



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

We continue to progress several service development and review projects, including the Pharmaceutical Care Services Plan and Model Scheme of Hours review, with a focus on ensuring sustainable, equitable access to pharmaceutical care for our communities.

We are also reviewing the Advice to Residential Care Home Service and Opioid Substitution Therapy Service currently. We hope to share these with teams soon.

Service Updates & Clinical Information

GPhC advice for newly qualified prescribing pharmacists:

The General Pharmaceutical Council (GPhC) has issued guidance for newly qualified prescribing pharmacists ahead of the first cohort joining the register. From summer 2026, most newly registered pharmacists will qualify as independent prescribers at registration, marking a major change to pharmacy training. To support this, the GPhC has embedded prescribing knowledge, skills and behaviours throughout the four-year pharmacy degree and the supervised foundation training year.

Please see the Advice for newly qualified prescribing pharmacists [here](#).

Managing Medicines Waste Questionnaire

This questionnaire has been developed by the Sustainable Prescribing and Therapeutics Programme to gather examples of best practice in effective medicines use and approaches to reducing medicines waste across Scotland. The information collected will support wider NHS Scotland sustainability and climate emergency work and help identify opportunities to share and promote effective initiatives nationally.

[Medicines Waste Questionnaire](#)

Medicines Supply & Safety

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

Please see the updated [Medicine Shortages Flow Chart](#) which has been developed to support community pharmacy teams in managing and reporting medicine shortages consistently across NHS Highland.

Alerts sent out:

Circular PCA(P)(2026) 17 - Community pharmacy remuneration arrangements from 1 April 2026 - 25 September 2026 - FINAL

Drug Alert Class 3 – No 41 2026 – Class 3 Medicines Recall – Action Within 5 Days – Norgine Ltd – Movicol Plain 13.7g Powder For Oral Solution

MSAN (2026)35 - Lacidipine 2mg and 4mg tablets- level 2 - 8 October 2026

Class 2 Drug Alert No 42 2026 - Medicines Recall – Action Within 48 Hours – Norgine Pharmaceuticals Ltd – Pedmarqsi 80mg/ML Solution For Infusion

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

Pharmacy Operations & Compliance

Please find the new Care at Home Service Level Agreement (SLA) 2026, which has been developed following a comprehensive review of the service and approved by the Community Pharmacy Highland Contractors Committee in September 2026.

Contractors are asked to review the agreement carefully, complete and sign the acceptance section, and return it to the Community Pharmacy Services Office by the specified deadline. This is **October 15th, 2026**.

The updated SLA sets out the service requirements, responsibilities, and governance arrangements for the provision of Care at Home support within NHS Highland.

[Care at Home Service Level Agreement](#)

Unlicensed Medication Requests

When submitting requests for special authorisation, please ensure that these are sent from the NHS generic email account, as they contain patient confidential information. Thank you for your cooperation in helping us maintain information governance requirements.

Complaints (Patients & Customers)

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.

Updated Monthly Claim Form Version 5.1

As outlined in the weekly update sent on **21.09.26**, please find the link below for the updated Monthly Claim Form, version 5.1. Please note that the Travel Health Service fee structure has been updated.

The monthly claim form can be found here: [Monthly Claims – NHS Highland](#). We would recommend downloading the form directly from this page **each time** you complete your monthly claims to ensure that you are always using the most up-to-date version.

Please ensure that the correct version of the form is submitted. Claims received on an outdated or incorrect version will be returned for completion using the current version.

Workforce & Training

TREC training – Travel Health

Course Dates 29th and 30th of October

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](#)

Appraisals & Personal Development Plans

The Pharmacy Strategy 2025-2030 is currently well under way. The Workforce Planning workstream has asked us to share the following with contractors. They have been working on a survey regarding PDPs. The survey aims to establish a baseline of appraisal and Personal Development Plan (PDP) completion across NHS Highland Pharmacy Services, to identify gaps and inform actions that support workforce development and delivery of the 2025–2030 Pharmacy Services Strategy.

[Appraisals & Personal Development Plans \(Page 1 of 5\)](#)

Antimicrobial Stewardship in Practice Webinar

Join us on **Monday 23 November 2026, 7pm to 8.30pm**, for a national webinar exploring the current antimicrobial resistance (AMR) and antimicrobial stewardship (AMS) landscape in Scotland.

The session is suitable for all primary care prescribers and other health and social care professionals with an interest in antimicrobial stewardship.

- Register for [Antimicrobial stewardship webinar](#)
- Access [Antimicrobial Stewardship resources](#) on Turas Learn



The poster is for a webinar titled 'Antimicrobial stewardship in practice: Making safe and effective prescribing decisions'. It is organized by Public Services Delivery Scotland and the NHS Scotland. The event is scheduled for Monday 23 November 2026, from 7pm to 8.30pm, and can be booked on Turas Learn. The graphic features a stylized illustration of two hands, one blue and one red, holding a white and red capsule. The NHS Scotland logo is in the top right corner.

Public Services Delivery
Scotland

NHS
SCOTLAND

Webinar:
**Antimicrobial stewardship in
practice: Making safe and
effective prescribing decisions**

 Monday 23 November 2026

 7pm to 8.30pm

 Book on Turas Learn

Community & Innovation

Huge Congratulations are for Kathleen Thornton who has just been awarded a Professional Postgraduate Diploma in Travel Health (with distinction no less) from the Liverpool School of Tropical Medicine. Kathleen is the Lead Pharmacist in the Muir of Ord Right Medicine Pharmacy.

This is a fantastic achievement and reflects Kathleen's commitment to developing specialist expertise in travel health, helping to ensure patients across Highland continue to benefit from high-quality, clinically robust travel health services. Well-done, Kathleen, on this well-deserved recognition of your hard work and dedication.

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:

- **Stoptober:** Encouraging the nation's smokers to make a quit attempt for the month of October and beyond. (A great opportunity to highlight the Smoking Cessation programme)
- **Breast Cancer Awareness Month:** To raise awareness for the disease and to raise funds for research. Information and free resources to help you with local campaigns.
- **National Pharmacy week 18-24 October 2026:** Acknowledges the contributions pharmacists and technicians make to patient care in hospitals, outpatient clinics, and other healthcare settings

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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