

Community Pharmacy NHS Lanarkshire 27th July Update

Missing UCF forms? We are hearing that a number of Community sites are no longer sending GPs notifications of treatments for PGDs or PF+, particularly in the East Kilbride area. **Please be reminded it is stipulated within each of the PGDs and the PF+ circular that you must notify the GP of treatment.**

Drop into Out of Hours! The OOHs team at Douglas Street will be hosting another Community Pharmacy OOHs **in person event**. This drop in session ran very well last year & lots of positive feedback. Members of the pharmacy team are invited to drop in, 25th August 6:30-8:30pm. This is a drop in session so you do not need to attend for the full session, OOHs team are also aware CP sites finish at various times and so it is okay to pop along after closing. Nibbles & coffees available. This is a great opportunity to ask the OOHs team any questions you have about the service, learn what happens behind the scenes when a P2P call is received vs 111 & strengthen relationships between the CP and OOHs team. **We ask you book onto the session in advance purely to let the OOHs team know what numbers to expect on the night (this is an in person event, @ Douglas Street):**
<https://events.teams.microsoft.com/event/b5d6ed4d-fd67-4c73-91be-46cc3e9d6bff@10efe0bd-a030-4bca-809c-b5e6745e499a>

Bite size learning: We have discontinued the lunch & learn sessions due to low attendance. Feedback was to provide pre-recorded session to watch at your own convenience. Our biggest area of prescribing and/or PGD usage in a Community Pharmacy setting is ANITBIOTICS, therefore the below session, recorded by our Lead Pharmacist for Antimicrobials, will be on [Antimicrobial Stewardship | Videos & Movies on Vimeo](#). Areas covered but not limited to:

- WHO > 10mil of the population will die every year by 2050 if we don't take action now
- When Should I worry? Coughs, Colds, Ear Aches and Sore Throats in children – [Parent Booklet](#)
- National antibiotic indicators
- Antibiotic Prescribing in Primary Care
- Penicillin allergies

Change Forms: NHS Lanarkshire introduced change forms in October 25. Change forms are sent by the pharmacotherapy hubs to the CPs clinical mailbox. Please note:

- The Pharmacotherapy hubs within Primary Care operate Monday – Friday, therefore any patients discharged over the weekend, won't be picked up by the hub until early the following week....you therefore may notice a higher volume of change forms at the start of the week.
- The pharmacotherapy hubs do not sign the associated prescriptions, these still go to the GP for sign off. You therefore may receive the change form before the prescription, there should be no need for you to order a

prescription on receipt of a change form. However, if the script doesn't appear within the usual timeframe from your surgery, please query with the practice.

Do you dispense medicines that cause drowsiness? When dispensing or selling medicines to that cause drowsiness, you should check with the patient receiving the medication whether they care for babies under the age of 12 months and if they do, counsel them about the increased risks of co-sleeping and direct to trusted 'safer sleep' information. The changes have been incorporated into BNF Cautionary and Advisory Label 2 ("This medicine may make you sleepy") and follow evidence identified through child death reviews. **Further info attached with prescribing notes July 2026.**

Are you an independent prescriber? Recent prescribing reports have shown an increase in prescribing for several conditions that **do not** fall under the scope of the Pharmacy First Plus service:

- period delay
- erectile dysfunction
- Vaccinations
- Urgent access to medicines
- Items of low clinical value

It should also be noted that we have seen an increase in NRT products, Varenicline & Levonorgestrel/Uripistal being issued via the Pharmacy First Plus service; please remember **smoking cessation & Emergency Hormonal Contraception sits under the Public Health Service** section of the national contract **not Pharmacy First**. Please see attached CPIP newsletter for more info on March's CPIP prescribing.

!!Concerns raised again about the CP network asking OST patients on the shop floor to confirm their dose!! Following communications in April, we have received further reports of individuals who are being asked to confirm their methadone dose in a public, non-confidential environment & feel they are being treated differently to others who collect medicines. Things to consider....do we undertake this for all medicines or just methadone? Is this treating all patients equally? Could this be stigmatising? We appreciate some sites confirm dose as an additional safety measure however if you are undertaking a dosing confirmation please ensure you do this in an appropriate confidential environment & the individual is happy with this additional check in place.

Your e-Pharmacy root certificate is due to expire on 14 September 2026! To avoid any disruption to ePharmacy services, **affected pharmacies must renew and install their replacement certificate by Tuesday 25 August 2026.** Emailed shared from NHSLanarkshire.PharmacyFacilitation@lanarkshire.scot.nhs.uk 14/07/20 @14:51

Have you seen an increase in visitors this summer? We appreciate services can be busier during the summer holiday period, with more visitors travelling in, and to, Scotland. Please take a few minutes to refresh on the Pharmacy First eligibility criteria, in particular, who is eligible for the service and what is classed as a visitor or resident. A reminder of the guidance is available below: [NHS Pharmacy First \(Scotland\) Service - FAQ Eligibility | Community Pharmacy Scotland](#)

Discrepancy in PI packaging raised! The CDIO network has raised that an import of Medikinet XL capsules has the English over labelling on the back of the box only. A potential safety issue has been identified with parallel import packs of Medikinet XL. The information on the english label is correct however the reverse of the packaging does not state XL which could potentially lead to picking errors. Please remember to refer to the overlabel in english when dispensing parallel import packs. Image below shows both sides of PI packaging



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Do you use the P2P line? Please remember the P2P line should be used for individuals who have been seen/assessed in a Community Pharmacy setting, details of the presenting symptoms and any clinical assessments should be shared. For individuals who have not presented to a Community setting, they should access care via 111. We have had a few reports of pharmacy sites using the P2P line to refer friends/family members despite not presenting to the Community Pharmacy / no assessment or presenting symptoms to hand over to P2P during initial call.

Do you claim for MDS/dosette products? There is now an e-claim form available on the Community Pharmacy Lanarkshire webpage to reduce paper/administrative burden; [Claims Forms – NHS Lanarkshire](#)

Has your site confirmed your NHS mailbox users? Digital recently undertook an exercise that highlighted a number of individuals had not notified the board that they had left and/or moved site. These individuals still had access to clinical mailboxes from their previous site. All sites will have received an email from ci.lan.ciadsharedmailboxaudit@nhs.scot asking you to confirm whether the users (listed within the email) still require access to this mailbox. **It is important all sites respond to this** to ensure the right users have access i.e. nobody has left post but still has access to clinical info via your premises. Email sent Tuesday, June 30, 2026 2:49 PM

Do you dispense Xaggitin XL 36mg or 27mg or Elvanse 30mg? Please remain cautious when dispensing these products, there have been a few reports recently of the product not containing 30 tablets; one CP reported it contained 27, and another CP reported it contained 28, two CPs reported it contained 29. All pharmacies have contacted wholesalers/suppliers.

Are you aware of the standardisation of paediatric liquids? Please see attached prescribing notes, I would be grateful if you could draw particular attention to the first article, which relates to the **standardisation of labelling for oral liquid medicines in paediatric patients. Please review the National Paediatric Pharmacy Group recommendation & assess against your current practice.**

Do you dispense co-codamol? During the recent co-codamol shortage, primary care teams used the opportunity to review opioid prescribing and better align it with the 2025 SIGN Chronic Pain Guidelines, which highlights that the harms of regular opioid use beyond three months generally outweigh the benefits. With co-codamol supplies now stabilised, community pharmacies have a key role in helping patients maintain safer pain-management approaches that reflects this guidance.

Key messages for Community Pharmacy teams:

- **Coping at a reduced dose?** Patients who are managing their pain on a lower quantity of co-codamol should not seek an increase or revert to previous dosing. Remaining on the lowest effective dose supports safer opioid use and is consistent with current guidance
- **Struggling with pain control?** Patients who are finding pain harder to manage should be encouraged to contact their prescriber to discuss their pain rather than automatically increase their dose or revert to previous dosing. This ensures any change in prescribing is based on an assessment of symptoms and alternative management options considered.

Are you an IP? Do you have an ECS and Clinical Portal account? All of our IPs should have an ECS/CP account to support safer prescribing decisions when offering the Pharmacy First Plus service. Clinical portal also allows access to further patient details including e.g. renal function for Nitrofurantoin. To access this tool please email NHSLanarkshire.PharmacyFacilitation@lanarkshire.scot.nhs.uk

May 2026	Lanarkshire
Number of Clinical Portal accounts	20
Number of times Clinical Portal was accessed	142
Number of users who didn't access Clinical Portal account	9

Are you aware of the recent Dental, Nursing and GP comms? There have been a number of comms shared with several services. A summary has been attached for your awareness:

- **Dental:** Rejected Items
- **Nursing:** Rejected Items
- **GP:** Hayfever products on repeat (From SG)

Are you prepared for the July public holiday? Please see attached guidance from the OOHs team detailing areas they can/can't support in as well as information they need you to provide during your P2P call.

Attached is also a list of pharmacies opened over the public holiday, please ensure you sign post patients to their nearest CP opened over the public holiday.

Are you submitting paper prescriptions for payment? Please see from colleagues in PSD > **Please download the poster and guidance leaflet from [the paper prescription submission webpage](#), then print and display them in your workspace.** This guidance supports best practice when submitting paper prescriptions and helps keep payments on track. A paper prescription is not just a clinical document. It also triggers payment when Public Services Delivery Scotland successfully scans it, so helping it scan right first time supports timely payment.

Before sending paper prescriptions, please:

- **Ask the GP to reprint them:** If the text is not clear enough to safely dispense from, not valid as a legal record, or not readable for accurate payment.
- **Keep text clear:** No labels, stickers or sticky notes.
- **Add your pharmacy stamp (top right):** Ink must be clear, so we know who to pay.
- **Band them:** Include your paper prescriptions and GP34 declaration form. Keep them flat, facing the same way, with no tears, folds or staples.
- **Form type CP4/3(SS):** This form includes a CP3 and a CP4. Detach and submit the CP3 only. Do not send paper CP4s or include CP3s or CP4s in the declaration. Read the [March 2026 CP4 detailed guidance](#).

Download the guide and poster from the paper prescription submission webpage: [Paper prescription submission webpage](#)

Public Protection Resources for Independent Contractors – NHS Lanarkshire July 2026

A recent care review involving Family C has highlighted the importance of independent contractor services in child protection cases. [Family C Learning Review Report](#)

NHS Lanarkshire has a number of resources. However, many of these require access to First Port.

Resources outside of First Port in NHS Lanarkshire are as follows -

1. **Right Decisions App**
2. **NHS Lanarkshire Website**
3. **Telephone number for Public Protection team – Not for emergencies**

1) Right Decisions App

Download the App.

Add NHS Lanarkshire NHSL Guidelines to your toolkit.

Select the Public Protection tile for more information.

2) NHS Lanarkshire Website

<https://www.nhslanarkshire.scot.nhs.uk/services/public-protection/?highlight=public+protection>

This has important information for health care staff including links to local social work offices.

3) Telephone number for advice

If you are worried about a child, young person or adult who could be at risk of harm and need advice /guidance, you could speak to one of our Advisors by telephoning the Public Protection Team.

01698 753742 - Monday to Thursday 9am - 5pm and Friday 9am - 4.30pm (excluding public holidays)

This is not an emergency helpline.

Current Public Protection forms –

AP1 – vulnerable adult

NOCPC – children

Attached to this email.