



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.

Service Updates & Clinical Information

Did you know that your Pharmacy Technicians can access the Patient Care Record to help support Core and National services? If you would like to request access for a Technician for the PCR please get in touch with the office.

Smoking Cessation:

We have an upcoming training day with the Smoking Cessation Advisors. In preparation for the day, are there any recurrent queries that any Community Pharmacy Teams have in relation to the Smoking Cessation service? If so, please email Eleanor.rose@nhs.scot. The day is a great opportunity for the Community Pharmacy Services Team to help bridge the gaps in Shared Care Patients.

There is a helpful video on YouTube from community Pharmacy Scotland, albeit old, on how to submit Smoking Cessation details onto the PCR. Please disregard the information saying that technicians cannot access this as this has been updated since the video was completed.

<https://www.youtube.com/watch?v=QF4SsPlwht8>

Could your pharmacy have a Smoking Cessation Champion who could lead on the service?

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.

Medicine Sick Day Rule Cards Update

The Polypharmacy Guidance was updated in June 2026. We have updated the medicine sick day guidance (MSDG) cards and leaflets to reflect the changes.

The MSDG card is a useful resource for patients, carers, and health professionals. It promotes better management of long-term conditions. It does this through the safer, more effective and person-centred use of medicines. It helps to raise awareness of potential harms if patients continue to take certain prescribed medicines whilst suffering from a dehydrating illness. You can also access an [online tool](#) via Right Decision Service.

[Medicines sick day cards: June 2026 – Healthcare Improvement Scotland](#)

Alerts that have been sent out:

[Circular PCA\(M\)\(2026\) 06 and PCA\(P\)\(2026\) 13 - Prescription stationery for non-medical prescribers working in GP practices and other community settings](#)

[MSAN\(2026\)27 - Beclometasone dipropionate \(Clenil Modulite®\) 50micrograms/dose and 250 micrograms/dose inhalers](#)

[MSAN\(2026\)28 - Formoterol fumarate dihydrate \(Atimos Modulite®\) 12micrograms/dose inhaler](#)

[MSAN\(2026\)29 - Venlafaxine 75mg immediate-release tablets](#)

[MSAN\(2026\)30 - Moviprep® and Plenvu® oral powder sachets](#)

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

Monthly Claims:

As part of our ongoing review of processes within the Community Pharmacy Services (CPS) office, we have identified an increasing number of instances where multiple claim forms are being submitted by individuals within the same calendar month. Please be aware that submitting multiple entries can lead to payment discrepancies and administrative challenges.

While claims can be backdated up to three months in accordance with the claim sheet guidelines, this practice places additional strain on administrative resources.

To ensure accuracy and efficiency, it is essential that only one claim form is submitted per month. If a form is submitted late, please notify the CPS office either by telephone at 01463 706886 or via email at nhsh.cpsoffice@nhs.scot.

Before submitting your claim, kindly ensure:

- You are using the correct version - [Local Services Monthly Claim Form V5](#)
- The form has been thoroughly checked for accuracy.

- The cover sheet is completed correctly.

Paperwork required to be sent to Pharmacy Services Office (if appropriate) by the 10th of the month include:

- Excel spreadsheet (one month only) Missed claims may only be permitted on advice from CPS office
- Copy invoices for replacement drugs (palliative care)
- Care Home visit form
- Champion MS Form
- Board Committee/Locum Costs form

Your cooperation in adhering to this process is greatly appreciated and will help maintain the integrity of our payment systems.

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.

Public Health Updates

Young Peoples Sexual Health Needs Assessment:

Please see the following two links for the Sexual health Assessment for Young People in NHS Highland. We have been asked to share this with Community Pharmacy teams in relation to Sexual Health and we hope this helps to inform you on some of the work going on in public health regarding young people's health.

[Phase 3 Cover Letter](#)

[Young Peoples Sexual Needs Assessment](#)

Prep (Pre exposure prophylaxis for HIV) is available via specialist sexual health services in NHS Highland.

PrEP stands for Pre-Exposure Prophylaxis.

Pre-exposure means it's taken before possible exposure like sex or injecting drugs. Prophylaxis means to prevent infection – in this case by stopping you getting HIV.

If taken correctly, PrEP is highly effective at stopping HIV being passed on. HIV is a virus that affects your immune system if left untreated.

The most common way to get HIV in the UK is through anal, vaginal or frontal sex without a condom. Frontal sex is an alternative term for vaginal sex used by some trans and non-binary people.

HIV PrEP is usually prescribed as pills containing 2 drugs in a single tablet. These are called tenofovir and emtricitabine and have been used in HIV care for many years.

Self-referred appointments can be booked via Highland Sexual Health website [Home :: Highland Sexual Health](#) and [HIV PrEP \(Pre-Exposure Prophylaxis\) | NHS inform](#) has further information about PrEP.

Workforce & Training

Infant Feeding Lunch & Learn Webinar the Thrush Myth: What Really Causes Breastfeeding Pain?

Breast and nipple pain are among the most common reasons women stop breastfeeding. While thrush has traditionally been considered a key cause, current evidence suggests the picture may be more complex. Join this webinar to explore the latest evidence on breast pain, challenge long-held assumptions about Candida, and discuss practical approaches to assessment and management.

Date Thursday 3 September 2026

Time 13:00 - 14:00

Platform MS Teams Target audience

Register now for further information and to obtain the joining link



Every month or every second month, we have a training session with different sectors to provide specialised training for our Pharmacy Contractors. Should you wish to suggest a training session with us, please contact nhsh.cpsoffice@nhs.scot or fill out this link [Training Topics – Fill in form](#) and we will endeavour to organise this.

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](#)

Frailty ECHO

Date: Thursday 3rd September 2026

Time: 13:00 to 14:00

There is a new ECHO programme scheduled for September to look at ways to manage complexity in the care of people affected by frailty. This community of practice will enable GPs and other clinicians in primary care (Advanced Practitioners from nursing, paramedic and pharmacy backgrounds) to explore real world case-based dilemmas and understand their relevance to domains of frailty. The aim will be to strengthen practice and knowledge within the context of what services are actually available. For those who may be new to ECHO, the sessions promote non-hierarchical learning where everyone's clinical and lived experience expertise is valued.

Sessions will be facilitated by MDT professionals working in this field and oversight provided by Dr Daniel Simpson, GP and Clinical Lead for Education and Training and Dr Martin Wilson, Consultant in Older Age Medicine, both based in NHS Highland.

[Register Here.](#)

Coming soon - Community Pharmacy Workforce Survey 2026

Keep a look out for the Community Pharmacy Workforce Survey 2026. The survey has been designed to capture a snapshot of the community pharmacy workforce including pharmacists (plus those working centrally if appropriate), locum pharmacists, pre-registration trainee pharmacists, pharmacy technicians including trainees, and pharmacy support staff during the week commencing Sunday 06 September - Saturday 12 September 2026.

The information captured in this survey will be essential to evidence the workforce required to deliver community pharmacy services and will support NHS workforce planning.

As part of ongoing work within the local pharmacy services strategy one of our objectives is to map current local and national group representation across the service within NHS. As a result, we would be grateful if individuals who currently sit on any local / national / specialist interest groups could complete a short survey to help the group identify groups in which the service is currently represented. We expect this to take approximately 2-3 min for any group you sit on.

The Survey can be accessed by this link or through the QR code on the attached poster: **NHSH Pharmacy Services Strategy - Current Committee / Group Representation – Fill in form**

Community & Innovation



Huge Congratulations to Holly Laing from Tornagrain Pharmacy in Inverness who has recently completed her Dispensing Qualification. Holly has now embarked on her Level 2 Accuracy Checking for Dispensing Assistants Course. Best of luck and excited to see you progress in your next course!

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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