we appreciate your engagement and encourage you to reach out with any questions or suggestions for future content!

Communication & Engagement

Foundation Year Pharmacists 2026

Congratulations to all 2026 FTY Pharmacists who have received their results and successfully passed their final examinations. Completing the year takes considerable hard work and dedication, so very well done.

Pharmacists who have qualified as Prescribing Pharmacists and wish to begin prescribing through Pharmacy First Plus can contact the NHS Highland CPS team nhsh.cpsoffice@nhs.scot for further information. Please notify the office of your intention to start the service so that prescription pads can be issued following the successful completion of the relevant paperwork for new prescribers. Prescription pads must not be shared or used by another prescriber.

Annual Palliative Care Network Contact Record – August 2026

As part of the NHS Highland Palliative Care Network SLA, participating pharmacies are required to record all palliative care activity throughout the month of August 2026. The form should be submitted by 7 September 2026 and can be completed several ways:

- Electronically for each contact here: [NHS Highland Palliative Care Network August - Contact Record 2026 – Fill in form](#) (automatically submits)
- Attached form saved, completed electronically and submitted by via nhsh.cpsoffice@nhs.scot
- Attached form printed off, completed, scanned and submitted via nhsh.cpsoffice@nhs.scot.

The Contact Record is an important quality improvement tool. By collecting activity over a standardised one-month period across all participating pharmacies, we can:

- Demonstrate the value and impact of the network.
- Evidence the support community pharmacies provide to patients, carers and healthcare professionals.
- Identify trends, service pressures and opportunities for improvement.
- Inform future service development and sustainability.

Please record all palliative care contacts, including medicine supplies, advice provided, referrals and other palliative care-related interventions. Every entry helps us build a more accurate picture of the service being delivered across NHS Highland.

Service Updates & Clinical Information

The shortages log can be found under Clinical > Pharmacy > Medicines Shortages on the NHS Highland intranet or directly at the link here: [Medicine Shortages](#)

New Pharmacists:

There are some great resources on the [Home - Royal College of Pharmacy](#) for new pharmacists. Guidelines have been updated to recognise prescribers qualifying in 2026. We would advise those who can, to join the society to utilise the resources available.

Medicines Supply & Safety

Alerts that have been sent out:

[Medicine Supply Alert Notice - MSAN \(2026\)26 - Diclofenac \(Voltarol Ophtha\) preservative-free and diclofenac \(Voltarol Ophtha Multidose\) eye drops](#)

[PCA\(P\) \(2026\) 12 - Extension to Serious Shortage Protocol for Creon® 10000 gastro-resistant capsules](#)

Pre-Authorised list updated for February 2026 for Community Pharmacists can be found [here](#).

Please see the most up to date Pink One Newsletter: [the Pink One newsletter - edition 140 August 2026](#)

Pharmacy Operations & Compliance

Pharmacy First Scotland:

In advance of the Ask me Anything webinar that will be run in August for Pharmacy First Scotland, we would like to take the opportunity to remind all contractors of the most up to date: [PCA \(P\)\(2025\) 24 Pharmacy First Plus](#). See details for webinar below.

As a reminder, a prescription pad is supplied to contractors from the Health Board for the express purpose of delivering NHS PFS Plus. It is for Common Clinical Conditions. Claims by Independent Prescribers for treatment may be submitted for the following:

- (a) A Prescription -Only Medicine (POM)
- (b) A P/GSL product which does not appear on the NHS PFS approved list
- (c) A P/GSL product which does appear on the approved list BUT is being used out with its P or GSL license restrictions.

The following flowchart is useful for illustrating the patient's journey: [Patient Flowchart NHSPFS](#)

For most consultations, only a single claim needs to be made, regardless of the number of items supplied.

There are some exceptions to this, for example:

- Where you have assessed more than one condition during a single consultation, a claim for each condition can be made separately
- Where the UCF system currently prevents a single claim being made e.g. if an item from the approved list is supplied following a PGD or IP consultation, this can only be processed through the 'standard' PFS module, and you should also submit a PGD or IP advice, supply or referral claim.
- In the rare occasion where more than three items are supplied, as each UCF digital claim can only carry a maximum of 3 items.

Complaints (Patients & Customers) – Beyond deadline

Community Pharmacy Contractors are contractually obliged to supply this information to the Board, even if there are no complaints raised in the quarter. Those who do not supply this information are in a breach of their Terms of Service.

[Complaints \(Patients & Customers\) – NHS Highland](#)

Thank to those that have submitted within the date of required. If you have not completed, please submit as soon as possible as this is now beyond the deadline.

Workforce & Training

TURAS has so many amazing resources for pharmacy professionals who work in Community Pharmacy.

TREC training – Travel Health

New dates have been released by TREC (Travel-Health Related Education and Care) including a 2-day course for colleagues new to travel health and an update day for those who have previously undertaken travel health training. Please note these courses are not covered by NHS Highland.

[The Basic Requirements – 2 Day Travel Health Course](#)

Ask Me Anything / Webinar: Pharmacy First Scotland

Date: Thursday 20th August 2026

Time: 19:30 to 21:00

When was the last time you refreshed yourself on the Pharmacy First Scotland service specification? When was the last time you actually had the chance to read it in full? That is why we have arranged an Ask Me Anything / Webinar session, a chance to get a refresher on the service in a format that fits around your working day, and a chance to put your questions directly to us.

While we would always encourage you to revisit the full specification (available [here](#)), this session is designed to bring you up to speed.

[Register Your Interest Here](#)

Community & Innovation

If you would like to use this section to celebrate one of your teams, please email the nhsh.cpsoffice@nhs.scot.

Dates & Deadlines

Upcoming Health Events that may be of interest:

- **Know Your Numbers Week: 7-13 September 2026:** Encouraging adults to know their blood pressure numbers and take necessary action to reach and maintain a healthy blood pressure.
- **World Suicide Prevention Day: 10th September 2026:** Promoting worldwide commitment and action to prevent suicides.
- **World Sepsis Day: 13th September 2026:** An opportunity for people worldwide to unite in the fight against Sepsis.
- **Pulmonary Fibrosis Awareness Month: September 2026:** Raising awareness of the symptoms and need for more research into pulmonary fibrosis.

Key Information to Keep Handy

Weekly Mailing items can additionally be found on the NHS Intranet site at the following link - [weekly mailing 2026](#) which is only accessible from community pharmacy premises. The Weekly Mailing can also be found on the Community Pharmacy NHS Highland Page [NHS Highland](#).

NHS Intranet site can also be accessed via the Community Pharmacy Site under 'Local Links' using this link: http://www.communitypharmacy.scot.nhs.uk/nhs_boards/highland.html

Community Pharmacy Smartsheet Link can be found [Here](#)

Treatment and Medicines (TAM) Link can be found [Here](#)

Shortages Link - [Medicine Shortages](#)

Shinyapp Link can be found [Here](#)

Community Pharmacy Champion Details are as follows:

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