



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](#).

Smoking Cessation:

We had a productive session with the Smoking Cessation advisers last week to review the current community pharmacy service. The data highlighted the high number of quit attempts supported by community pharmacy teams and their positive impact on public health.

Ongoing issues were identified with quit attempts not being recorded correctly on the Patient Care Record (PCR). Detailed guidance on how to record these successfully is available on our website. Accurate PCR recording is a core contractual requirement and enables community pharmacies to receive the relevant consultation fee payments. Remuneration details are available on the Community Pharmacy Scotland website.

We recommend contacting your local shared care adviser for support. A list of advisers by area is available on our website.

[Smoking Cessation – NHS Highland](#)

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 that have been sent out:

[Drug Alert Class 4 – No 39 2026 – Class 4 Medicines Defect Information – Caution In Use – B Braun Melsungen Ag – Meropenem 1000mg Powder And Solvent For Solution For Infusion](#)

[Circular PCA\(P\)\(2026\)17 - Amendments in respect of community pharmacy remuneration arrangements from 1 April 2026 - 25 September 2026](#)

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](#)

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](#)

Community & Innovation

On **Friday the 25th of September** it was **World Pharmacist Day**.

World Pharmacists Day is a chance to recognise and celebrate the invaluable contribution pharmacists and pharmacy teams make to the health and wellbeing of our communities. Community pharmacy is an ever-changing environment, with increasing clinical responsibilities, growing patient demand, workforce challenges, and ongoing operational pressures. Despite these challenges, pharmacy teams continue to demonstrate resilience, professionalism, and a steadfast commitment to delivering accessible, high-quality care. Their expertise, adaptability, and dedication ensure that patients receive trusted advice, essential healthcare services, and support close to home every day. Today, we thank all pharmacy professionals for the vital role they play and the difference they make across our communities.

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.
- World Mental Health Day: An opportunity to raise awareness and advocacy against mental health stigma.
- 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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