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

Service User Feedback Survey

Could all contractors please print and display the posters for the Vaccination Feeback Survey. The survey is open from the **12th of October 2026 to 21st of December 2026.** This will enable us to capture user feedback during the height of the W26 Covid/Flu campaign.

Links to the posters are below:
Feedback Survey Poster (1)

Feedback Survey Poster (2)

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) 19 - SSPs for Creon gastro-resistant capsules - 12 October 2026

MSAN(2026)36 - FemSeven Conti (estradiol 50micrograms and levonorgestrel 7micrograms/24hours) transdermal patches - 14 October 2026

Updated Dental Guidance with Relevance for Pharmacists, Chief Pharmaceutical Officer Letter - 15 October 2026

Circular PCA (P)(2026) 20 Part 11 Discount Clawback Scale

Pre-Authorised list updated for February 2026 for Community Pharmacists can be found here.

Pharmacy Operations & Compliance

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

Future Foundation Training Year Placements 2026-2027

The Foundation Training Year (FTY) is a structured 52-week training programme undertaken by trainee pharmacists following completion of their MPharm degree. Community pharmacy placements provide supervised, practice-based learning to support the development of clinical, professional and consultation skills required for registration as a pharmacist, with training delivered in line with the national NHS Education for Scotland (NES) programme.

Please find attached the following Microsoft Form to support with Current and Future FTY planning:

Future FTY placements – Community Pharmacy – Fill in form

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



Webinar Invite - Bringing Libre into Everyday Primary Care Practice

Dear colleagues, please join one of four lunchtime webinars taking place on **10 November, 24 November, 20 January, and 3 February.** Join experienced Primary Care clinicians and healthcare leaders in the devolved nations as they share practical insights, real-world experiences, and key lessons learned from integrating Libre into routine practice.

Join us to:

- Understand the impact of Libre systems through real-world data and experience
- Explore the real-world example of Libre systems integration in Wales
- Build confidence in integrating Libre systems into routine Primary Care practice
- Gain practical tips and approaches that can be applied within your own setting

To register, simply click HERE or scan the QR code on the linked poster.

Community & Innovation

Huge Congratulations to Katy Connelly from Alness Pharmacy!! Katy has been shortlisted for Pharmacist of the Year. To be shortlisted from a highly competitive field of nominations across Scotland is an amazing achievement!! 🥳

This nomination reflects Katy's hard work and commitment to providing a high-quality, patient-centred service within the pharmacy. We wish her the very best of luck for the awards ceremony in Edinburgh on the 12th of November!

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:

North

James Higgins
Email:
james.higgins2@nhs.scot
Mobile: 01463 232712
Based: Dalneigh Pharmacy, Inverness
PMR: Pharmacy Analyst

Jane Hunter
Email:
jane.hunter14@nhs.scot
Work: 01463 782241
Based: Boots, Beauly
PMR: Columbus

Jennifer Moncur
Email:
jennifer.moncur@nhs.scot
Work: 01397 712146
Based: MhorHealth Pharmacy, Spean Bridge
PMR: Pharmacy Analyst

Argyll & Bute

Susan Paterson
Email:
susan.paterson9@nhs.scot
Mobile: 01546 603217
Based: Argyll Pharmacies, Lochgilphead
PMR: Proscript Link

Colin Jaconelli
Email: colin.jaconelli2@nhs.scot
Mobile: 01436 842457
Based: Davidsons Chemist, Kilcreggan
PMR: Nexphase

Controlled Drug Inspectors Details are as follows:

North

Lynn Matheson
Email: Lynn.Matheson@nhs.scot
Inspection Officer for Controlled Drugs
North, Mid & West,
NHS Highland

Mark Czerniakiewicz
Email:
mark.czerniakiewicz@nhs.scot
Inspection Officer for Controlled Drugs
Inverness, South & Skye
NHS Highland

Argyll & Bute

Morag MacNicol
Email: Morag.Macnicol@nhs.scot
Inspection Officer (Controlled Drugs) NHS
Highland (Argyll &Bute HSCP)

IM&T Facilitators

Heather Affrin
NHS Highland North
nhshighland.ehealthfacilitators@nhs.scot

Margaret Robertson
NHS Highland A&B
margaret.robertson5@nhs.scot