



Pharmacy First & Pharmacy Services

Guidance for London GP Practices

Pharmacy & Digital Transformation teams – Primary Care
NHS England (London)

*Please check you have latest version
as content subject to ongoing change.*

Contains contributions from Midlands region.

8th March 2024

Think pharmacy first

From treating an earache to soothing shingles, your pharmacist can now provide some prescription medicine, if needed, without seeing a GP.

See your
pharmacist



Help us
help you



THINK

PHARMACY

FIRST

NHS

<https://youtu.be/Idmaxo7Ez-w>



Pharmacy First

Clinical Pathways

Minor Illness
(Referral required)

Emergency
Prescriptions

Pharmacy Services

Blood Pressure Check

Contraceptive Pill

Emergency Contraception

New Medicines Service

Covid-19 Lateral Flow Test

Flu vaccination

Content:

1) Pharmacy First: Overview

2) Referral & Signposting

3) Receiving Consultations

4) Digital Promotional Materials



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1) Pharmacy First: Overview

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Primary Care Access and Recovery Plan (PCARP)



On 9th May 2023, NHS England (NHSE) and Department of Health and Social Care (DHSC) published: [Delivery plan for recovering access to primary care.](#)

The plan includes a commitment to:

- Commission community pharmacies to deliver a **Pharmacy First** service by enabling the supply of NHS medicines for 7 conditions and
- Increase provision of the community pharmacy
 - NHS Pharmacy Contraception Service (PCS)
 - Blood Pressure Checks Service
- Invest to improve the digital infrastructure between general practice and community pharmacy.



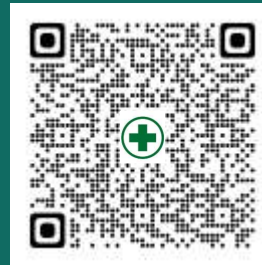
Pharmacy First – Useful Links:

[Pharmacy First letter to contractors - GOV.UK \(www.gov.uk\)](https://www.gov.uk)



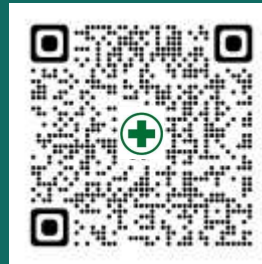
Launch of Pharmacy First / Service Specification / Clinical Pathways / Patient Group Directives:

[NHS England » Community Pharmacy advanced service specification: NHS Pharmacy First Service](#)



FAQs for Patients:

[NHS Pharmacy First Service Frequently Asked Questions for Patients \(via cloudfront\)](#)



Classification: Official



Community Pharmacy advanced service specification

NHS Pharmacy First Service

(Including the service previously known as the NHS Community Pharmacist Consultation Service (CPCS))



Pharmacy First: Overview

- Rebranding, extension & relaunch (31st Jan 2024) of Community Pharmacy Services (started 2019):
 - Incorporating what was previously 'Community Pharmacist Consultation Service' (CPCS)
- Patients can now **self-refer** to most Services, without needing GP referral



Think pharmacy first

From treating an infected insect bite to relieving impetigo, your pharmacist can now provide some prescription medicine, if needed, without seeing a GP.

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Pharmacy First: 3 elements

- Pharmacy First includes 7 new clinical pathways. The previous Community Pharmacist Consultation Service (CPCS) has become part of Pharmacy First too.
- This means the full Pharmacy First service consists of 3 elements:

1. Clinical Pathways (new element)

- 7 clinical pathways
- Patients can self-refer

2. Minor Illness Referral

- previously commissioned as CPCS

3. Urgent Repeat Medicines supply

NB Not from general practices but from NHS 111 and UEC settings

- previously commissioned as CPCS

- Community pharmacy contractors must provide all 3 elements
- Only exception is that Distance Selling Pharmacies (sometimes called internet or online pharmacies) will not provide the otitis media pathway (because they can only do remote consultations so cannot use otoscopes)
- General practices cannot refer patients to pharmacies for urgent medicines supply using Pharmacy First but should refer appropriate patients for the other two elements (clinical pathways and minor illness)

Clinical Pathways:

- 7 common health conditions, where Pharmacist can offer advice to patients and supply NHS medicines (including some prescription-only medicines under patient group directions (PGDs)):

1) Uncomplicated UTI

Includes: Women aged 16-64yrs with suspected lower UTI

Excludes: Pregnant individuals, urinary catheters, recurrent UTI (2 episodes in last 6mths, 3 episodes in last 12mths)

2) Sore Throat

Includes: Adults and children aged 5yrs and over

Excludes: Pregnant individuals under 16yrs

3) Sinusitis

Includes: Adults and children aged 12yrs and over

Excludes: immunosuppressed individuals, chronic sinusitis (sinusitis that causes symptoms that last for more than 12wks), pregnant individuals under 16yrs



Think pharmacy first

From treating a UTI to relieving sinusitis, your pharmacist can now provide some prescription medicine, if needed, without seeing a GP.

See your pharmacist

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Clinical Pathways:

4) Acute Otitis Media

Includes:	Children aged 1 to 17yrs
Excludes:	Recurrent acute otitis media (3 or more episodes in 6mths or four or more episodes in 12mths), pregnant individuals under 16yrs

5) Infected Insect Bites

Includes:	Adults and children aged 1yr and over
Excludes:	Pregnant individuals under 16yrs

6) Shingles

Includes:	Adults aged 18yrs and over
Excludes:	Pregnant individuals

7) Impetigo

Includes:	Non-bullous impetigo for adults and children >1yr old
Excludes:	bullous impetigo, recurrent impetigo (defined as 2 or more episodes in same yr), pregnant individuals under 16yrs



Think pharmacy first

From treating an earache to soothing shingles, your pharmacist can now provide some prescription medicine, if needed, without seeing a GP.

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Help us help you



Pharmacy First: 7 clinical pathways

Please note these are the main exclusions to support referrals. The community pharmacist will review specific symptoms during the consultation

Urinary tract infection	Shingles*	Impetigo	Infected insect bites	Acute sore throat	Acute sinusitis	Acute otitis media
A UTI is an infection in any part of the urinary system.	Shingles is an infection that causes a painful rash	Impetigo is a common infection of the skin. It is contagious, which means it can be passed on by touching.	Insect bites and stings can become infected or cause a reaction.	Sore throat is a symptom resulting from inflammation of the upper respiratory tract	Sinusitis is swelling of the sinuses, usually caused by an infection. The sinuses are small, empty spaces behind your cheekbones and forehead that connect to the inside of the nose.	An infection of the middle ear.
Inclusion: <ul style="list-style-type: none"> Female Aged between 16 - 64 Suspected lower UTI 	Inclusion: <ul style="list-style-type: none"> 18 years and over Suspected case of shingles. Rash appeared within the last 72 hours - 7 days 	Inclusion: <ul style="list-style-type: none"> 1 year and over Signs and symptoms of impetigo Localised (4 or fewer lesions/clusters present) 	Inclusion: <ul style="list-style-type: none"> 1 year and over Infection that is present or worsening at least 48 hours after the initial bite(s) or sting(s) 	Inclusion: <ul style="list-style-type: none"> 5 years and over Suspected sore throat 	Inclusion: <ul style="list-style-type: none"> 12 years and over Suspected signs and symptoms of sinusitis Symptom duration of 10 days or more 	Inclusion: <ul style="list-style-type: none"> Aged between 1 – 17 Suspected signs and symptoms of acute otitis media
Exclusion: <ul style="list-style-type: none"> Male <16 or >64 Pregnant Breastfeeding Recurrent UTI (2 in last 6 months or 3 in last 12 months) Catheter Type 1 or 2 Diabetic 	Exclusion: <ul style="list-style-type: none"> < under the age of 18 Pregnant or suspected pregnancy Breastfeeding with shingle sores on the breasts Shingles rash onset over 7 days ago 	Exclusion: <ul style="list-style-type: none"> < under 1 year of age Pregnancy or suspected pregnancy in individuals under 16 years of age Breastfeeding with impetigo lesion(s) present on the breast Recurrent impetigo (2 or more episodes in the same year) Widespread lesions/clusters present Systemically unwell 	Exclusion: <ul style="list-style-type: none"> < under 1 year of age Pregnancy or suspected pregnancy in individuals under 16 years of age Systemically unwell Bite or sting occurred while travelling outside the UK 	Exclusion: <ul style="list-style-type: none"> Individuals under 5 years of age Pregnancy or suspected pregnancy in individuals under 16 years of age age Recurrent sore throat/tonsillitis (7 or more significant episodes in the preceding 12 months or 5+ in each of the preceding 2 years, or 3+ in the preceding three years) Previous tonsillectomy 	Exclusion: <ul style="list-style-type: none"> Individuals under 12 years of age Pregnancy or suspected pregnancy in individuals under 16 years of age Symptom duration of less than 10 days Recurrent sinusitis ((4 or more annual episodes of sinusitis) 	Exclusion: <ul style="list-style-type: none"> Individuals under 1 year of age or over 18 years of age Pregnancy or suspected pregnancy in individuals under 16 Recurrent infection (3+ episodes in preceding 6 months, or 4+ episodes in the preceding 12 months with at least one episode in the past 6 months.)

Pharmacy First: Minor illnesses referrals

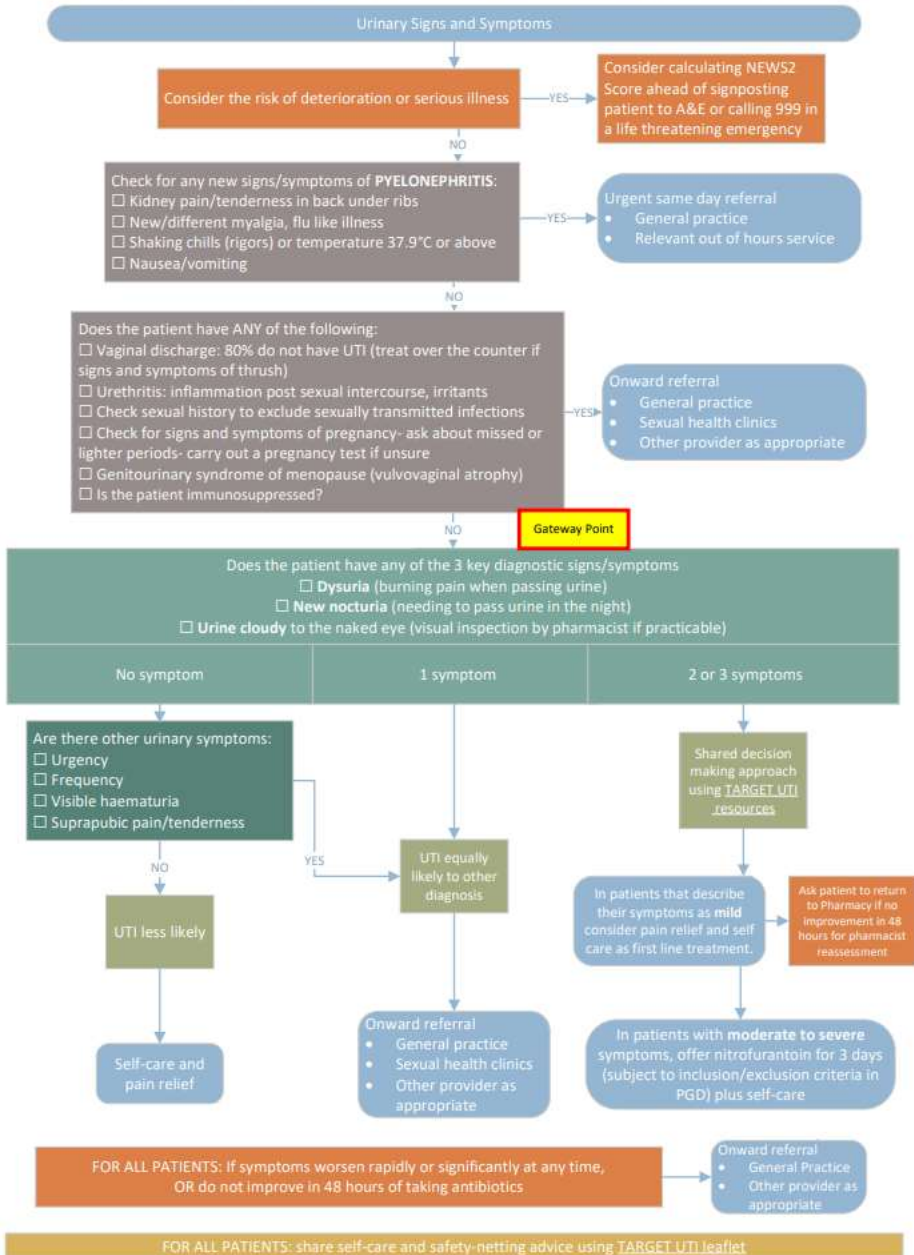
Service suitability

The service is only for patients aged over 1 year.

CONDITIONS	What conditions are SUITABLE for referral to pharmacists?			Do NOT refer in these circumstances	
BITES/ STINGS	<ul style="list-style-type: none"> Bee sting Wasp sting 	<ul style="list-style-type: none"> Stings with minor redness 	<ul style="list-style-type: none"> Stings with minor swelling 	<ul style="list-style-type: none"> Drowsy/ fever Fast heart rate 	<ul style="list-style-type: none"> Severe swellings or cramps
COLDS	<ul style="list-style-type: none"> Cold sores Coughs 	<ul style="list-style-type: none"> Flu-like symptoms 	<ul style="list-style-type: none"> Sore throat 	<ul style="list-style-type: none"> Lasted +3 weeks Shortness of breath 	<ul style="list-style-type: none"> Chest pain Unable to swallow
CONGESTION	<ul style="list-style-type: none"> Blocked or runny nose 	<ul style="list-style-type: none"> Constant need to clear their throat 	<ul style="list-style-type: none"> Excess mucus Hay fever 	<ul style="list-style-type: none"> Lasted +3 weeks Shortness of breath 	<ul style="list-style-type: none"> 1 side obstruction Facial swelling
EAR	<ul style="list-style-type: none"> Earache 	<ul style="list-style-type: none"> Ear wax Blocked ear 	<ul style="list-style-type: none"> Hearing problems 	<ul style="list-style-type: none"> Something may be in the ear canal Discharge 	<ul style="list-style-type: none"> Severe pain. Deafness Vertigo
EYE	<ul style="list-style-type: none"> Conjunctivitis Dry/sore tired eyes Eye, red or Irritable 	<ul style="list-style-type: none"> Eye, sticky Eyelid problems 	<ul style="list-style-type: none"> Watery / runny eyes 	<ul style="list-style-type: none"> Severe pain Pain 1 side only 	<ul style="list-style-type: none"> Light sensitivity Reduced vision
GASTRIC / BOWEL	<ul style="list-style-type: none"> Constipation Diarrhoea Infant colic 	<ul style="list-style-type: none"> Heartburn Indigestion 	<ul style="list-style-type: none"> Haemorrhoids Rectal pain, Vomiting or nausea 	<ul style="list-style-type: none"> Severe / on-going Lasted +6 weeks 	<ul style="list-style-type: none"> Patient +55 years Blood / Weight loss
GENERAL	<ul style="list-style-type: none"> Hay fever 	<ul style="list-style-type: none"> Sleep difficulties 	<ul style="list-style-type: none"> Tiredness 	<ul style="list-style-type: none"> Severe / on-going 	
GYNAE / THRUSH	<ul style="list-style-type: none"> Cystitis Vaginal discharge 	<ul style="list-style-type: none"> Vaginal itch or soreness 		<ul style="list-style-type: none"> Diabetic / Pregnant Under 16 / over 60 Unexplained bleeding 	<ul style="list-style-type: none"> Pharmacy treatment not worked Had thrush 2x in last 6 months
PAIN	<ul style="list-style-type: none"> Acute pain Ankle or foot pain Headache Hip pain or swelling Knee or leg pain 	<ul style="list-style-type: none"> Lower back pain Lower limb pain Migraine Shoulder pain 	<ul style="list-style-type: none"> Sprains and strains Thigh or buttock pain Wrist, hand or finger pain 	<ul style="list-style-type: none"> Condition described as severe or urgent Conditions have been on- going for +3 weeks 	<ul style="list-style-type: none"> Chest pain / pain radiating into the shoulder Pharmacy treatment not worked Sudden onset
SKIN	<ul style="list-style-type: none"> Acne, spots and pimples Athlete's foot Blisters on foot Dermatitis / dry skin Hair loss 	<ul style="list-style-type: none"> Hay fever Nappy rash Oral thrush Rash - allergy Ringworm/ threadworm 	<ul style="list-style-type: none"> Scabies Skin dressings Skin rash Warts/verrucae Wound problems 	<ul style="list-style-type: none"> Condition described as severe or urgent Conditions have been on- going for +3 weeks 	<ul style="list-style-type: none"> Pharmacy treatment not worked Skin lesions / blisters with discharge Diabetes related?
MOUTH / THROAT	<ul style="list-style-type: none"> Cold sore blisters Flu-like symptoms Hoarseness 	<ul style="list-style-type: none"> Mouth ulcers Sore mouth Sore throat 	<ul style="list-style-type: none"> Oral thrush Teething Toothache 	<ul style="list-style-type: none"> Lasted +10 days Swollen painful gums Sores inside mouth 	<ul style="list-style-type: none"> Unable to swallow Patient has poor immune system Voice change
SWELLING	<ul style="list-style-type: none"> Ankle or foot swelling Lower limb swelling 	<ul style="list-style-type: none"> Thigh or buttock swelling Toe pain or swelling 	<ul style="list-style-type: none"> Wrist, hand or finger swelling 	<ul style="list-style-type: none"> Condition described as severe or urgent Condition ongoing for +3 weeks 	<ul style="list-style-type: none"> Discolouration to skin Pharmacy treatment not worked Recent travel abroad

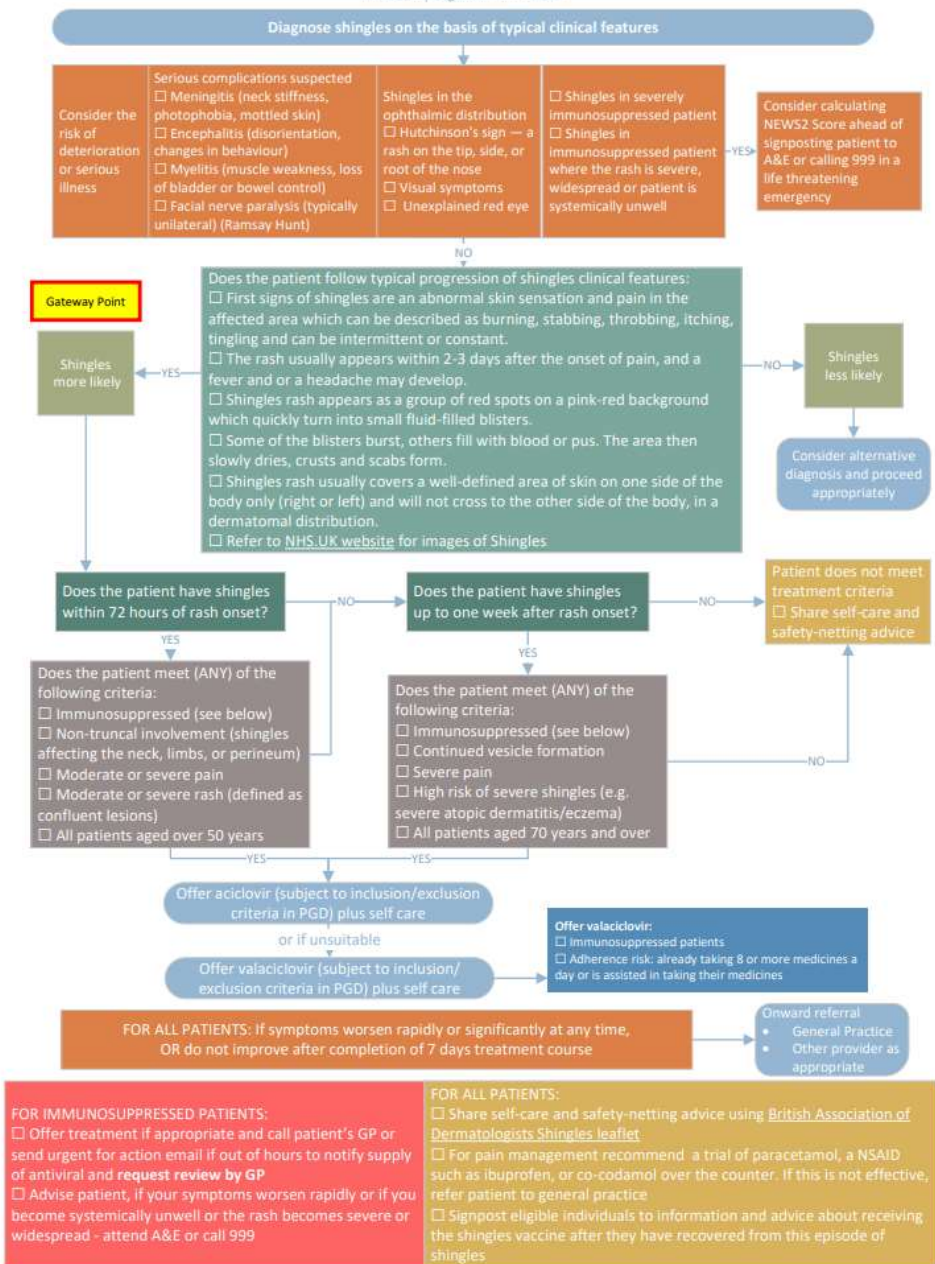
Uncomplicated Urinary Tract Infection
(For women aged 16 to 64 years with suspected lower UTIs)

Exclude: pregnant individuals, urinary catheter, recurrent UTI (2 episodes in last 6 months, or 3 episodes in last 12 months)



Shingles
(for adults aged 18 years and over)

Exclude: pregnant individuals

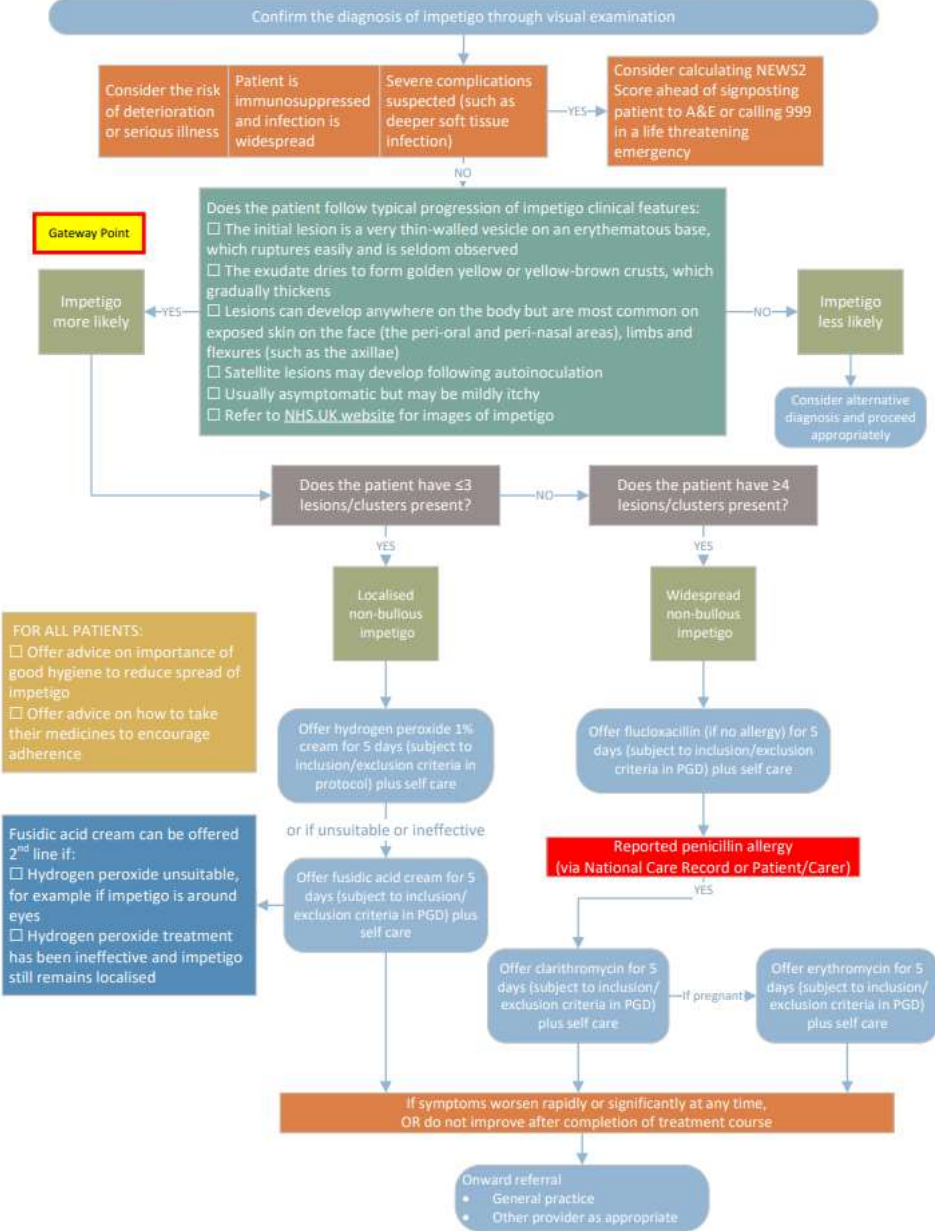


Clinical Pathways



Impetigo
(Non-bullous impetigo, for adults and children aged 1 year and over)

Exclude: bullous impetigo, recurrent impetigo (defined as 2 or more episodes in the same year), pregnant individuals under 16 years



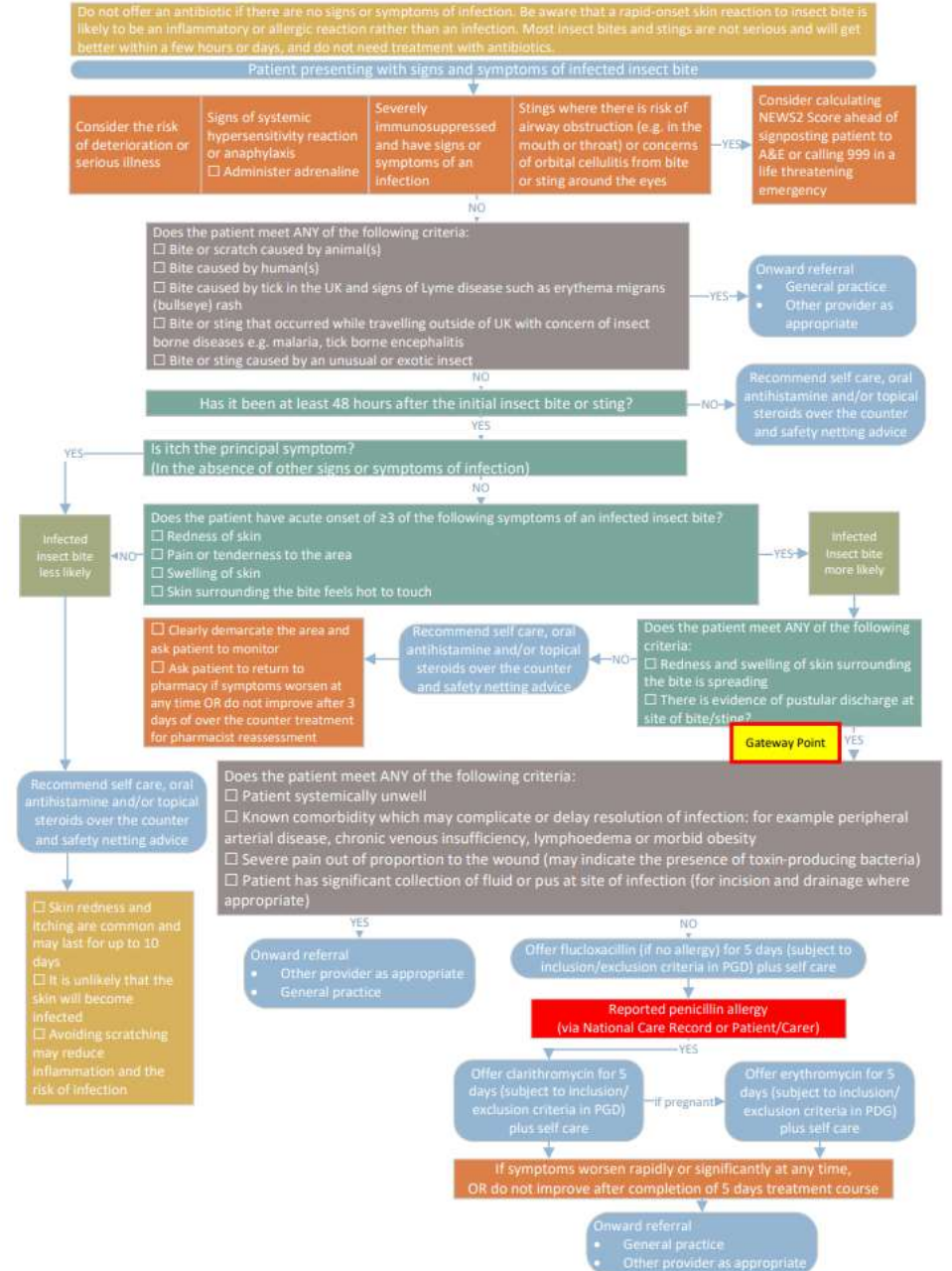
FOR ALL PATIENTS: share self-care and safety-netting advice using British Association of Dermatologists Impetigo leaflet

Clinical Pathways



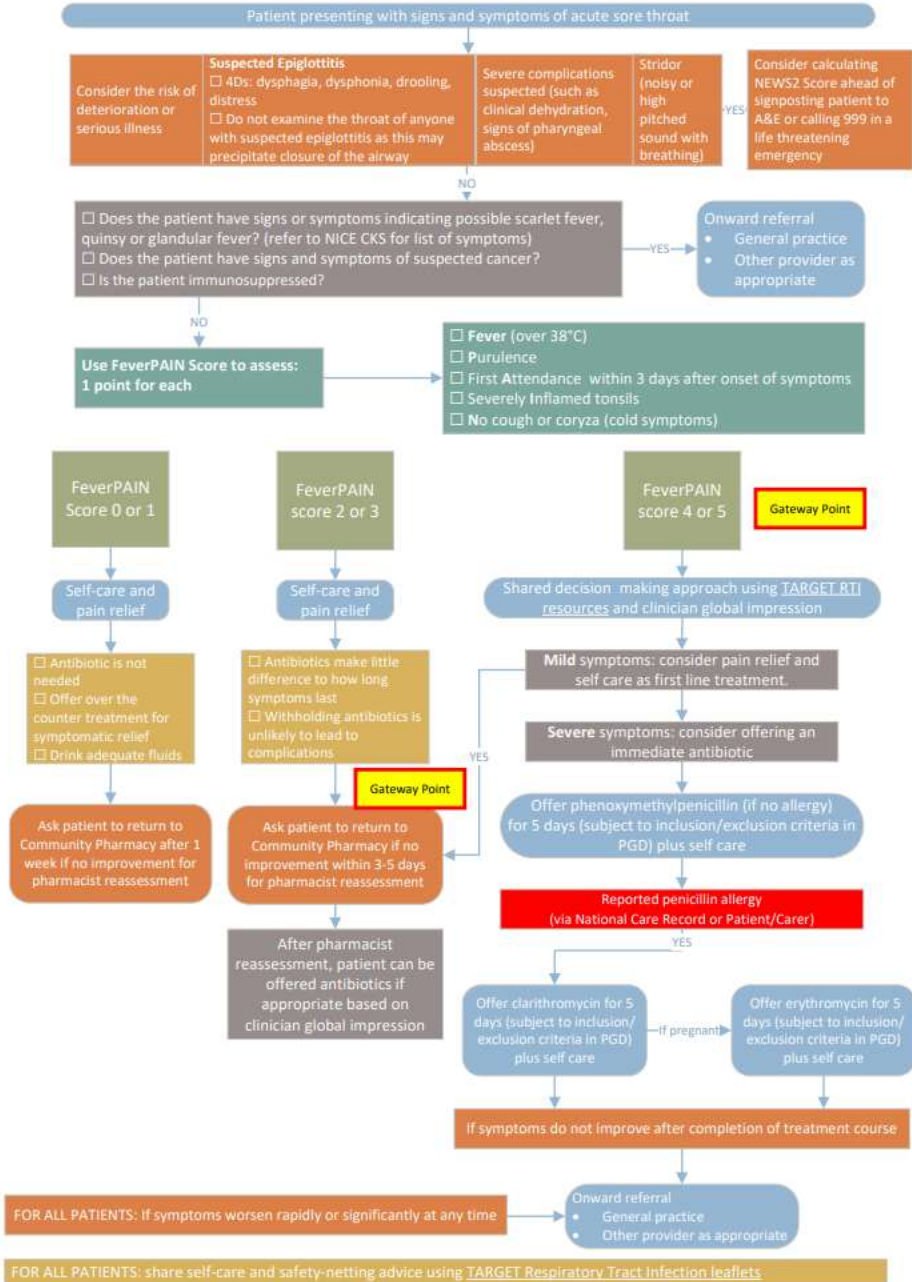
Infected Insect Bites
(For adults and children aged 1 year and over)

Exclude: pregnant individuals under 16 years



Acute Sore Throat (For adults and children aged 5 years and over)

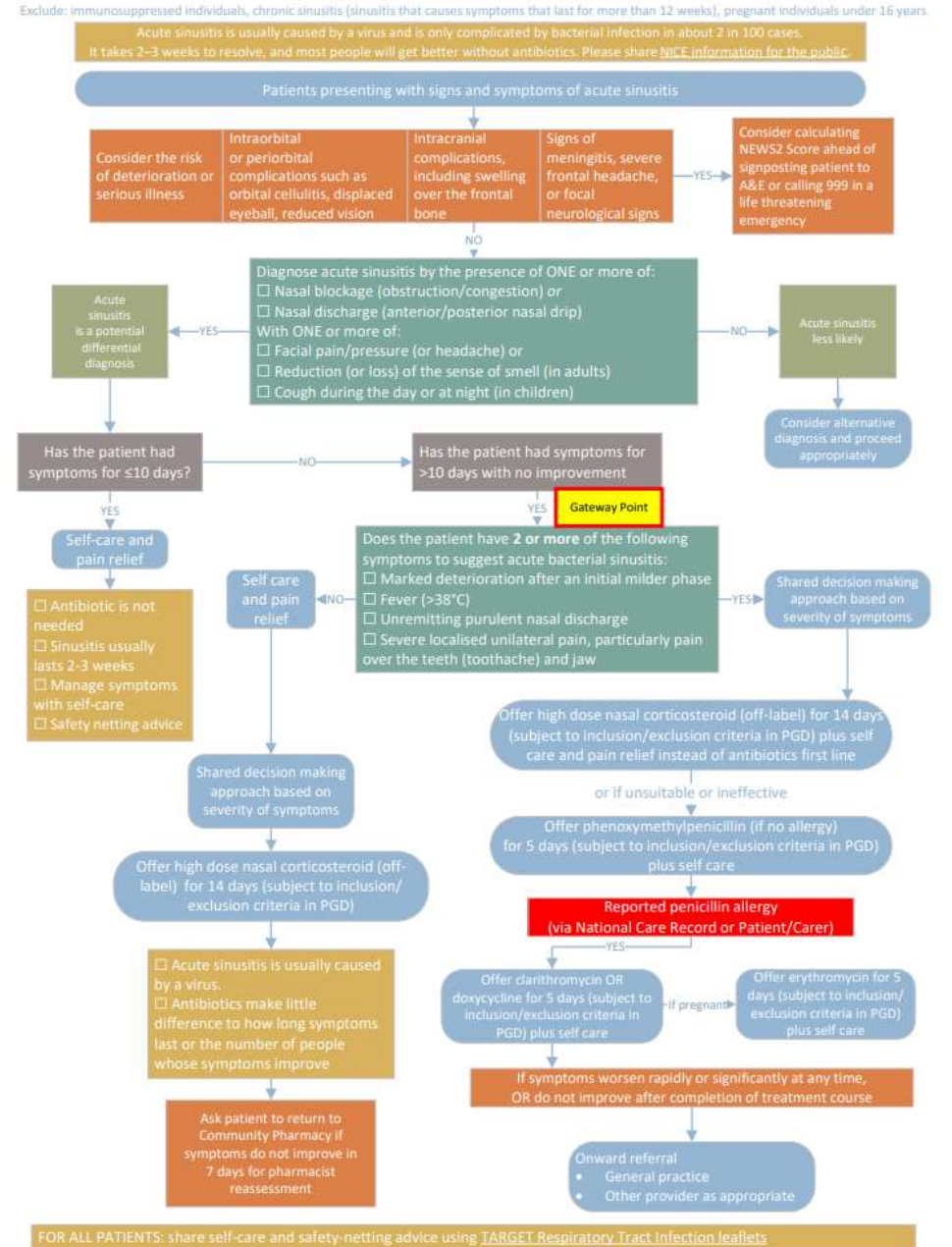
Exclude: pregnant individuals under 16 years



Clinical Pathways



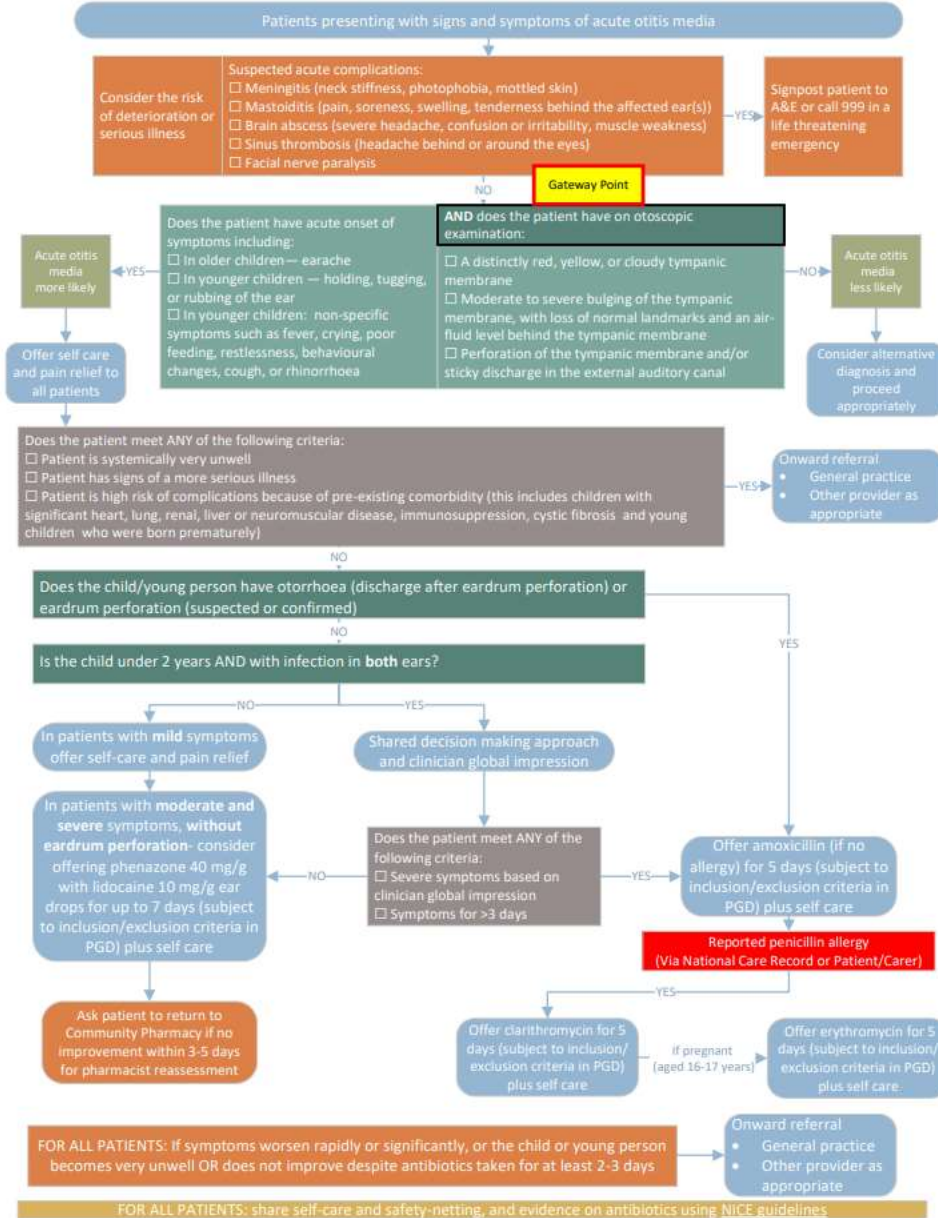
Acute Sinusitis (For adults and children aged 12 years and over)



Acute Otitis Media
(For children aged 1 to 17 years)

Exclude: recurrent acute otitis media (3 or more episodes in 6 months or four or more episodes in 12 months), pregnant individuals under 16 years

Acute otitis media mainly affects children, can last for around 1 week and over 80% of children recover spontaneously without antibiotics 2-3 days from presentation



Clinical Pathways



Why is it important for practices to use Pharmacy First?

- To help with capacity in practices, so practice appointments can be used for patients who really need them
- To improve access for patients with minor illnesses
- To change patient behaviour so they go to community pharmacy as the 'first port of call' for minor illness and medicines advice
- To support the integration of community pharmacies into the PCN team
- To create improved relationships between practices and community pharmacies to deliver high quality and integrated care to patients
- To help patients self-manage their health more effectively with the support of community pharmacists

Can community pharmacists do this?

- >95% Community pharmacies have registered to provide the service.
- Community pharmacy contractors are getting funding for Pharmacy First. Community pharmacy funding is very different from general practice funding and the two cannot be compared.
- Clinical services from community pharmacies have grown over the last 5 years and Pharmacy First is the next step.
- Many community pharmacists are already experienced in using PGDs for minor illnesses and training has been made available to all pharmacists (including locums).
- Workforce and workload remain a challenge for some community pharmacies (as for general practice).
- If you are wondering about your local pharmacies, then why not contact them and ask them? Pharmacy First will work best for patients when local practices and pharmacies work together.
- If you have particular concerns about a pharmacy that you can't resolve by contacting them, then your ICB Community Pharmacy Clinical Lead may be able to help

What about patient 'bounce-backs' to the practice?

- Data shows that 9 out of 10 patients have their episode of care completed by the community pharmacist,
 - Pharmacists onward refer 1 out of 10 patients either back to the practice or to another setting such as an urgent treatment centre.
 - This is for many reasons (such as red flags identified or the patient may have deteriorated).
 - This does not mean the service has failed – rather that it is working as expected.
- The addition of the 7 clinical pathways is expected to reduce the percentage of onward referrals due to community pharmacists being able to supply specific prescription only medicines where clinically appropriate.
- Improving local relationships and agreeing local ways of working between practices and community pharmacists makes managing 'bounce-backs' better for practices, pharmacies and ultimately patients.

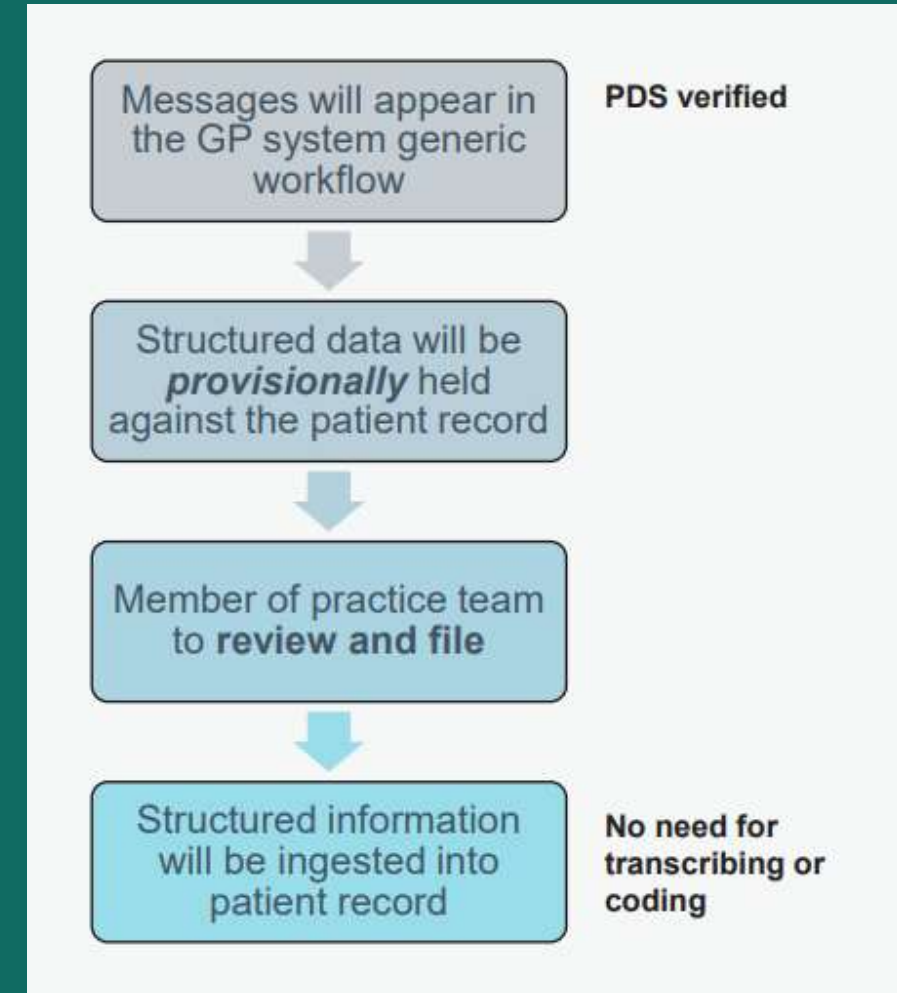
Digital / IT Elements

From 31 Jan 2024, when Pharmacy First launched:

- Pharmacies have new consultation templates for Pharmacy First from whichever of the 4 approved suppliers they contract with (PharmOutcomes, Sonar, Cegedim or Positive Solutions)
- Practice teams should continue to electronically refer how they do now. For most EMIS practices that is by the integrated EMIS Local Services/PharmaRefer option. SystemOne practices may use different choices of standalone platforms, whilst awaiting an integrated solution due to be developed by SystemOne. Practices can send referrals by NHS mail, but it is more time consuming for both practices and pharmacies.
- Information will be returned to practices from pharmacies in the same way it is now – from most pharmacies this is the post event message.

Digital / IT Elements (exact date TBC):

- As part of the improved digital connectivity between practices and pharmacies, community pharmacists will be able to view parts of the patient records via GP Connect. They will also use GP Connect to send a structured message of the consultation record and any medicines supplied back to the practice using GP Connect.
- It is important that the structured message is saved into the patient record at the practice so if the patient visits another setting for the same episode of care (the practice or another pharmacy) then previous actions and medicine supplies can be seen.
- All structured messages will appear in the GP system generic workflow 'for action'. Messages must be acknowledged/ actioned by GP staff after which information will be ingested into record without the need for transcription or coding.



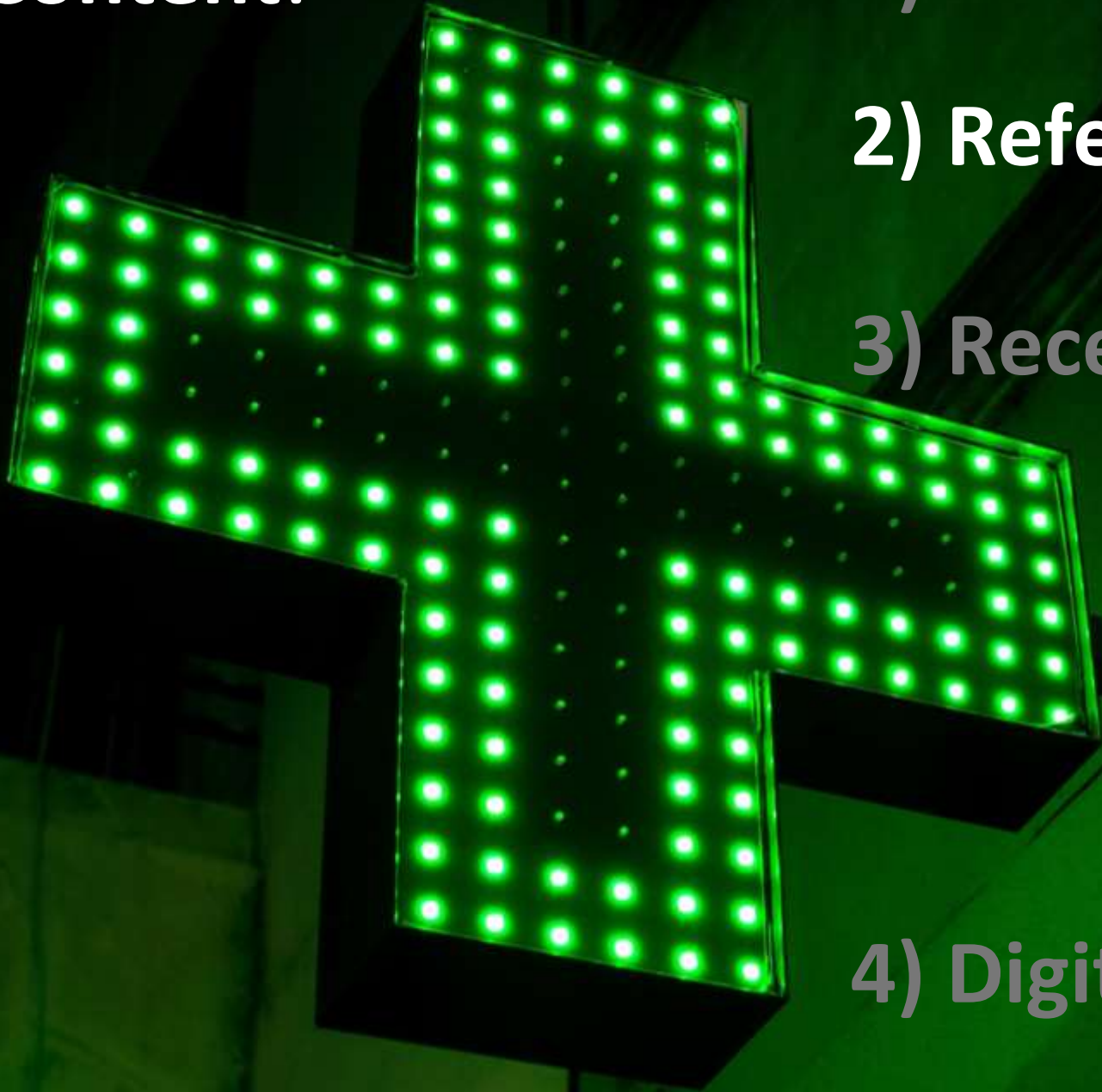
Content:

1) Pharmacy First: Overview

2) Referral & Signposting

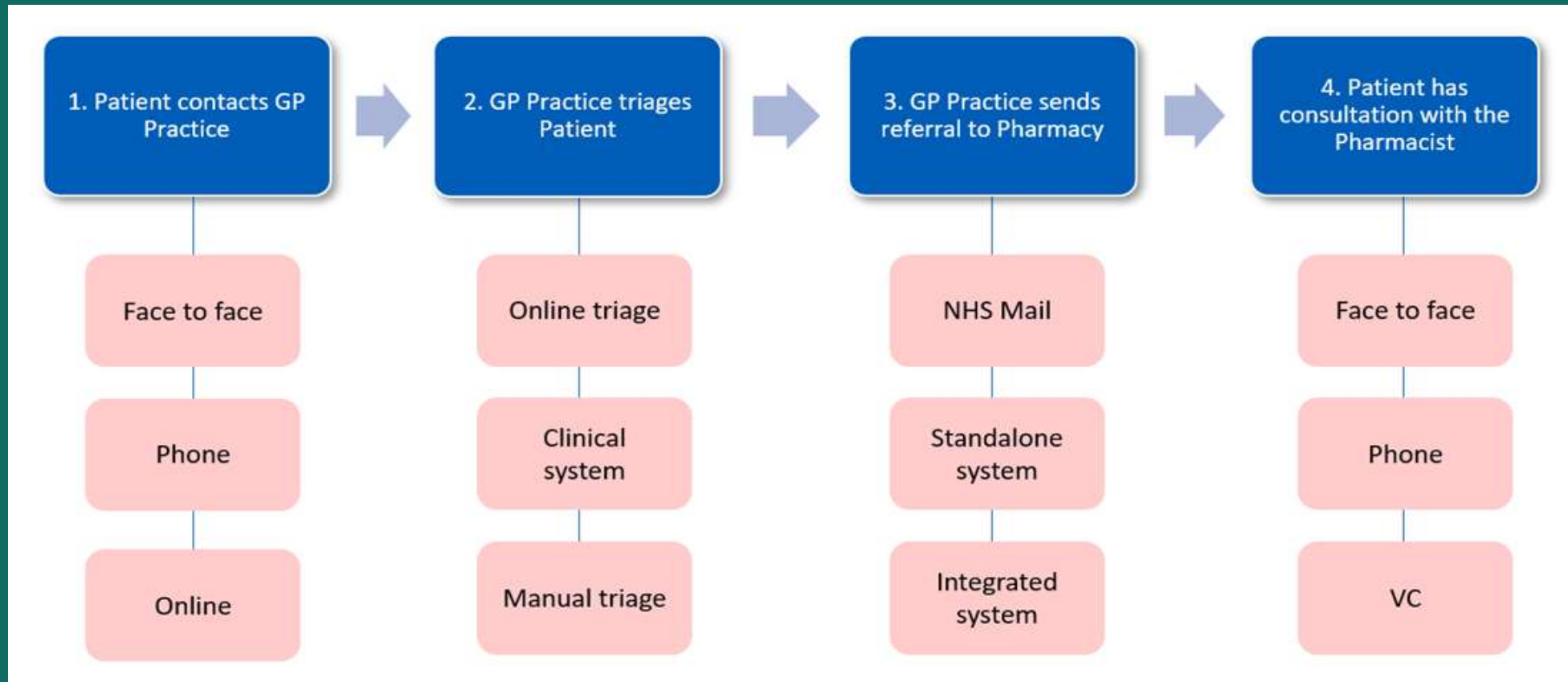
3) Receiving Consultations

4) Digital Promotional Materials



How do I refer patients to Pharmacy First?

- You can refer patients to Pharmacy First whether they have contacted the practice by phone, online or in person.
- Everyone in the practice who makes appointments for patients should know how to refer patients to Pharmacy First



How do I refer patients to Pharmacy First?

Where a patient is suitable:

- Ask them which pharmacy they would like the referral to be sent to (see next slide too)
- Send a referral to the pharmacy using EMIS Local, PharmRefer or NHS mail. The referral contains information about why the patient is being referred, for the pharmacist to review ahead of or during the patient's consultation.
- When the referral is made, the patient initiates contact with the pharmacy. Please say something to the patient such as: ***'Please contact the pharmacy to discuss your treatment and advise that you have been referred by your practice. The telephone number and address are as follows....'***

Other phrases you may find useful when explaining the service to your patients:

- ***'Having listened to your symptoms, I am arranging a same day consultation for you with an NHS community pharmacist working with our practice.'***
- ***'Pharmacists can now do more assessments and issue prescription only medications for particular conditions if needed'***
- ***'You can telephone or visit the pharmacy to have a discussion with the pharmacist in their confidential consultation room. The pharmacist will ask questions about your health and your symptoms, including any allergies or any medications you're currently taking. In some cases, based on your symptoms, they may need to do a quick examination such as if you have earache they may look in your ear with an otoscope.'***

Offering Choice of Pharmacy: Avoid 'Prescription direction'

Practices cannot exert undue influence on choice of pharmacy

→ If patient has Nominated pharmacy, mention this pharmacy first

→ If patient not able to suggest pharmacy, offer

→ pharmacies closest to preferred location



The screenshot shows the BMA website page for 'Prescription direction to certain pharmacies'. The page includes a navigation bar with links like 'Pay & contracts', 'Advice & support', 'Our campaigns', 'What we do', 'Library & learning', 'News & opinion', and 'Events'. The main content area features a pink graphic of a pharmacy building and text explaining that 'Prescription direction' is when a patient is directed to a specific pharmacy. It also mentions that patients have a free choice between any community pharmacy and a GP dispensary. A QR code is visible on the right side of the page.

[Prescription direction to certain pharmacies \(bma.org.uk\)](https://www.bma.org.uk)



The image shows an NHS leaflet titled 'Your prescription: your choice'. It features the NHS logo at the top right. The main text states: 'You have the right to collect medicines that have been prescribed for you from any pharmacy you choose. Your choice should not be influenced by letters you receive in the post, or by any doctor or pharmacist.' Below this, it provides contact information for NHS England: 'Please contact NHS England if someone is trying to influence your decision on which pharmacy you would like to use. You can contact NHS England in the following ways: Call: 0300 31122 33, Email: england.contactus@nhs.net (with 'your prescription: your choice' in the subject line), Post: NHS England, PO Box 16738, Redditch, B97 9PT'. The leaflet also includes a photograph of a red basket containing several prescriptions and medicine boxes.

How do I know which pharmacies I can refer to?

- More than 97% community pharmacies across London provide Pharmacy First.
- If you have been sending GP referrals to CPCS then you will already know the details of your local pharmacies and if not, your ICB Community Pharmacy Lead or Local Pharmaceutical Committee (LPC) can help with this information (see contact details in final slides)
- If you are using the integrated EMIS Local option or PharmRefer to send your referrals, then participating pharmacies are shown. This may be helpful if a patient wants to use a pharmacy further afield.
- You can also use NHS Service Finder - <https://servicefinder.nhs.uk/> (explained in following slides)



Service Finder: [Sign in to your account - NHS Service Finder](https://servicefinder.nhs.uk/login)

-- Useful for Community Pharmacies & GP Practices to register and use to find non-public Contact Details (e.g. GP Practice/Pharmacy Bypass Phone Numbers or NHSmail addresses)

Sign in to your account - NHS Service Finder

https://servicefinder.nhs.uk/login

NHS Service Finder [Help](#)

Sign in

Email address
demo@nhs.net

Password
••••••••

Remember email

[Forgot your password](#)

Sign in >

New to NHS Service Finder?

[Create an account](#) >

If you created an account, but did not verify it from the email we sent you within 24 hours, you must [request a new verification link](#).

You must verify your account before you can use the service.

[Cookies](#) [Privacy Policy](#) [Terms and Conditions](#) [Accessibility statement](#)

Build date: 30/11/2023 (1701360456000) **NHS**

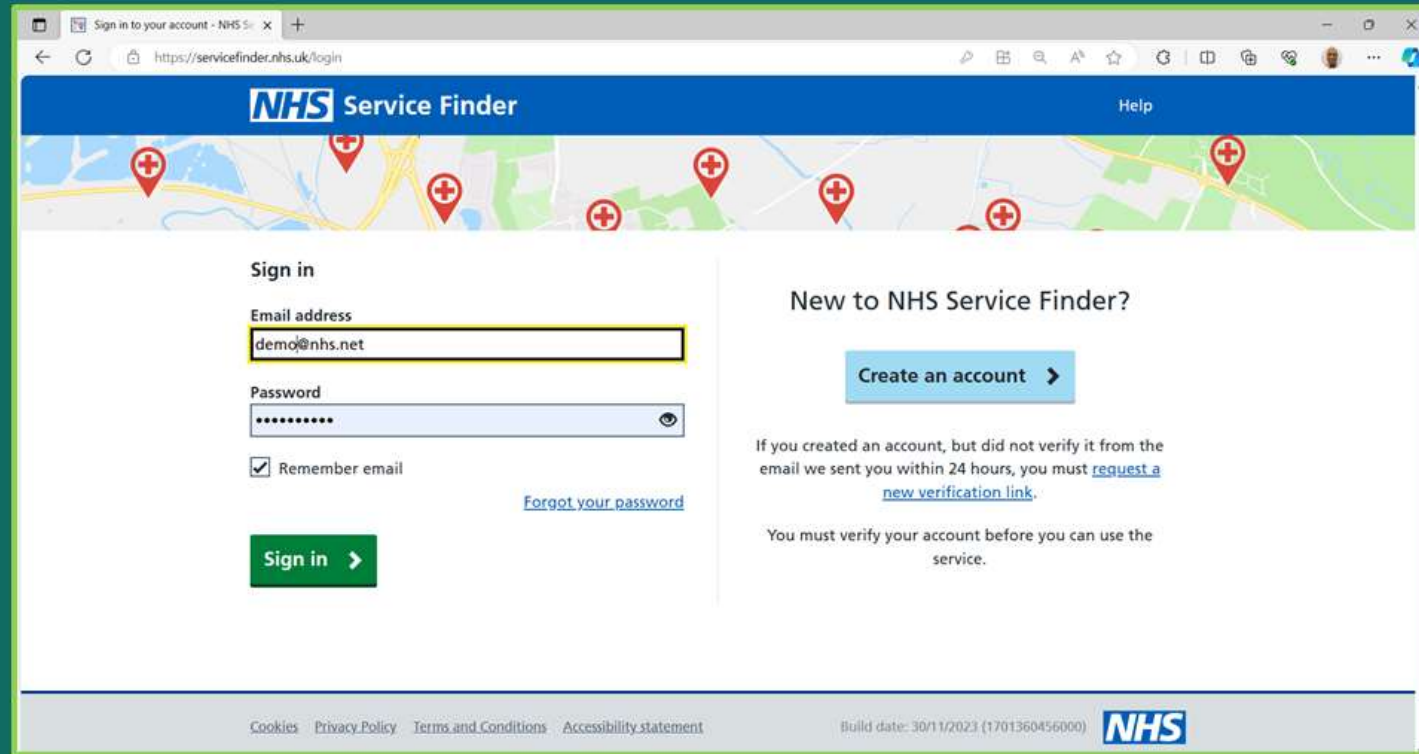


Service Finder: [Demo Video for GP Practices & Pharmacies](#)

Demo for GP Practices & Pharmacies



NHS Service Finder - Using it for Pharmacy Services



NHS Service Finder



servicefinder.nhs.uk



https://youtu.be/8nz_h9AvwnI

What happens next/what is the patient journey?



Patient contacts the Pharmacy

Patient will have a 1-2-1 private consultation with the community pharmacist in the pharmacy consultation room or via a secure remote platform



Patient contacts the Pharmacy

The pharmacist will ask the patient questions about their health.

This may include their previous medical history, any allergies, any medicines they are taking and the symptoms they are currently experiencing.

For some conditions, the pharmacist may request to perform a quick examination, such as using an otoscope for patients presenting with acute otitis media symptoms.



Minor Illness Referrals

For minor illness referrals, the patient outcomes can be:

- advice;
 - advice and recommend self-care products;
- or (in a small percentage of cases)
- onward referral by the community pharmacist back to the GP practice or to another setting such as an urgent treatment centre



7 clinical pathways

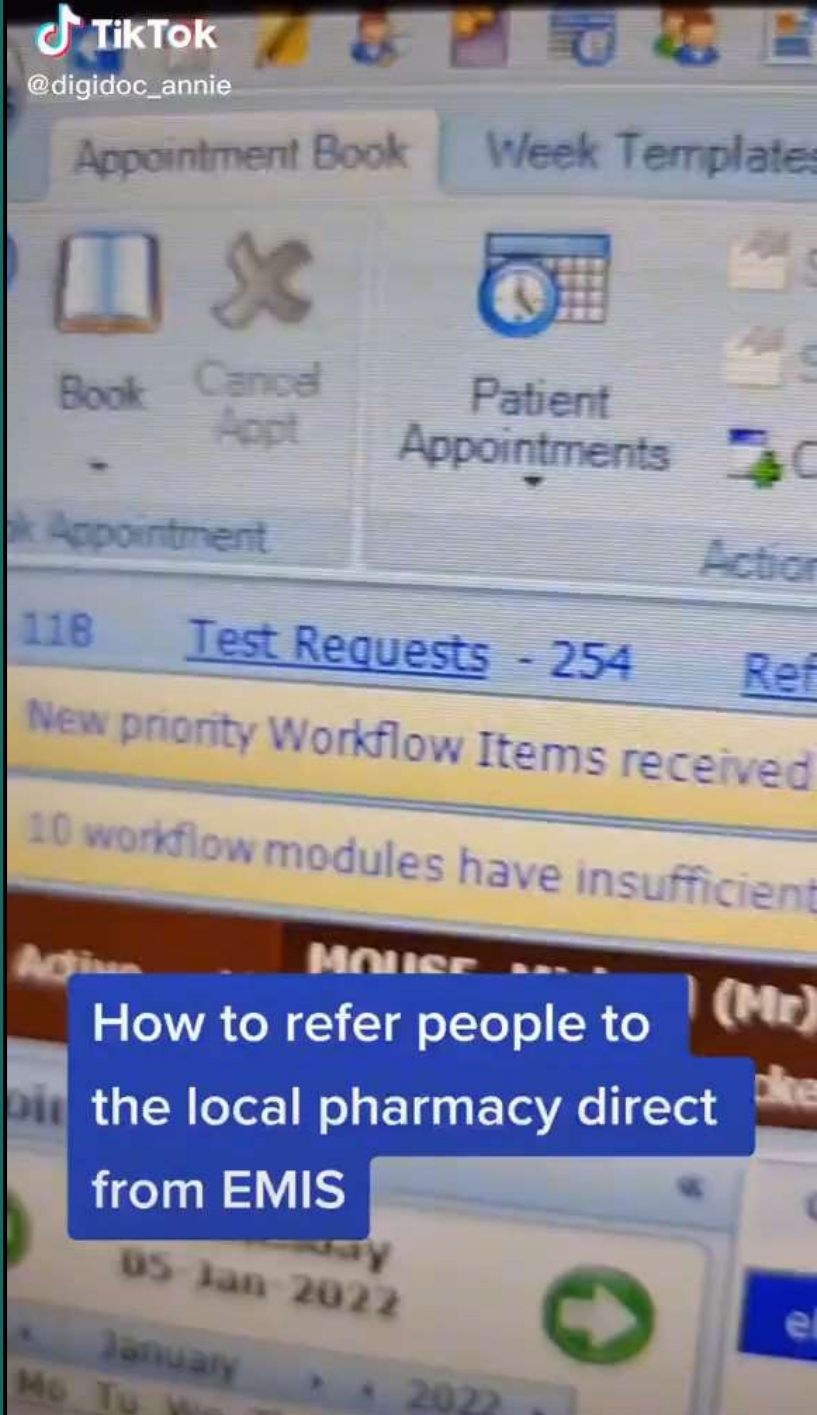
If the referral is for one of the 7 clinical pathways, the patient outcomes also include the supply of certain prescription only medicines when appropriate e.g. antibiotics if needed

EMIS Local Services → PharmaRefer

<https://vm.tiktok.com/ZGekcEsHT/>



Let's hope Dr Annie Murphy will help all EMIS users with further updated videos!



How to refer people to the local pharmacy direct from EMIS

EMIS Local Services → PharmaRefer (Demo – South West London Training Hub)

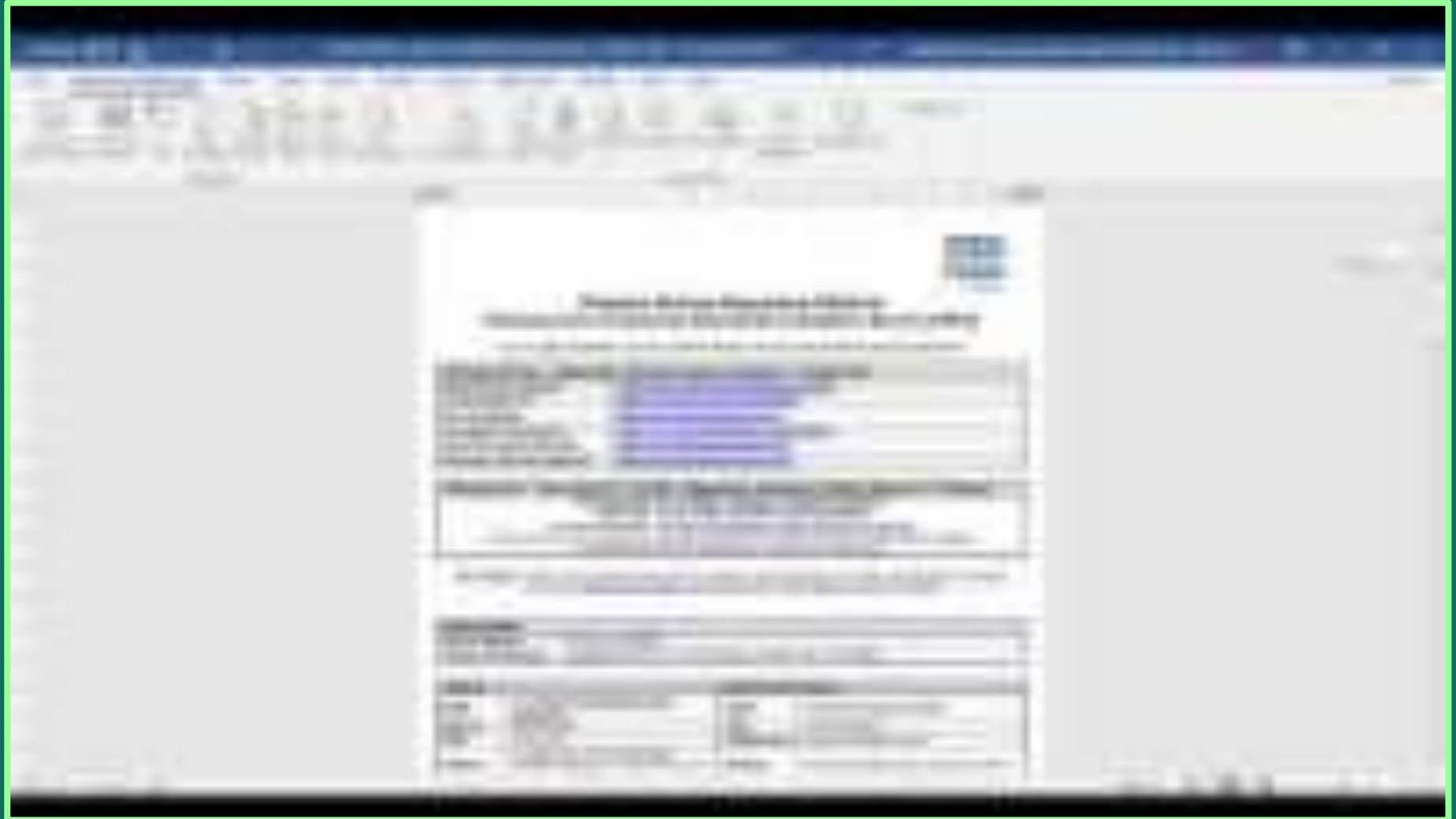
[SWL Training Hub](#) – From 26min40sec



A screenshot of a presentation slide titled "Implementation of Pharmacy First". The slide content is mostly blurred but includes a large teal speech bubble on the right side. On the right edge of the screenshot, there is a vertical strip showing a video call interface with several participants' video thumbnails. The overall background of the slide is light blue and white.

NWL ICB: SystemOne Demo – Pharmacy Services

- Interim process
which will evolve
further over time



<https://youtu.be/G40xWUQAwwU4>

Pharmacy Services Referral Form

S1 Demo video (bit dated):

<https://youtu.be/G4OxWUQAawU4>



Contingency option using NHSmail?



Pharmacy Services & Pharmacy First Signposting & Referral Form

For more information, visit [Service specification: NHS Pharmacy First Service](#)
You can signpost patients to certain Pharmacy services without referral using the links below: |

GP Practice: Please email completed referral form to patient's chosen pharmacy if no other referral platform available
You can use [NHS Service Finder](#) to find pharmacies' contact details and services offered

Pharmacy Services: Signposting / Self-referral options for patients	*part of Pharmacy First
<input type="checkbox"/> Clinical Pathways*	https://bit.ly/pharmacy-service
<input type="checkbox"/> Minor Illness*	No signposting / self-referral option – Needs GP referral
<input type="checkbox"/> Emergency Prescription*	https://111.nhs.uk/emergency-prescription
<input type="checkbox"/> Blood Pressure Checks	www.nhs.uk/pharmacy-blood-pressure-check
<input type="checkbox"/> Contraceptive Pill	www.nhs.uk/pharmacy-contraception-service
<input type="checkbox"/> Emergency Contraception	https://bit.ly/3SPI3G2
<input type="checkbox"/> Covid-19 Lateral Flow Test	https://bit.ly/nhs-pharmacy-services
<input type="checkbox"/> New Medicine Service	https://bit.ly/pharmacy-new-medicine-service
<input type="checkbox"/> Flu vaccination	https://bit.ly/pharmacy-flu-vaccine
<input type="checkbox"/> Pharmacy Services (General)	https://bit.ly/nhs-pharmacy-help

Clinical Pathways (Pharmacy First): Signposting / Self-referral or Referral options			
https://bit.ly/pharmacy-service		Inclusion	Exclusion
<input type="checkbox"/>	Sinusitis	Adult & Children >12yrs	Immunosuppressed, Chronic sinusitis (more than 12wks), Pregnant individuals under 18yrs
<input type="checkbox"/>	Sore Throat	Adult & Children >5yrs	Pregnant individuals under 18yrs
<input type="checkbox"/>	Acute Otitis Media	Children 1 -17yrs	Recurrent otitis media (3 or more episodes in 6mths or 4 or more episodes in 12mths) Pregnant individuals under 18yrs
<input type="checkbox"/>	Infected Insect Bites	Adult & Children >1yr	Bite/scratch from animal, human, tick, occurred whilst outside of UK, unusual/exotic insect
<input type="checkbox"/>	Impetigo	Adults & Children >1yr	Bullous impetigo, Recurrent impetigo (2 or more episodes in same year); Pregnant individuals under 18yrs
<input type="checkbox"/>	Shingles	Adults >18yrs	Pregnant individuals
<input type="checkbox"/>	Uncomplicated UTI	Women 16-64yrs	Pregnant individuals, Urinary catheter, Recurrent UTIs (2 episodes in last 6mths or 3 episodes in last 12mths)

Referral Details	
Date of Referral	<Today's date>
Choice of Pharmacy	<Recipient Address>

Patient		Referrer (GP Practice)	
Name	<Patient name>	Name	<Sender Name>
NHS No	<NHS number>	Role	
DOB	<Date of birth>	Organisation	<Organisation Details>
Address	<Patient Address>	Address	<Organisation Address>
Home Telephone	<Patient Contact Details>	Telephone	<Organisation Details>
Mobile / Alternative	<Patient Contact Details>	Bypass Phone	Use NHS Service Finder to access Bypass number.
Email	<Patient Contact Details>	Email (NHS)	<Organisation Details>
Gender	<Gender>		

Minor Illness (Pharmacy First) – Referral only	
Do not refer children under 1yr old, patients with red flags (see table below) or anyone presenting with high temperature unresponsive to antipyretic medicines (self-declared) Suggested conditions below may overlap with 7 Clinical Pathways in Pharmacy First	
Problem/Condition: <Diagnoses>	
<input type="checkbox"/> Acne, Spots and Pimples <input type="checkbox"/> Allergic Reaction <input type="checkbox"/> Ankle or Foot Pain or Swelling <input type="checkbox"/> Arm Pain or Swelling <input type="checkbox"/> Athlete's Foot <input type="checkbox"/> Bites or Stings, Insect or Spider <input type="checkbox"/> Blisters <input type="checkbox"/> Cold or Flu <input type="checkbox"/> Constipation <input type="checkbox"/> Cough <input type="checkbox"/> Diarrhoea <input type="checkbox"/> Earache, Ear Discharge or Ear Wax <input type="checkbox"/> Emergency Contraception <input type="checkbox"/> Eye, Red or Irritable <input type="checkbox"/> Eye, Sticky or Watery <input type="checkbox"/> Hair Loss <input type="checkbox"/> Headache	<input type="checkbox"/> Hip, Thigh or Buttock Pain or Swelling <input type="checkbox"/> Knee or Lower Leg Pain or Swelling <input type="checkbox"/> Lower Back Pain <input type="checkbox"/> Lower Limb Pain or Swelling <input type="checkbox"/> Mouth Ulcers <input type="checkbox"/> Rectal Pain, Swelling, Lump or Itch <input type="checkbox"/> Shoulder Pain <input type="checkbox"/> Skin, Rash <input type="checkbox"/> Sleep Difficulties <input type="checkbox"/> Sore Throat and Hoarse Voice Tiredness (Fatigue) <input type="checkbox"/> Toe Pain or Swelling <input type="checkbox"/> Vaginal Discharge <input type="checkbox"/> Vaginal Itch or Soreness <input type="checkbox"/> Vomiting <input type="checkbox"/> Wound Problems - management of dressings <input type="checkbox"/> Wrist, Hand or Finger Pain or Swelling <input type="checkbox"/> Other - please specify:
Any other relevant information:	

CONDITIONS	What conditions are SUITABLE for referral to pharmacists?	Do NOT refer in these circumstances
BITES / STINGS	•Bite sting •Wasp sting	•Stings with minor swelling •Stings with minor redness
COLDS	•Cold sores •Coughs	•Flu-like symptoms •Sore throat
CONGESTION	•Blocked or runny nose	•Constant need to clear their throat •Excess mucus •Hay fever
EAR	•Earache	•Ear wax •Blocked ear •Hearing problems
EYE	•Conjunctivitis •Dry/ sore/ itchy eyes •Eye, red or itchy	•Eye, sticky •Eyelid problems •Watery / runny eyes
GASTRIC / BOWEL	•Constipation •Diarrhoea •Infant colic	•Heartburn •Indigestion •Haemorrhoids •Rectal pain, •Vomiting or nausea
GENERAL	•Hay fever	•Sleep difficulties •Tiredness
GYN/AE / THRUSH	•Cystitis •Vaginal discharge	•Vaginal itch or soreness
PAIN	•Acute pain •Ankle or foot pain •Headache •Hip pain or swelling •Knee or leg pain •Acne, spots and pimples	•Lower back pain •Lower limb pain •Migraine •Shoulder pain •Hay fever •Nappy rash •Oral thrush •Rash - allergy •Ringworm •Threadworm
SKIN	•Athlete's foot •Blisters on foot •Dermatitis / dry skin •Hair loss	•Scabies •Skin dressings •Skin rash •Warts/verrucae •Wound problems
MOUTH / THROAT	•Cold sore blisters •Flu-like symptoms •Hoarseness	•Mouth ulcers •Sore mouth •Sore throat
SWELLING	•Ankle or foot swelling •Lower limb swelling	•Thigh or buttock swelling •Toe pain or swelling •Wrist, hand or finger swelling

Pharmacy Services Referral Form

S1 Demo video:
(bit dated)

<https://youtu.be/G40xWUQAuU4>



Contingency
option using
NHSmail?

Post Event Message to GP Practice – For use by pharmacist if unable to send via GP Connect:

- Contact patient the same working day as receipt of this referral form
- Watch <https://youtu.be/kLbVcKoozPD> to see how to complete section below to email back to GP Practice.
- Alternatively, you can simply email the practice with the information below in the subject/body of your email.
- You can use [NHS Service Finder](#) to find contact details for GP Practices

Response Details	
Date of Consultation:	
Patient Name:	<Patient name>
Pharmacist Name:	
Pharmacy Name:	<Recipient Address>
Pharmacy NHSmail:	

Outcome of Consultation with Pharmacist	
History of Problem / Issue:	
Support / Advice given to patient:	
Medication advised / supplied:	
Follow up required from GP Practice:	

Sending Referrals - BaRS: [Booking and Referral Standard - NHS Digital](https://digital.nhs.uk/services/booking-and-referral-standard)

Booking and Referral Standard - x +

https://digital.nhs.uk/services/booking-and-referral-standard

NHS Digital > Services > Booking and Referral Standard

Booking and Referral Standard

The Booking and Referral Standard (BaRS) is an interoperability standard that enables digital patient journeys or operational processes for patients, healthcare workers and carers. It allows relevant information to be shared quickly, safely and in a format that is useful. It will eventually be available in all care settings.

Page contents

- [Top of page](#)
- [About BaRS](#)
- [Who this service is for](#)
- [National usage policy](#)
- [Benefits](#)
- [Status, service level and current usage](#)
- [Roadmap](#)
- [Supplier status](#)
- [Implementation guide](#)
- [Request a BaRS use case](#)
- [Related services](#)
- [Contact us](#)
- [Further information](#)

Latest news

v1.4.0 BaRS Implementation Guide released

v1.4.0 of the [BaRS Implementation Guide](#) incorporating a 'preview' (alpha) of [Referrals into an Ambulance Service Trust \(AST\) Emergency Operation Centre \(EOC\) \(Application 6\)](#) for 'Computer aided dispatch (CAD) to CAD' use cases has been released. It also includes a stable v1.0.0 release available for [Referral into UEC \(Application 3\)](#) and [Referral into UEC for Validation \(Application 4\)](#) for '999 to clinical assessment services (CAS)' use cases for wide use and adoption. This [release note](#) provides further detail.

The guide provides all the necessary detail required to scope, design and develop to BaRS.

About BaRS

A patient journey - from the patient presenting with symptoms, to appropriate treatment then discharge - often involves two or more NHS services. Booking, clinical and administrative information need to follow the patient at all stages of this journey. This frequently requires paper processes and multiple healthcare IT systems which can be inefficient.

The BaRS ensures healthcare professionals receive the information they need, in a format they can use, integrated into their existing healthcare IT systems.

The BaRS is an integral part of digital transformation policy across the NHS, for example: the Government's [Plan](#)

Sending Referrals: Supplier status: GP to Pharmacy First Minor Illness

Supplier status: GP to Pharmacy

https://digital.nhs.uk/services/booking-and-referral-standard/supplier-status/supplier-stat...

Page contents

- [Top of page](#)
- [Use cases covered by Referrals into pharmacy \(Application 5\)](#)**
- [Sender](#)
- [Receiver](#)

Use cases covered by Referrals into pharmacy (Application 5)

GP to Pharmacy CPCS Minor Illness

[> Status key](#)

Sender

Supplier	Product name	Product version	BaRS version	Status
EMIS Health	PharmRefer		APP 5 1.0.0-beta	Assurance
TPP	SystemOne			Engagement

Receiver

Supplier	Product name	Product version	BaRS version	Status
Cegedim Healthcare Solutions	Pharmacy Services		APP 5 1.0.0-beta	Assurance
EMIS Health	PharmOutcomes		APP 5 1.0.0-beta	Assurance
Positive Solutions	HxConsult		APP 5 1.0.0-beta	Assurance
Sonar Informatics	SonarHealth		APP 5 1.0.0-beta	Assurance

Last edited: 4 December 2023 3:06 pm

EMIS – EMIS Local Services/
PharmaRefer (additional cost) due to
add BaRS into EMIS Web/X

TPP S1 – Due to add BaRS into S1 at no
extra cost

Vision (Cegedim) – Only standalone
'Pharmacy Services' platform?



Signposting

Patient Health-seeking behaviour – Contact 'Pharmacy First' rather than GP

Easier & quicker for practice staff

Easier for patient to navigate Pharmacy choices/capacity

National Care Record Service reduces need to share medical info

Higher chance of 'bounceback' to GP Practices from inappropriate signposting

VS

Referral

Digital Exclusion / Health inequalities

Essential for 'Minor Illness' service

Improved Patient Experience if appropriate referral (see next slide)

Pharmacies receive £15 payment even if 'inappropriate' referral that does not pass Gateway in Clinical Pathway

Increased practice workload & Needs more staff training: Clinical & IT

Need to manage any Pharmacy capacity / service disruption issues etc

What is the benefits of Referral rather than Signposting patients to 'go to the pharmacy'?

GP practices should digitally refer patients (as much as possible) to Pharmacy First rather than signposting and this is essential for the 'Minor Illness' pathway.



Patients will receive a confidential consultation. If signposted, may be treated as self-care support and possibly seen by another pharmacy team member.

Patients are reassured that their concern has been taken seriously and the pharmacist will be expecting them



If the patient does not contact the pharmacy, the pharmacist will follow up based upon clinical need.



Referrals enable the pharmacy to plan and manage workload, thereby meaning patients are seen in a timely manner.



Clinical responsibility for that episode of patient care passes to the pharmacy until it is completed or referred on.



Provides audit trail of referral and clinical treatment, which will support onward patient care.



Referral data can evidence that patients are actively being supported to access appropriate treatment, evidencing that GP practices are supporting the PCARP.

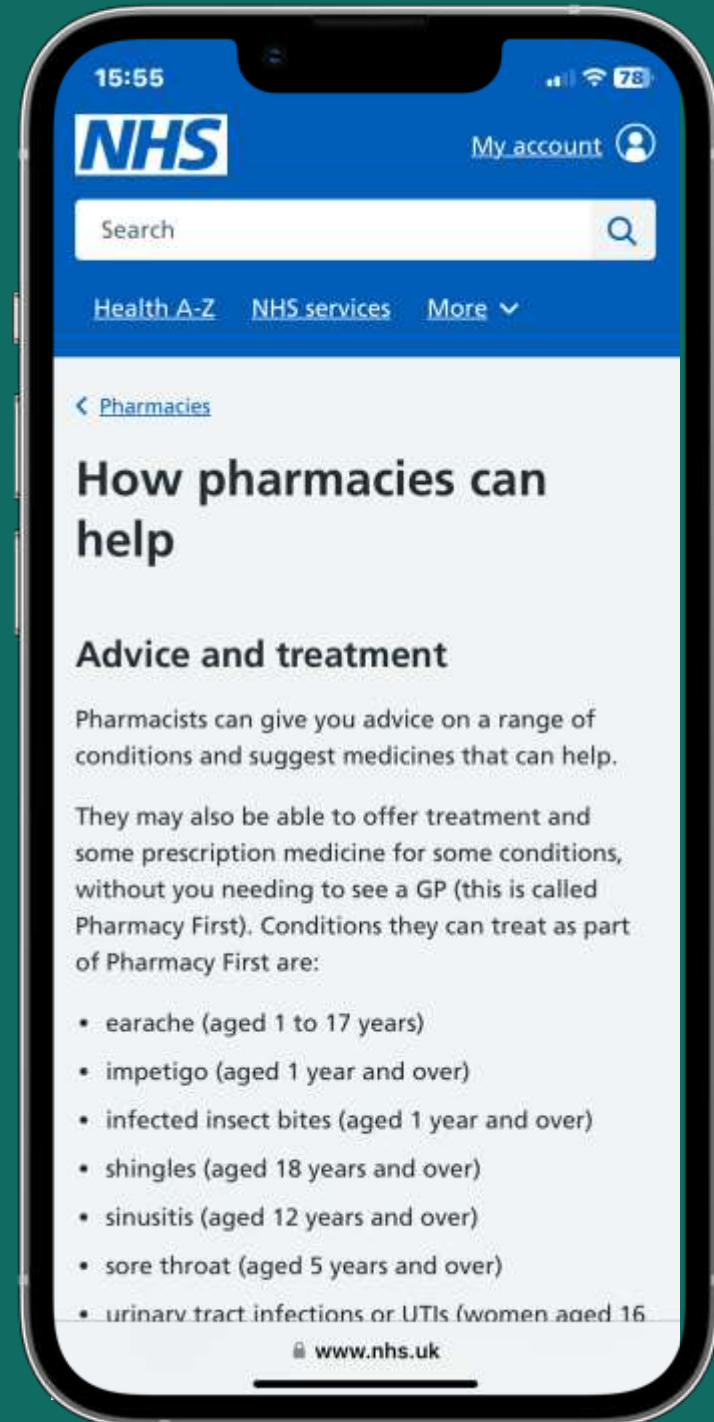
Find pharmacy services: [Find Pharmacy Services - NHS \(www.nhs.uk\)](https://www.nhs.uk/service-search/pharmacy)

- Signposting patients to 'Find pharmacy services' webpages helps them find local pharmacies which offer the service they require
- Helps explain to patients who is eligible for service and what to expect



The screenshot shows the NHS website's 'Find Pharmacy Services' page. The browser address bar displays 'https://www.nhs.uk/service-search/pharmacy'. The page features the NHS logo, a 'Menu' button, and a search bar. Below the navigation, the breadcrumb trail reads 'Home > NHS Services > Prescriptions and pharmacies'. The main heading is 'Find pharmacy services'. A list of links is provided:

- [Find a pharmacy.](#)
- [Find an internet pharmacy.](#)
- [Find a dispensing contractor service](#)
- [Find a pharmacy that offers the NHS flu vaccine](#)
- [Find a pharmacy that offers free blood pressure checks](#)
- [Find a pharmacy that offers the contraceptive pill without a prescription](#)



Clinical Pathways (Pharmacy First): SMS/NHS App/Email Message Template 1

Dear <title> <forename> <surname>,

Pharmacies may be able to offer treatment for the following conditions, without you needing to see a GP: sinusitis, sore throat, earache, impetigo, infected insect bites, shingles, urinary tract infections (UTIs)

For more info, visit <https://bit.ly/pharmacyservice>

If you encounter any issues, please contact us back.

Regards <organisation_name>



**12/02/2024: NHS webpage does not yet link well to
'Find a pharmacy' for clinical pathways**



Clinical Pathways: Sinusitis

SMS/NHS App/Email Message Template 2

Dear <forename> <surname>,

Pharmacies may be able to offer treatment for Sinusitis, without you needing to see a GP.

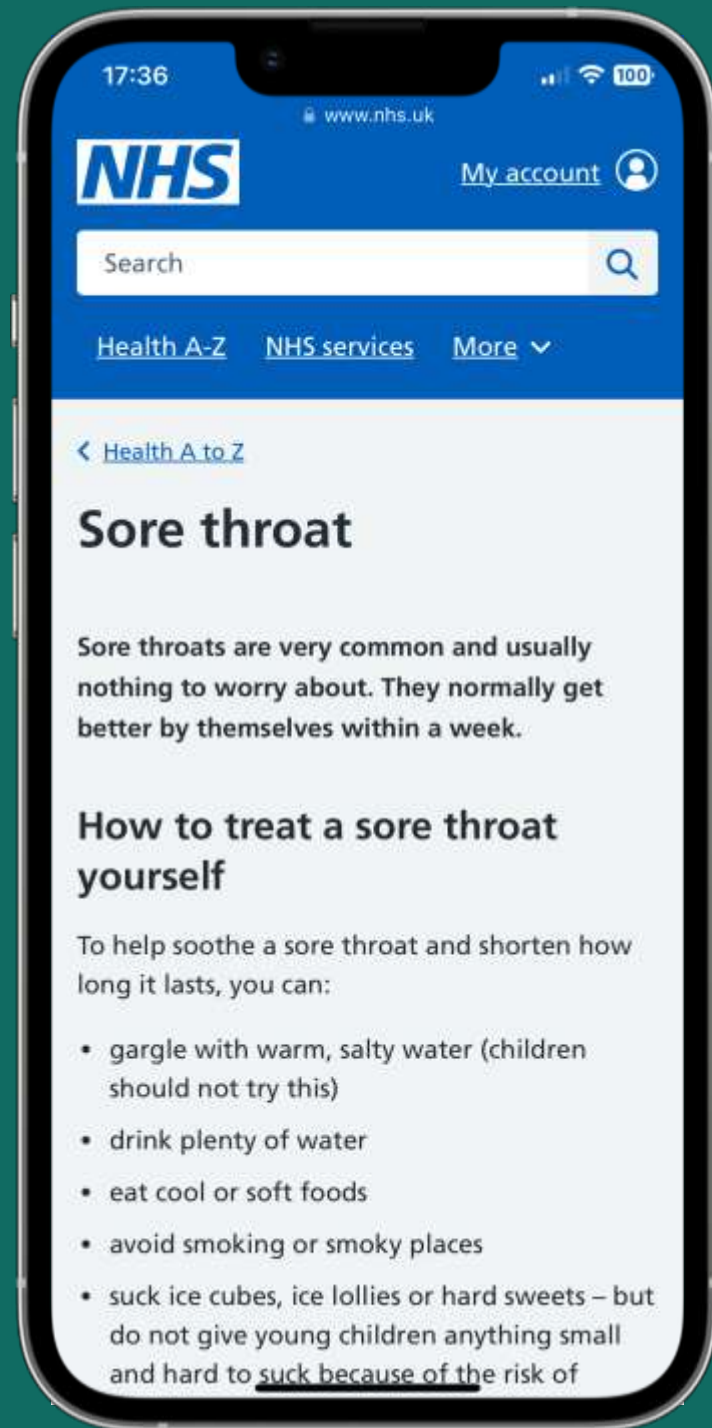
For more info, visit www.nhs.uk/conditions/sinusitis-sinus-infection/

If you encounter any issues, please contact us back.

Regards <organisation_name>



12/02/2024: NHS webpage does not yet link well to 'Find a pharmacy' for clinical pathways



Clinical Pathways: Sore Throats

SMS/NHS App/Email Message Template 3

Dear <forename> <surname>,

Pharmacies may be able to offer treatment for Sore Throats, without you needing to see a GP.

For more info, visit www.nhs.uk/conditions/sore-throat/

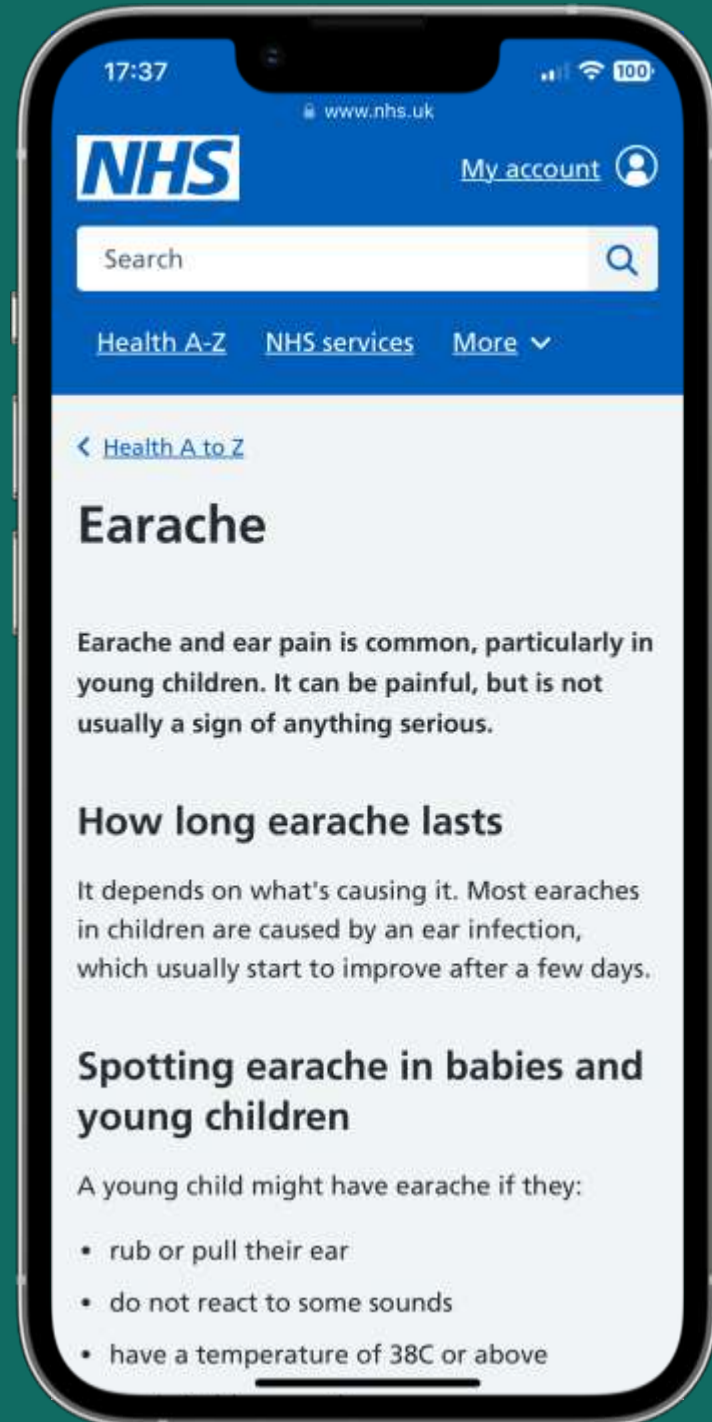
If you encounter any issues, please contact us back.

Regards <organisation_name>



QUICK TIP

12/02/2024: NHS webpage does not yet link well to 'Find a pharmacy' for clinical pathways



Clinical Pathways: Earache

SMS/NHS App/Email Message Template 4

Dear <forename> <surname>,

Pharmacies may be able to offer treatment for children with Earache, without you needing to see a GP.

For more info, visit www.nhs.uk/conditions/earache/

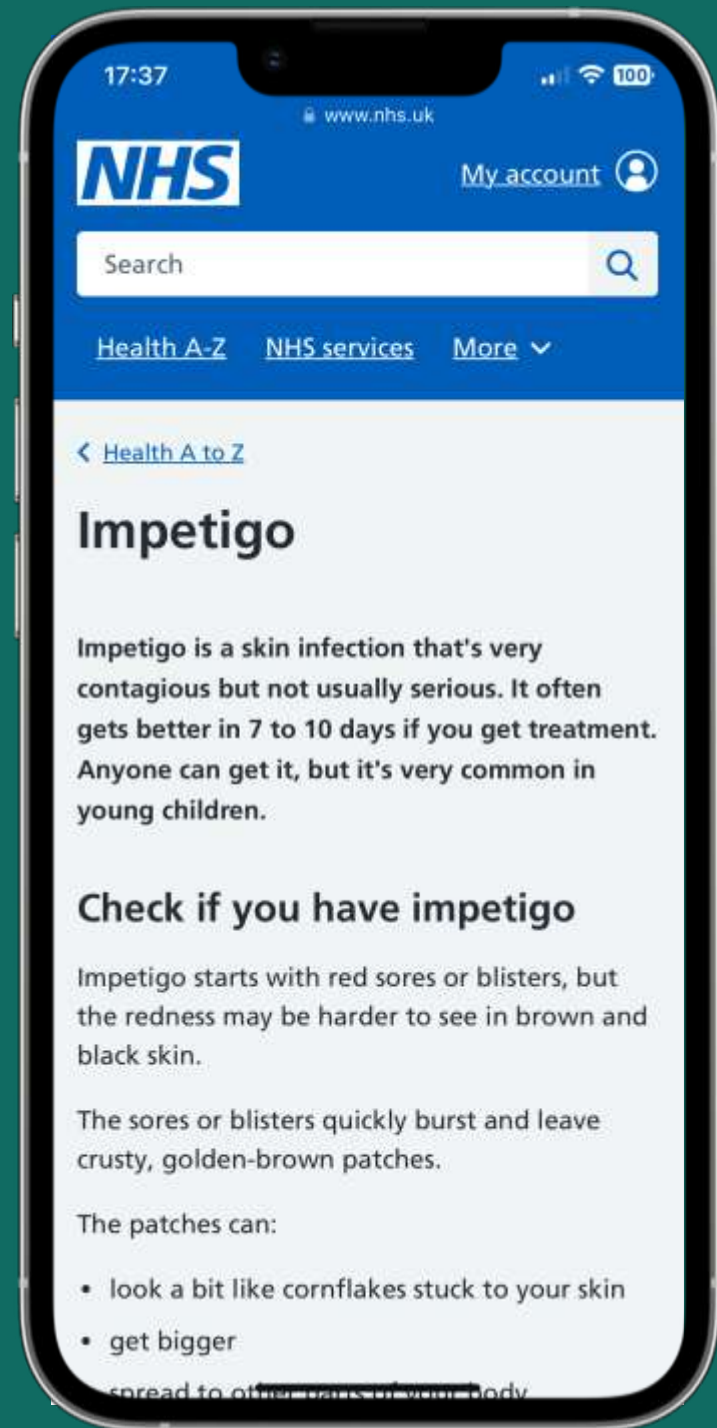
If you encounter any issues, please contact us back.

Regards <organisation_name>



QUICK TIP

12/02/2024: NHS webpage does not yet link well to 'Find a pharmacy' for clinical pathways



Clinical Pathways: Impetigo

SMS/NHS App/Email Message Template 5

Dear <forename> <surname>,

Pharmacies may be able to offer treatment for Impetigo, without you needing to see a GP.

For more info, visit www.nhs.uk/conditions/impetigo/

If you encounter any issues, please contact us back.

Regards <organisation_name>



12/02/2024: NHS webpage does not yet link well to 'Find a pharmacy' for clinical pathways

Clinical Pathways: Infected Insect Bites

SMS/NHS App/Email Message Template 6



Dear <forename> <surname>,

Pharmacies may be able to offer treatment for infected Insect Bites, without you needing to see a GP.

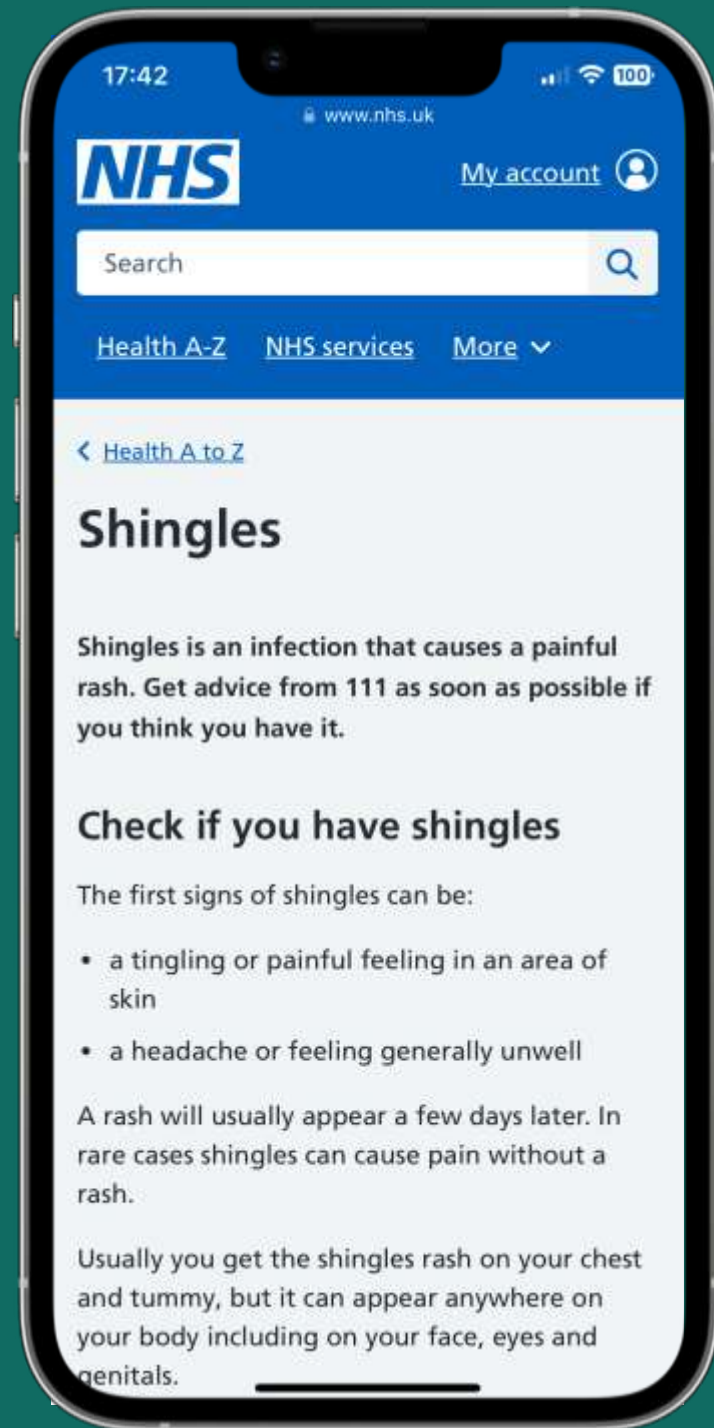
For more info, visit www.nhs.uk/conditions/insect-bites-and-stings/

If you encounter any issues, please contact us back.

Regards <organisation_name>



12/02/2024: NHS webpage does not yet link well to 'Find a pharmacy' for clinical pathways



Clinical Pathways: Shingles

SMS/NHS App/Email Message Template 7

Dear <forename> <surname>,

Pharmacies may be able to offer treatment for Shingles, without you needing to see a GP.

For more info, visit www.nhs.uk/conditions/shingles/

If you encounter any issues, please contact us back.

Regards <organisation_name>



12/02/2024: NHS webpage does not yet link well to 'Find a pharmacy' for clinical pathways

Clinical Pathways: Urinary Tract Infections

SMS/NHS App/Email Message Template 8

Dear <forename> <surname>,

Pharmacies may be able to offer treatment for women with Urinary Tract Infections (UTIs), without you needing to see a GP.

For more info, visit www.nhs.uk/conditions/urinary-tract-infections-utis/

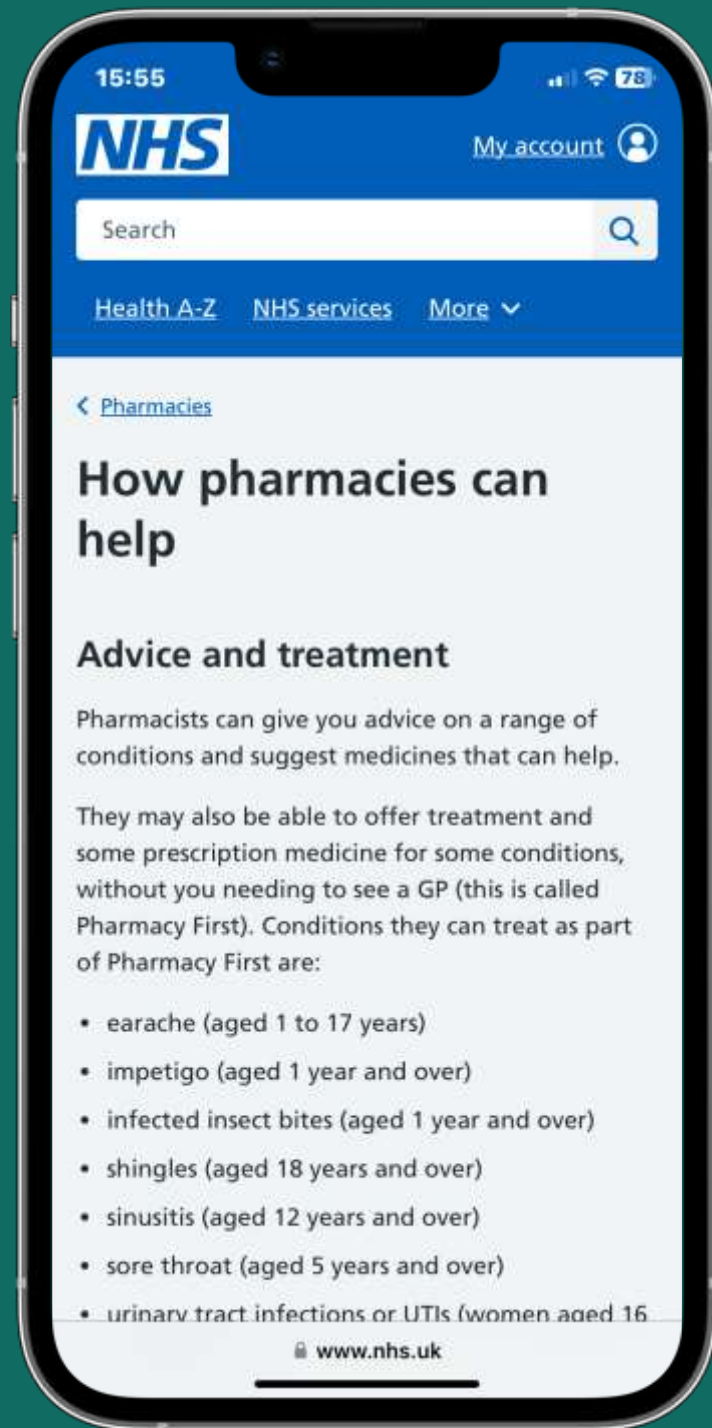
If you encounter any issues, please contact us back.

Regards <organisation_name>



12/02/2024: NHS webpage does not yet link well to 'Find a pharmacy' for clinical pathways





Minor Illness (Pharmacy First): SMS/NHS App/Email Message Template 9

Dear <title> <forename> <surname>,

Following our discussion, you have been referred to your chosen pharmacy for further assessment. You can also find their contact details at:

<https://bit.ly/nhsfindpharmacy>

If you encounter any issues, please contact us back.

Regards <organisation_name>



QUICK TIP

**No self-referral available for 'Minor illness' –
Requires a GP referral (no relevant NHS webpage yet)**

Blood Pressure (BP) Checks: SMS/NHS App/Email Message Template 10

Dear <title> <forename> <surname>,

You can find a local pharmacy that offers free blood pressure (BP) checks using this link: www.nhs.uk/pharmacybloodpressurecheck

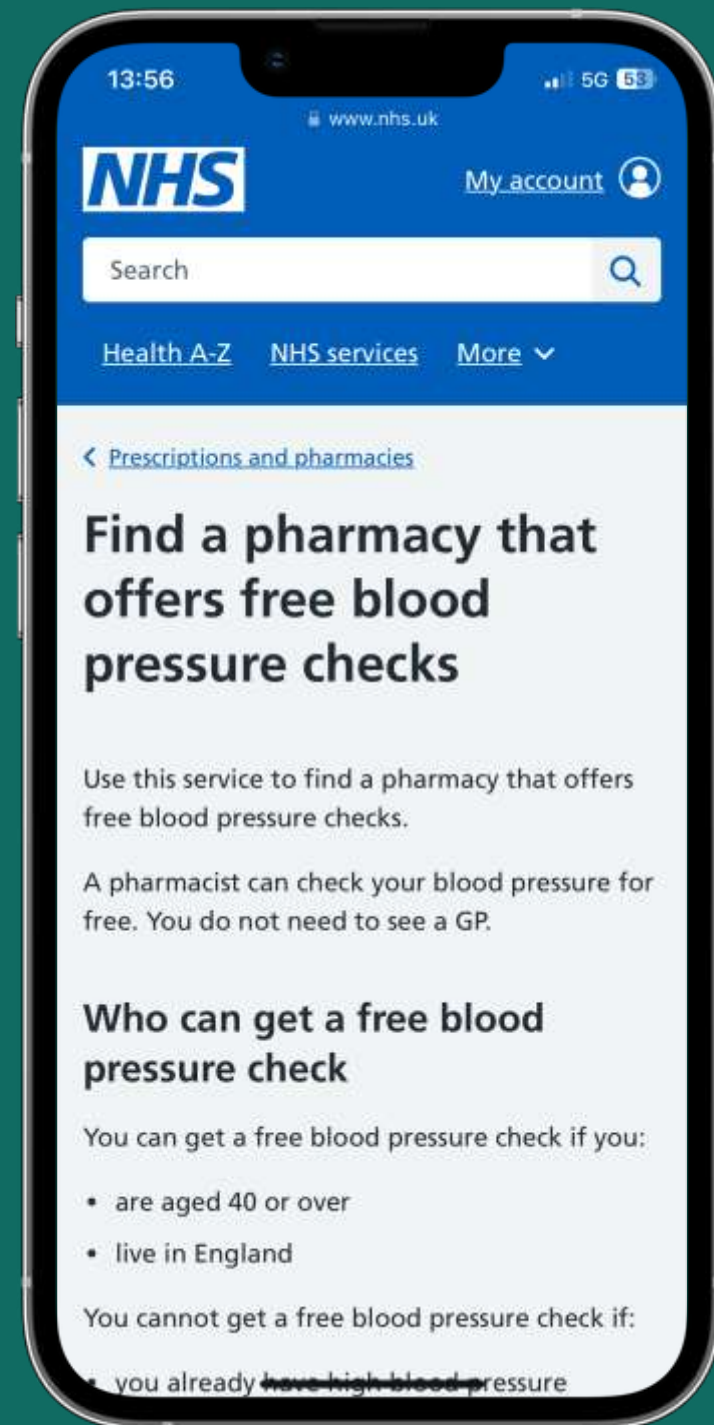
If you encounter any issues, please contact us back.

Regards <organisation_name>



QUICK TIP

NHS website explains service to patient and helps them find pharmacy that offers this service



Contraceptive Pill from Pharmacy: SMS/NHS App/Email Message Template 11

Dear <title> <forename> <surname>,

You can find a local pharmacy that offers the contraceptive pill without a prescription using this link: www.nhs.uk/pharmacycontraceptionservice

If you encounter any issues, please contact us back.

Regards <organisation_name>



12:41

www.nhs.uk

NHS

My account

Search



Health A-Z NHS services More

Prescriptions and pharmacies

Find a pharmacy that offers the contraceptive pill without a prescription

Use this service to find a pharmacy that offers the contraceptive pill for free. You do not need to see a doctor or nurse for a prescription.

A pharmacist may be able to supply the contraceptive pill if you need to:

- start using the contraceptive pill for the first time
- start the contraceptive pill again after a break from taking it
- get a supply of the contraceptive pill if it's already been prescribed to you

If the pharmacist gives you the contraceptive



NHS website explains service to patient and helps them find pharmacy that offers this service



Emergency Contraception: SMS/NHS App/Email Message Template 12

Dear <title> <forename> <surname>,

You can get the emergency contraceptive pill from most local pharmacies.

Get more information by visiting:

<https://bit.ly/3SPI3G2>

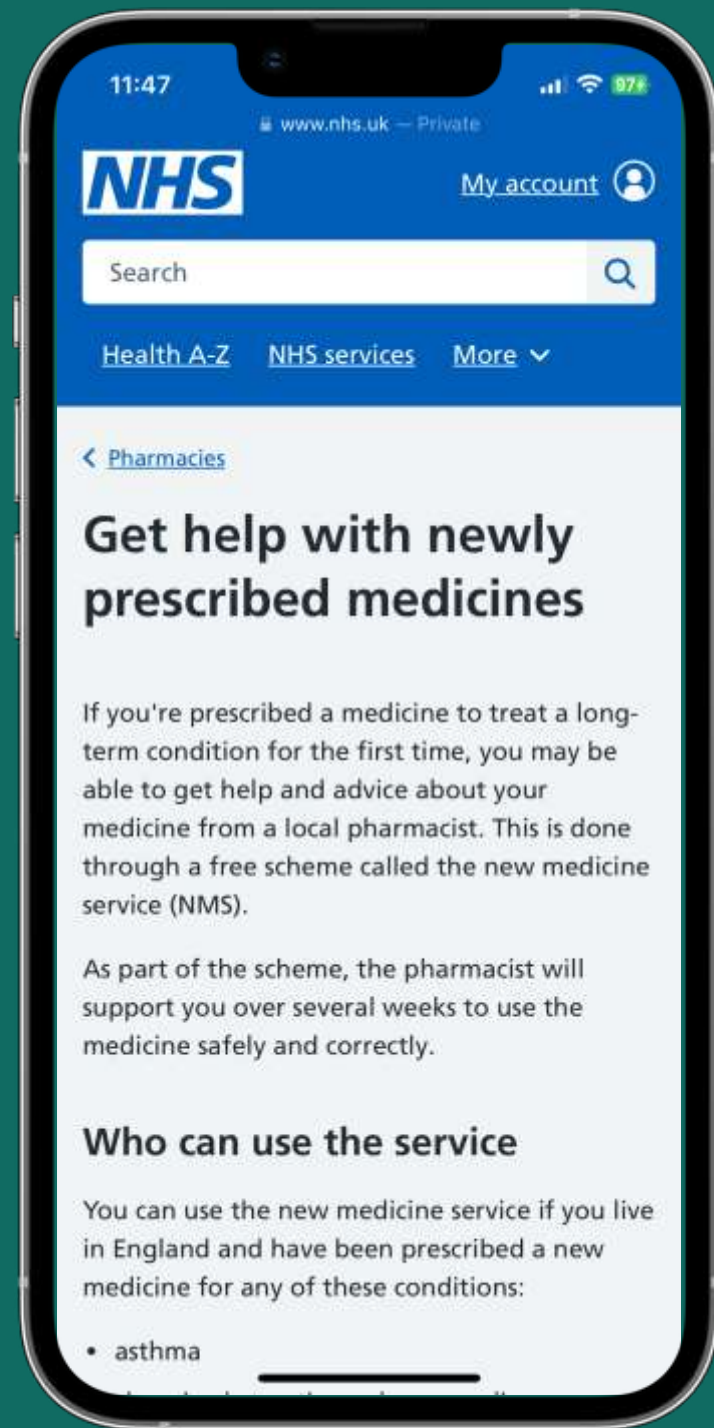
If you encounter any issues, please contact us back.

Regards <organisation_name>



Hoping to produce a better short NHS website URL!

New Medicine Service from Pharmacy: SMS/NHS App/Email Message Template 13



Dear <title> <forename> <surname>,

If you're prescribed a medicine to treat a long-term condition for the first time, you may be able to get help and advice about your medicine from a local pharmacist. Visit this link for more details:

<https://bit.ly/pharmacynewmedicineservice>

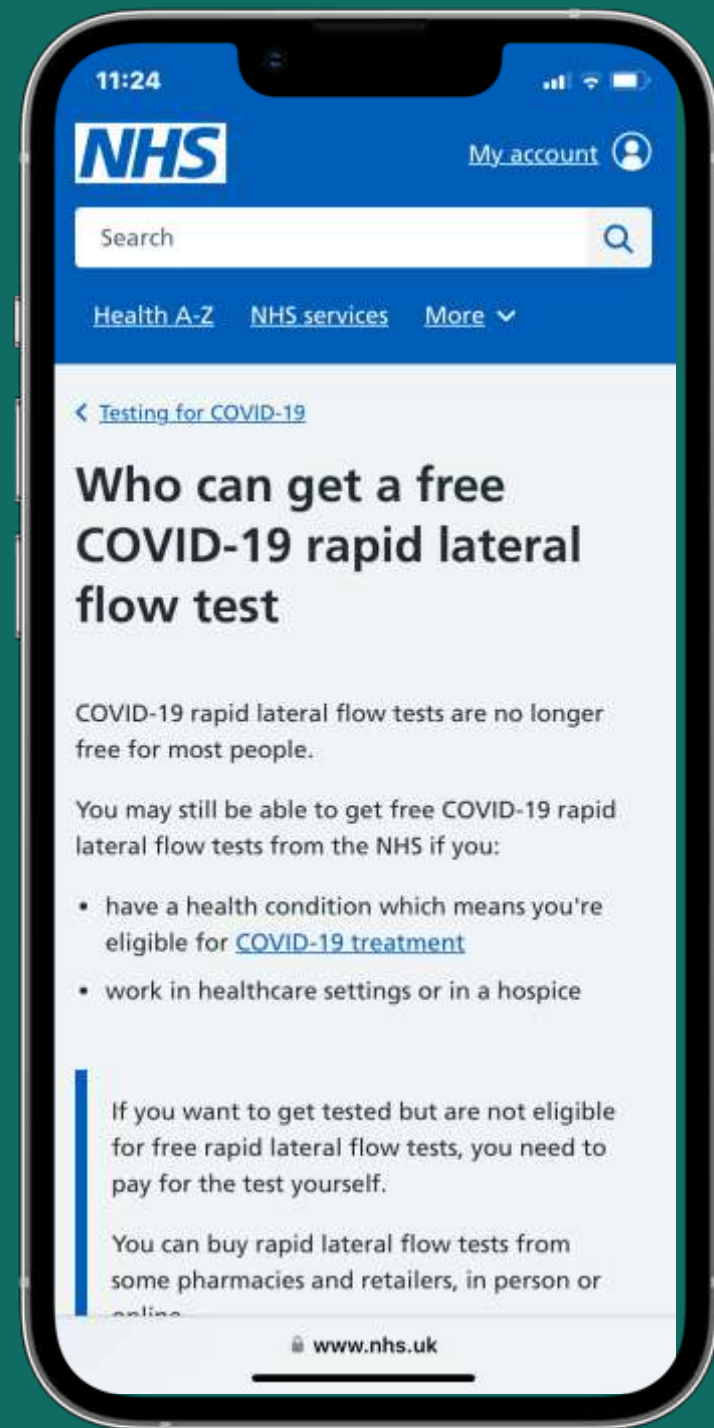
If you encounter any issues, please contact us back.

Regards <organisation_name>



Useful for certain patients/new medicines to help
reduce practice workload?

Covid-19 Lateral Flow Test at Pharmacy: SMS/NHS App/Email Message Template 14



Dear <title> <forename> <surname>,

Use this link <https://bit.ly/nhscovid19test> to check if you are eligible to get a free Covid-19 Lateral Flow test and how to find a local pharmacy that offers this service.

If you encounter any issues, please contact us back.

Regards <organisation_name>



**NHS webpage explains who is eligible for free Covid-19
test on NHS**



Flu vaccination at Pharmacy: SMS/NHS App/Email Message Template 15

Dear <title> <forename> <surname>,

You can find a local pharmacy that offers NHS Flu vaccination using this link:
<https://bit.ly/pharmacyfluvaccine>

If you encounter any issues, please contact us back.

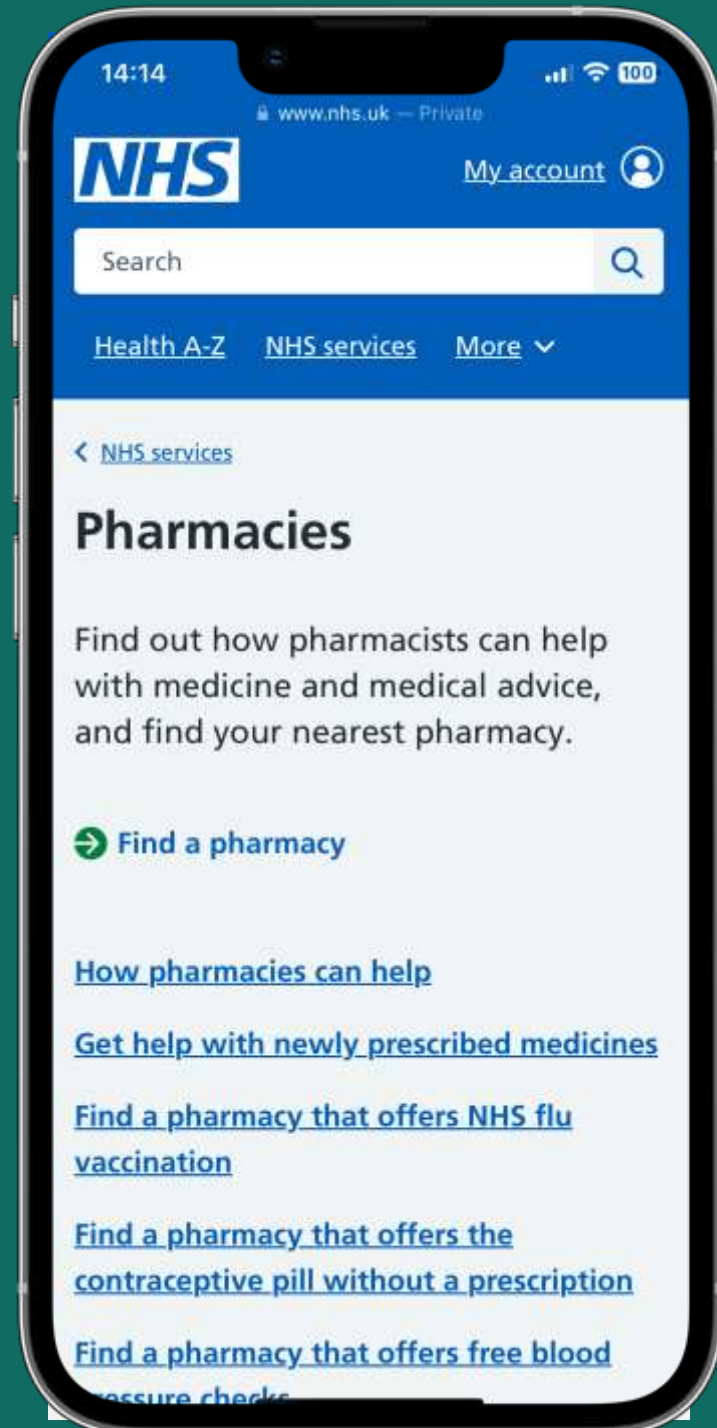
Regards <organisation_name>



QUICK TIP

Perhaps backup message if practice unable to offer patient flu vaccination (if lack of stock/appointments)?

Pharmacy Service (General): SMS/NHS App/Email Message Template 16



Dear <title> <forename> <surname>,

Visit this link for services that you can receive from local pharmacies:

<https://bit.ly/nhspharmacyhelp>

If you encounter any issues, please contact us back.

Regards <organisation_name>



Likely this general NHS webpage for pharmacy services will continue to evolve.

Accurx: Template Pharmacy Messages

- Default messages from Accurx, but may wish to add further ones for your organisation.

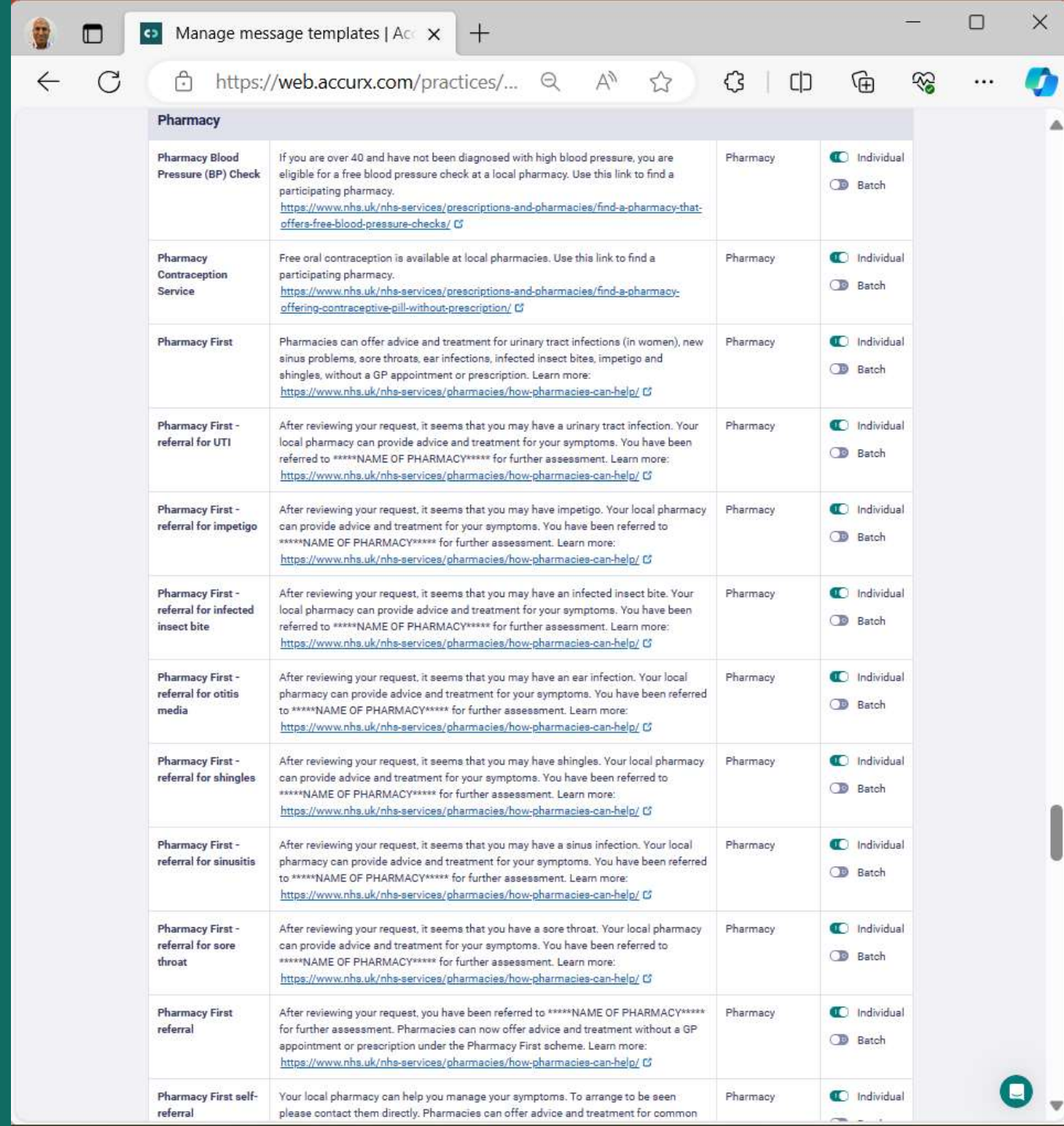
- Add suitable SNOMED codes linked to each template:

‘Signposting to community pharmacy’
(1084461000000101)

‘Pharmacy First service’
(983341000000102)

- Raised need for more specific SNOMED codes, including to track referrals & update legacy CPCs codes

?need to adjust codes used if new codes emerge



The screenshot shows a web browser window with the URL <https://web.accurx.com/practices/>. The page displays a table of pharmacy message templates. The table has four columns: Template Name, Description, Pharmacy, and Settings. The 'Settings' column contains two toggle switches: 'Individual' (which is turned on) and 'Batch' (which is turned off).

Pharmacy			
Pharmacy Blood Pressure (BP) Check	If you are over 40 and have not been diagnosed with high blood pressure, you are eligible for a free blood pressure check at a local pharmacy. Use this link to find a participating pharmacy. https://www.nhs.uk/nhs-services/prescriptions-and-pharmacies/find-a-pharmacy-that-offers-free-blood-pressure-checks/	Pharmacy	<input checked="" type="checkbox"/> Individual <input type="checkbox"/> Batch
Pharmacy Contraception Service	Free oral contraception is available at local pharmacies. Use this link to find a participating pharmacy. https://www.nhs.uk/nhs-services/prescriptions-and-pharmacies/find-a-pharmacy-offering-contraceptive-pill-without-prescription/	Pharmacy	<input checked="" type="checkbox"/> Individual <input type="checkbox"/> Batch
Pharmacy First	Pharmacies can offer advice and treatment for urinary tract infections (in women), new sinus problems, sore throats, ear infections, infected insect bites, impetigo and shingles, without a GP appointment or prescription. Learn more: https://www.nhs.uk/nhs-services/pharmacies/how-pharmacies-can-help/	Pharmacy	<input checked="" type="checkbox"/> Individual <input type="checkbox"/> Batch
Pharmacy First - referral for UTI	After reviewing your request, it seems that you may have a urinary tract infection. Your local pharmacy can provide advice and treatment for your symptoms. You have been referred to *****NAME OF PHARMACY***** for further assessment. Learn more: https://www.nhs.uk/nhs-services/pharmacies/how-pharmacies-can-help/	Pharmacy	<input checked="" type="checkbox"/> Individual <input type="checkbox"/> Batch
Pharmacy First - referral for impetigo	After reviewing your request, it seems that you may have impetigo. Your local pharmacy can provide advice and treatment for your symptoms. You have been referred to *****NAME OF PHARMACY***** for further assessment. Learn more: https://www.nhs.uk/nhs-services/pharmacies/how-pharmacies-can-help/	Pharmacy	<input checked="" type="checkbox"/> Individual <input type="checkbox"/> Batch
Pharmacy First - referral for infected insect bite	After reviewing your request, it seems that you may have an infected insect bite. Your local pharmacy can provide advice and treatment for your symptoms. You have been referred to *****NAME OF PHARMACY***** for further assessment. Learn more: https://www.nhs.uk/nhs-services/pharmacies/how-pharmacies-can-help/	Pharmacy	<input checked="" type="checkbox"/> Individual <input type="checkbox"/> Batch
Pharmacy First - referral for otitis media	After reviewing your request, it seems that you may have an ear infection. Your local pharmacy can provide advice and treatment for your symptoms. You have been referred to *****NAME OF PHARMACY***** for further assessment. Learn more: https://www.nhs.uk/nhs-services/pharmacies/how-pharmacies-can-help/	Pharmacy	<input checked="" type="checkbox"/> Individual <input type="checkbox"/> Batch
Pharmacy First - referral for shingles	After reviewing your request, it seems that you may have shingles. Your local pharmacy can provide advice and treatment for your symptoms. You have been referred to *****NAME OF PHARMACY***** for further assessment. Learn more: https://www.nhs.uk/nhs-services/pharmacies/how-pharmacies-can-help/	Pharmacy	<input checked="" type="checkbox"/> Individual <input type="checkbox"/> Batch
Pharmacy First - referral for sinusitis	After reviewing your request, it seems that you may have a sinus infection. Your local pharmacy can provide advice and treatment for your symptoms. You have been referred to *****NAME OF PHARMACY***** for further assessment. Learn more: https://www.nhs.uk/nhs-services/pharmacies/how-pharmacies-can-help/	Pharmacy	<input checked="" type="checkbox"/> Individual <input type="checkbox"/> Batch
Pharmacy First - referral for sore throat	After reviewing your request, it seems that you have a sore throat. Your local pharmacy can provide advice and treatment for your symptoms. You have been referred to *****NAME OF PHARMACY***** for further assessment. Learn more: https://www.nhs.uk/nhs-services/pharmacies/how-pharmacies-can-help/	Pharmacy	<input checked="" type="checkbox"/> Individual <input type="checkbox"/> Batch
Pharmacy First referral	After reviewing your request, you have been referred to *****NAME OF PHARMACY***** for further assessment. Pharmacies can now offer advice and treatment without a GP appointment or prescription under the Pharmacy First scheme. Learn more: https://www.nhs.uk/nhs-services/pharmacies/how-pharmacies-can-help/	Pharmacy	<input checked="" type="checkbox"/> Individual <input type="checkbox"/> Batch
Pharmacy First self-referral	Your local pharmacy can help you manage your symptoms. To arrange to be seen please contact them directly. Pharmacies can offer advice and treatment for common	Pharmacy	<input checked="" type="checkbox"/> Individual <input type="checkbox"/> Batch

TPP Communication Annexe – e.g. For NWL ICB, Search ‘Pharmacy’ messages

SystemOne GP: VIJAYADEVA, Shanker (Dr) (Clinical Practitioner Access Role) at Ealing Park Health Centre - Patient Record

Patient Appointments Pathway Reporting

Home Search Discard Save

Start Consultation Next Event Event Details

Clinical Administrative

Patient Home

- Safeguarding
- Safeguarding Information
- Child Safeguarding - NWL ICB
- NWL - Prospective record access
- Special Notes
- Problems
- Major Active Problems
- Minor Active Problems (3)
 - Tagged - Lloyd George note
 - Type II diabetes mellitus (X4)
 - Inguinal hernia (XE0aW) (3)
- Inactive Problems (2)
 - Major Inactive Problems (1)
 - History of domestic abuse
 - Minor Inactive Problems (1)
 - Miscarriage (L04..) (5)
- Journal
 - New Journal
 - Tabbed Journal
 - Read Code Journal (411)
 - Summary & Family History (1)

Communications Annexe

XXTESTPATIENT-TEMQ-TESTPATIENT, Donotuse (Mrs) 13 Jul 1991 (32 y) F
C/o Nhs Digital Test Data Manager, Solution Assurance 1 Trevelyan Sq., Boar Lane, Ealing W5 2HL

Contact Details

Type	Details	Verified
E-mail	dummy@nhs.net	<input checked="" type="checkbox"/>
Mobile number	07999111999	<input checked="" type="checkbox"/>
Airmid	No Airmid account	<input type="checkbox"/>

Preferred contact method Unknown

SMS consent Consent recorded

Message

Send SMS

Preset

Add Code

Questionnaire

Allow reply

Enter message text

Preview

Select Message Preset

pharmacy Search Clear

- Lifestyle
- MSK
- Medicines Management
- Miscellaneous
- Online
- Patient Response
- Pharmacy
 - Blood Pressure (BP) Checks at Pharmacy
 - Clinical Pathways (Pharmacy First)
 - Clinical Pathways (Pharmacy First): Earache
 - Clinical Pathways (Pharmacy First): Impetigo
 - Clinical Pathways (Pharmacy First): Insect Bites
 - Clinical Pathways (Pharmacy First): Shingles
 - Clinical Pathways (Pharmacy First): Sinusitis
 - Clinical Pathways (Pharmacy First): Sore Throat
 - Clinical Pathways (Pharmacy First): UTIs
 - Contraceptive Pill from Pharmacy
 - Covid-19 Lateral Flow Test at Pharmacy
 - Emergency Contraception from Pharmacy
 - Emergency Prescription (Pharmacy First)
 - Flu vaccination at Pharmacy
 - Minor Illness (Pharmacy First)
 - New Medicine Service from Pharmacy
 - Pharmacy Services

OK Cancel

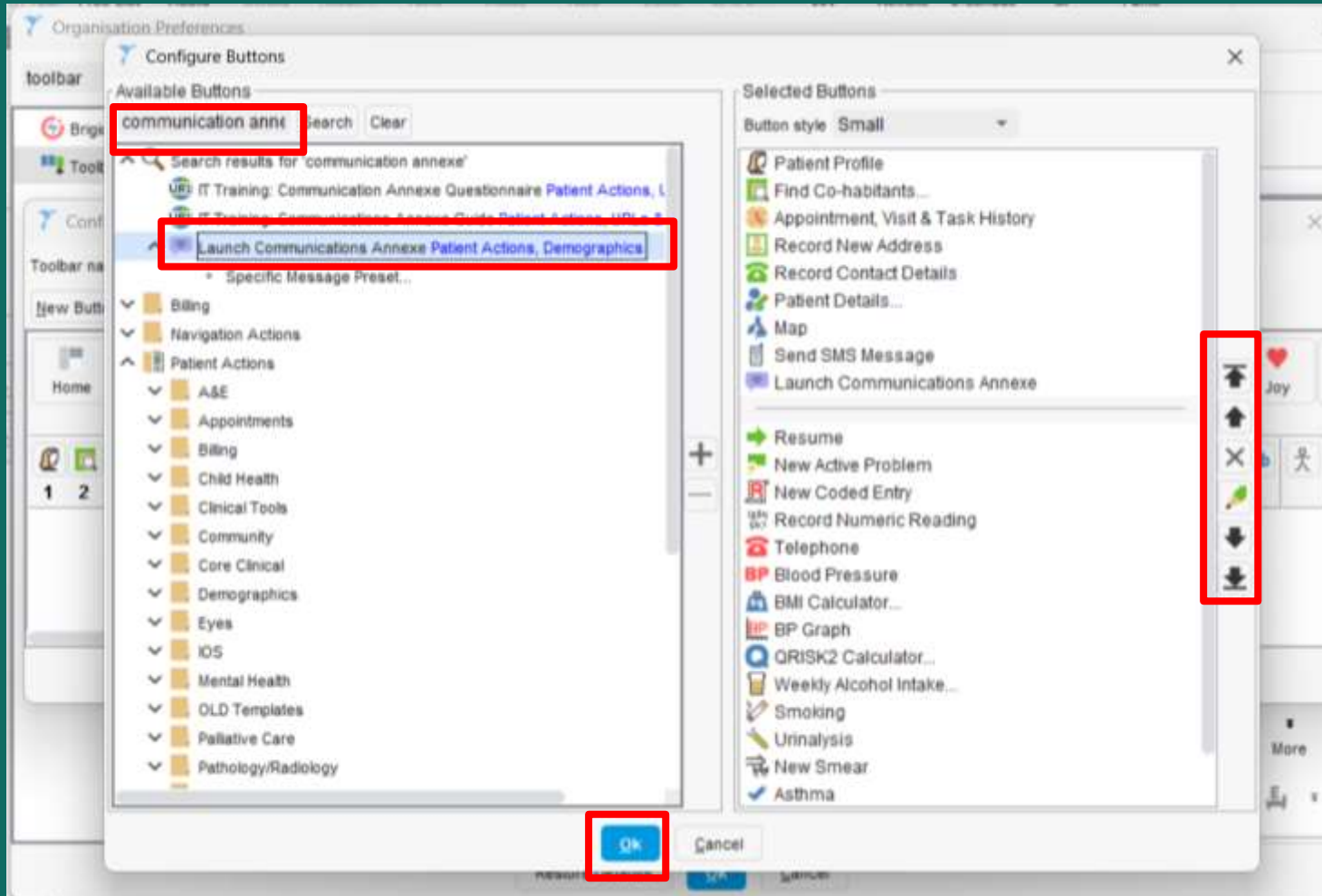
Patient Plan

pharmacy Send Cancel

Changed 0 0 0 0 0 0 0 249 0 0 7 10 0 0 0 17:21

TPP SystemOne - Add 'Communication Annexe' to your Toolbar (if not present)

Organisational Preferences → Toolbars → Amend Toolbar → Amend Button Set → Search for 'Communication Annexe' in Available Buttons → Double click on it to add to Toolbar → Use Arrows to move to Preferred Position → OK



NHS Community Pharmacy Blood Pressure Check Service

- Community pharmacy teams can offer people over the age of 40, without a diagnosis of hypertension, a BP check to find those with undiagnosed hypertension. In addition, they can also carry out BP checks at the request of practices.
- Practices can ask pharmacies to complete clinic and ambulatory checks
- It may be useful for practices who have patients on their hypertension registers without an up-to-date BP reading
- It may be useful for practices with patients with a high initial reading who need ambulatory follow up
- All readings will be returned to the practice for updating patient records
- There is an [NHS website postcode search tool](#) to enable patients to find local pharmacies who deliver the Blood Pressure Check Service.

General practices can refer patients to community pharmacies for both clinic and ambulatory measurements

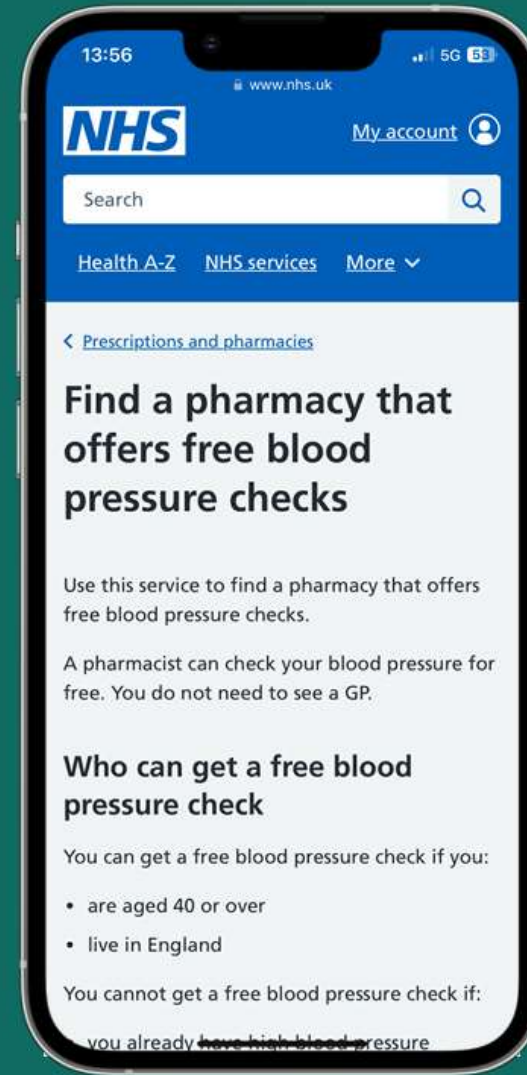


Direct patients to 'Find a Pharmacy' on NHS website

Watch video to understand the patient experience & how it works



Find a local Pharmacy that offers free Blood Pressure Checks



https://youtu.be/MqR_a1DitOE

NHS Community Pharmacy Oral Contraception Service

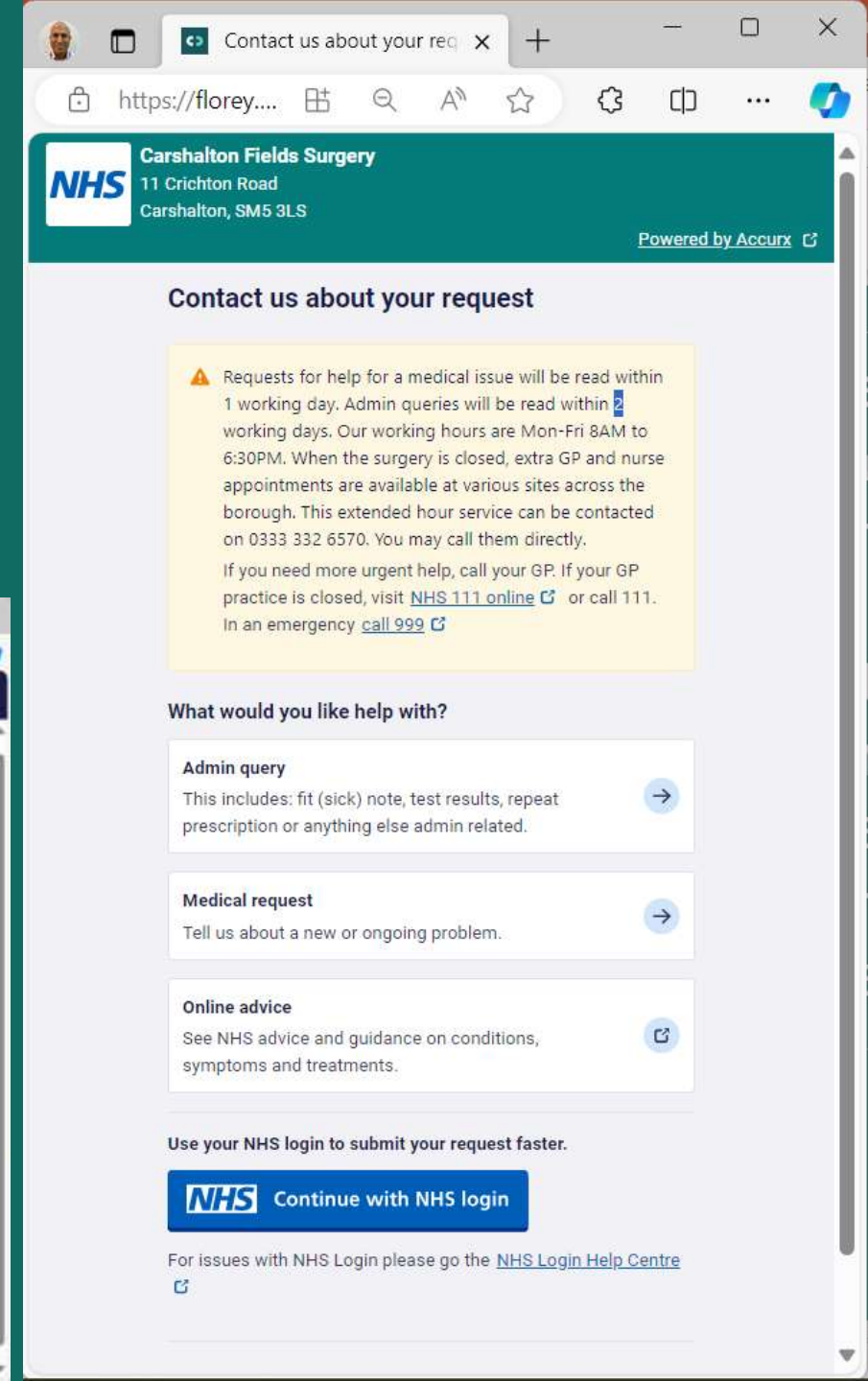
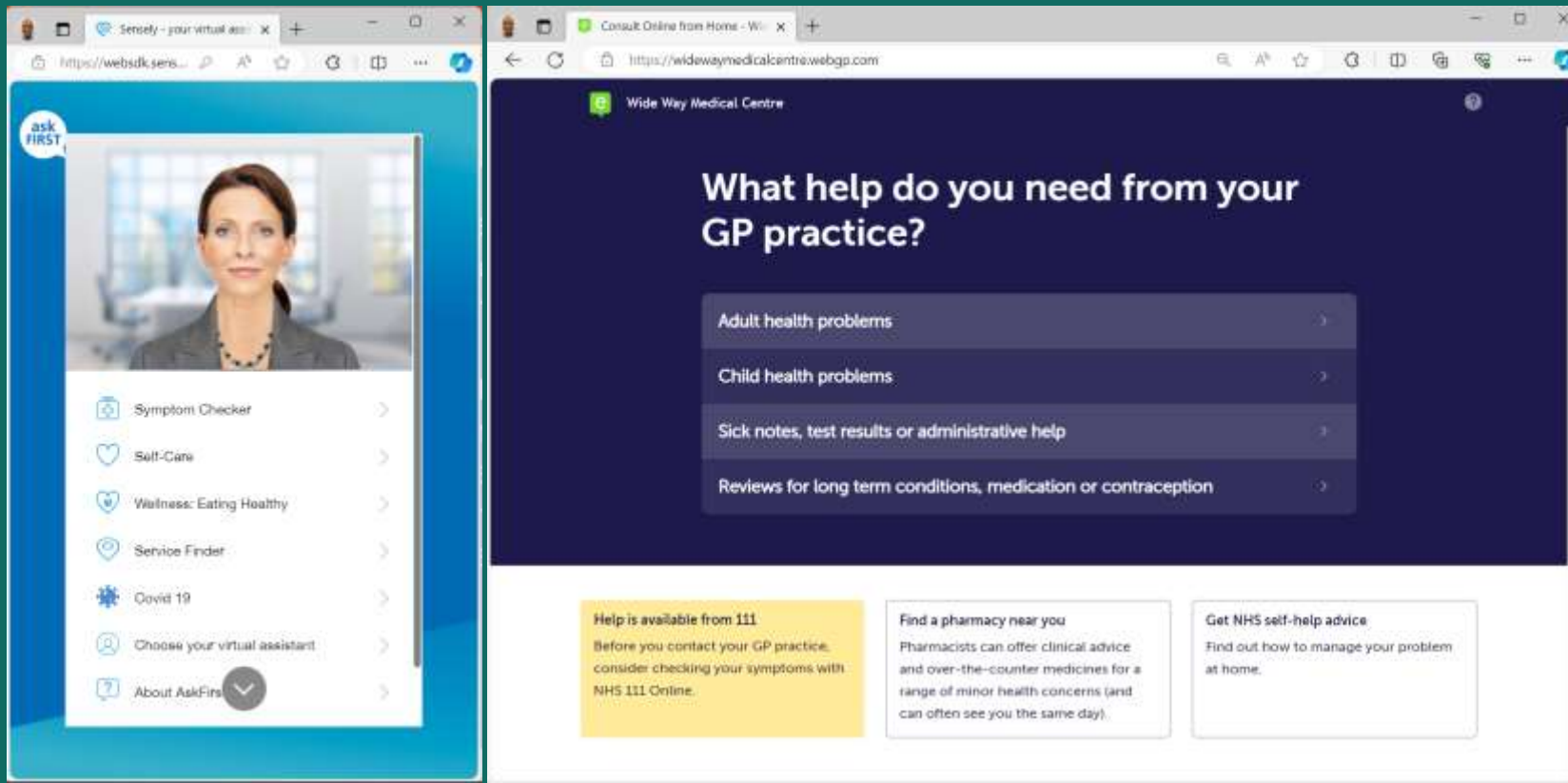
- This service enables community pharmacies to initiate and continue supplies of oral contraception.
- From 1 March 2024, all participating pharmacies will be initiating and continuing supply.
- There is an [NHS website postcode search tool](#) to enable patients to find local pharmacies who deliver the contraception service.
- Practices can refer people into this service or women can self-present at the pharmacy



Online Consultation Platforms:

Signposting: Menu level / Form level

Future: Referrals? But MHRA Medical Device?



Content:

1) Pharmacy First: Overview

2) Referral & Signposting

3) Receiving Consultations

4) Digital Promotional Materials



GP Connect: Update Record

- Due to be rolled out during Mar 2024
(by GP System supplier)
- Over time, expected to become the standard for all consultation outcomes sent from outside

Linked to Patient <ul style="list-style-type: none">• No manual matching• No mismatches• Minimal delay	Via Workflow <ul style="list-style-type: none">• Nothing missed• Approval prior to filing (still visible in notes)	Not a Document <ul style="list-style-type: none">• No attaching files• Details directly in patient record
Structured Content <ul style="list-style-type: none">• No manual coding• Contributes to QOF• Clear pathways	Structured Medication <ul style="list-style-type: none">• Safer prescribing• Reduce duplication• Can be re-issued	Clear Attribution <ul style="list-style-type: none">• Filed as an external consultation• Clinician details given



Access to patient's GP record

Current State

- Currently **no change** to the patient information that pharmacies can access
- Pharmacists will continue to use the National Care Record Service (**NCRS**) and established processes to manage patients safely
- Pharmacists will gather any additional patient information they need during the consultation, and exercise **clinical judgement** on the appropriate course of action
- Once the practice has added pharmacy consultation to patient record, details of any medication supplied will be available via NCRS



Future Functionality

- The upcoming Update Record functionality will **speed up** the filing of messages and the surfacing of medicines information in NCRS
- Developments to streamline access to **relevant health information** for pharmacists to support consultations

EMIS – Receiving Consultation Messages

[EMIS Web - GP Connect Update Record \(emisnow.com\)](https://www.emisnow.com)



A screenshot of a web browser displaying the EMIS Now website. The browser's address bar shows the URL: https://www.emisnow.com/csm?id=kb_article&sysparm_article=KB5001632. The page features a blue header with the EMIS Now logo and navigation links: My News, Service Status, Knowledge, Release News, Products, Support, and Community. A search bar is located on the right side of the header. Below the header, a breadcrumb trail reads: Home > Knowledge > EMIS Web (Knowledge Base) > Interoperability - GP Connect. The main content area displays the article title "GP Connect Update Record" in large blue text, with a sub-header "KB5001632" above it. Below the title, it indicates the article was published "6d ago" and has "812 Views". A blue banner with a circular arrow icon and the text "THIS SOFTWARE IS IN PILOT / RELEASED INACTIVE" is present. Below this banner, the text states: "GP Connect Update Record is part of NHS England's Pharmacy First project, encouraging patients to use community pharmacies for minor ailment advice and medication." The left sidebar contains a "Page Contents" section with links to "Activation" and "Actioning a pharmacy consultation message", and an "Also in GP Connect" section with links to "GP Connect Configuration" (19671 Views) and "Configuration for NHS111 referral appointments using GP Connect" (15720 Views). At the bottom of the page, there are links for "Terms and Conditions" and "Privacy Policy".

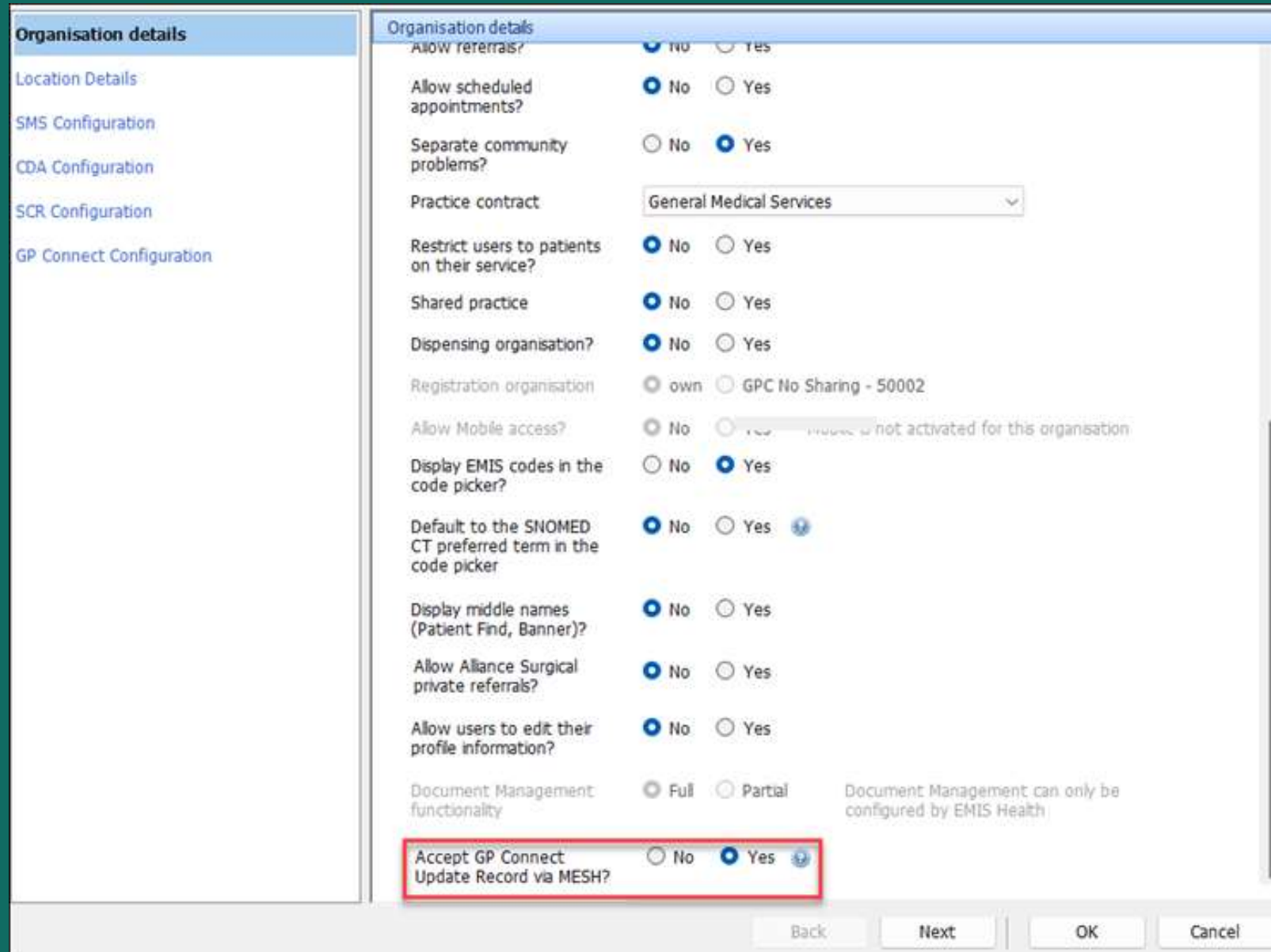
EMIS – Receiving Consultation Messages

- [EMIS Web - GP Connect Update Record \(emisnow.com\)](#)

For pilot organisations only:

To activate the GP Connect Update Record functionality, in Organisation Configuration, select Edit Organisation, then scroll down to the option Accept GP Connect Update Record via MESH and select Yes. Click OK to save.

You will be prompted to restart EMIS Web to complete the activation.



The screenshot shows the 'Organisation details' configuration page in EMIS Web. The left sidebar lists configuration categories: Location Details, SMS Configuration, CDA Configuration, SCR Configuration, and GP Connect Configuration. The main area displays various settings with radio buttons for selection. The 'Accept GP Connect Update Record via MESH?' option at the bottom is highlighted with a red box and has the 'Yes' radio button selected. Other visible options include 'Allow referrals?' (No), 'Allow scheduled appointments?' (No), 'Separate community problems?' (Yes), 'Practice contract' (General Medical Services), 'Restrict users to patients on their service?' (No), 'Shared practice' (No), 'Dispensing organisation?' (No), 'Registration organisation' (own), 'Allow Mobile access?' (No), 'Display EMIS codes in the code picker?' (Yes), 'Default to the SNOMED CT preferred term in the code picker' (No), 'Display middle names (Patient Find, Banner)?' (No), 'Allow Alliance Surgical private referrals?' (No), and 'Allow users to edit their profile information?' (No). The 'Document Management functionality' is set to 'Full'. At the bottom, there are 'Back', 'Next', 'OK', and 'Cancel' buttons.

EMIS – Receiving Consultation Messages



- [EMIS Web - GP Connect Update Record \(emisnow.com\)](https://emisnow.com)

- Workflow then select Workflow Manager

- In the left-hand pane, click Document Management.

The sender will always be 'EXTERNAL, USER'.

EMIS Web Health Care System - GPC High Traffic - Grimston - 60002 - 60002

Workflow Manager

Workflow View | Config | Admin | Actions | Task Actions | Consultation

Documents - 2 | Medicine Management - 16 (16) | Registration - 66 (3) | Tasks - 1

Active YUNO, Clover (Dr) Born 23-Feb-1994 (29y) Gender Male NHS No. 776 545 2533 Usual GP NURSE, Community (Ms)

Created	Patient	Document Type	Sender	Source	Clinical Document
24-Nov-2023	YUNO, Clover (Dr)	Inbound document	EXTERNAL USER, ()		Not Set

Document Management: 2,0

Unmatched | Unmatched | Inbox | Awaiting Coding (1, 0) | Awaiting Filing (1, 0) | Online Triage | Completed | Completed

Referral Management 0,0 | Test Requests 0,0 | Report Management 0,0

Details | Document | Consultation | Summary

Inbound Document Awaiting Coding

, System User ()

Sent: 24-Nov-2023 14:57

To: Not Assigned

Title : GP Connect Update Record (24-Nov-2023)

Type : Inbound document

Letter Date : 24-Nov-2023

Clinical Document : Not Set

NHS | EMIS Development | P60002_Josh (Mr) | Location: GPC High Traffic - Grimston - 60002 | Alerts

EMIS – Receiving Consultation Messages

- [EMIS Web - GP Connect Update Record \(emisnow.com\)](https://emisnow.com)

Clover (Dr)		Born	23-Feb-1994 (29y)	Gender	NHS No.	Usual GP	NURSE, Community (Ms)
ed Name		Yuno					
Date		Consultation Text					Status
▶ 24-Nov-2023 14:57		Community Pharmacy Contraception Service					HOLDEN, GREG (Dr)
Additional		[Provisional] Uses contraceptive sponge and spermicide (12-May-2023) [Procedures and therapies]					
		[Provisional] (12-May-2023) A description detailing a patient's reason for attendance, any red flags, results from the diagnostic and treatment process., [Clinical Summary]					
Comment		[Provisional] Face-to-face encounter Sender Name: Automation Organisation, ODS Code: E8K1F Practitioner Name: HOLDEN, GREG (Dr)					
Medication		Amoxicillin 250mg capsules (15-Aug-2021) As previously advised 9 capsule					
Document		[Provisional] Inbound document 📄 GP Connect Update Record (24-Nov-2023)					



TPP SystemOne – Receiving Consultation Messages

- Arrive as incoming Tasks with different Task Types

SystemOne GP: Mr Bob Wilson (General Medical Practitioner) at Dr Porter and Partners - Task List

Search Task Discard Save Details Next Acute Note Appts Home Timeline Appts

Create Breakdown Settings Refresh

All Tasks Summary Mr Bob Wilson

- Electronic Referral Received (25)
- Electronic Referral Rejected (12)
- Electronic Referrals Received (2)
- Email Verification Failure (14)
- Enable enhanced Data Sharing Model Complete (2)
- **GP Connect Update Record Message Received (18)**
- Hospital Correspondence (8)
- Incorrect NHS Number (7)
- Letter Incomplete (3)
- MHA rule test (1)
- Mark in Error Response (4)
- Medication Change Request (6)
- Medication start request (4)
- Merged Patient Record Check (48)
- Misc (196)
- Miscellaneous (47)
- NCO Test (4)
- NHS Mail Message Sending Failure (1)
- New Patient Record Check (91)
- New organisation group membership approved (3)
- New patient address (8)
- Online Access After Patient Merge (2)
- Online Consultation (27)
- Online Consultation - Admin (Miscellaneous) (3)
- Online Consultation - Clinical (Miscellaneous) (2)
- Online Consultation - Existing Condition (9)
- Online Consultation - Follow Up (4)
- Online Consultation - Health Review (3)
- Online Consultation - Medication Query (1)
- Online Consultation - New Condition (7)
- Online Consultation - Registration Request (8)

Updated	By	For	Patient	Task	Status	Due
30 Nov 2023			Ms Kirsty Clayton	GP Connect Update Record Message Received - Community Pharmacist Consultation Service for minor illness	Not Started	
30 Nov 2023			Ms Kirsty Clayton	GP Connect Update Record Message Received - Community Pharmacist Consultation Service for minor illness	Not Started	
30 Nov 2023			Ms Kirsty Clayton	GP Connect Update Record Message Received - Community Pharmacy Contraception Service	Not Started	
30 Nov 2023			Ms Kirsty Clayton	GP Connect Update Record Message Received - Community Pharmacy Contraception Service	Not Started	
20 Nov 2023			Mr Gary James Brennan	GP Connect Update Record Message Received - Community Pharmacy Blood Pressure Check Service	Not Started	
20 Nov 2023			Mr Graham Robinson	GP Connect Update Record Message Received - Community Pharmacy Blood Pressure Check Service	Not Started	
20 Nov 2023			Mr Graham Robinson	GP Connect Update Record Message Received - Community Pharmacy Contraception Service	Not Started	
20 Nov 2023			Mr Gary James Brennan	GP Connect Update Record Message Received - Community Pharmacy Contraception Service	Not Started	
17 Nov 2023			Mr Gary James Brennan	GP Connect Update Record Message Received - Community Pharmacy Blood Pressure Check Service	Not Started	
17 Nov 2023			Mr Gary James Brennan	GP Connect Update Record Message Received - Community Pharmacy Blood Pressure Check Service	Not Started	
17 Nov 2023			Mr Gary James Brennan	GP Connect Update Record Message Received - Community Pharmacy Contraception Service	Not Started	

18 Tasks

Thu 30 Nov 13:26 - Sent automatically by SystemOne
A new Community Pharmacist Consultation Service for minor illness message has been received.

Sender: Unrecognised

This message was automatically filed to the patient record. The consultation will remain NOT visible to the patient via online services unless access is changed.

Please review the consultation by actioning this task.

Show empty staff, groups and teams

ORC

0 0 0 0 0 0 0 57 8 265 330 532 0 0 0 0 0 0 0 19 21 1999 11 11:38



TPP SystemOne – Receiving Consultation Messages

Structured
with Coded
Information

The screenshot displays the TPP SystemOne interface for a patient record. The main window is titled "SystemOne GP: Mr Bob Wilson (General Medical Practitioner) at Dr Porter and Partners - Patient Record". The interface includes a top toolbar with icons for Search, Task, Discard, Save, Details, Next, Acute, Note, Appts, Home, Timeline, and Appts. Below the toolbar is a navigation bar with tabs for Start Consultation, Next Event, Event Details, Pathology, Drawing, Auto-Consultation, and Settings. The main content area is divided into two panes: "Patient Home" on the left and "Consultation to Review" on the right. The "Patient Home" pane shows a sidebar with "Patient Home", "Questionnaires", "Protocols", "Alcohol Meter", "MED3 Statements", "New Journal", "Medication", and "Online Consultations". The "Patient Home" pane also displays "Recalls" (22 Mar 2003 Cytology Smear), "Patient Status Alerts" (Height > 1m any date, M, Not in a after B, Patient at risk of Hypertension), and "Tasks" (GP Connect Update Record). The "Consultation to Review" pane shows a consultation from Tuesday 08 Aug 2023 at "Elsewhere, A(*) - The Dispensers: Dr Medi Kai-Shun (Pharmacist)". The consultation details include: "Presenting complaints or issues: Insect bite - wound", "History: Not allergic to penicillin.", "Clinical summary: Patient has had localised redness in skin and complains that had an insect bite on the site. Site is tender and swollen.", "Social context: Non-smoker", "Information and advice given: Keep the site clean, if the symptoms do not improve, contact 111.", "BP 118 / 73 mmHg (Lying) Body Site: Left upper arm structure", "Non-smoker (SNOMED: 8392000)", "Heart rate (SNOMED: 364075005) 82 BPM - Body Site: Right upper arm structure", "Insect bite - wound (SNOMED: 276433004)", "Seen in primary care establishment (SNOMED: 307778003)", "Community Pharmacist Consultation Service for minor illness (SNOMED: 1577041000000109)", "OrE - temperature (SNOMED: 703421000) 37.4 degC", and "Flucloxacillin 500mg capsules (A A H Pharmaceuticals Ltd) - 20 Capsule - Four times a day for 5 days (to be taken at least 1 hour before or 2 hours after meals)". At the bottom of the consultation pane are buttons for "Mark as Reviewed and Save Record" and "Go to Record". The bottom of the screen shows a Windows taskbar with the system clock at 11:51 and the date 19/21/1999.



TPP SystemOne – Receiving Consultation Messages

- S1 GP Practice can choose how to file Third-party incoming messages
- **Organisation Preferences** → **Interoperability** → **Incoming Messages**
- Default is Automatically filing into the patient record and automatically marked as 'Hidden from Online Services'. A task will be generated to allow users to review the incoming message and amend the online visibility where appropriate.

The screenshot shows the 'Organisation Preferences' dialog box. The left-hand navigation pane has 'Interoperability' expanded, with 'Incoming Messages' selected and highlighted with a green box. The right-hand pane shows the 'Enable Auto-Filing Third-Party Immunisation Messages' checkbox checked. Below this, the 'GP Connect Update Record Messages' section has three radio button options: 'Off', 'Create task for manual filing', and 'File automatically'. The 'File automatically' option is selected and highlighted with a green box. A yellow callout box at the top explains that enabling this option allows incoming immunisation messages to be filed directly to the record. A 'QUICK TIP' icon is visible at the bottom left of the right pane. At the bottom of the dialog, there are buttons for 'Restore Defaults', 'Export', 'Import', 'Ok', and 'Cancel', along with a green 'Changed' indicator in the bottom right corner.

Enabling the following option allows incoming Immunisation messages to be filed directly to the record. When disabled, the message results in a task which, when actioned, adds a document into the Document Management workflow.

Enable Auto-Filing Third-Party Immunisation Messages

GP Connect Update Record Messages

- Off: No data sent by a third-party using GP Connect Update Record capability will be received into SystemOne. The message will be rejected and a notification will be automatically sent to the originating system.
- Create task for manual filing: Data sent by a third-party using GP Connect Update Record capability will be received into SystemOne and a task generated to allow for manual filing into the patient record.
- File automatically: Data sent by a third-party using GP Connect Update Record capability will be received into SystemOne and automatically filed into the patient record. A task will be generated to allow for reviewing of the incoming message.

Off

Create task for manual filing

File automatically

QUICK TIP

Auto-filing can help reduce practice workload and improve patient experience (e.g. reception able to see pharmacy message in records if patient calls practice before practice has managed to review message)

Restore Defaults Export Import **Ok** Cancel **Changed**

Content:

1) Pharmacy First: Overview

2) Signposting & Referral,

3) Receiving Consultations

4) Digital Promotional Materials



Promotional Materials - DHSC

[Pharmacy assets | Help Us Help You - Primary Care Services | Campaign Resource Centre \(dhsc.gov.uk\)](#)



BETA This is a new service

Think Pharmacy First



The 'Think pharmacy first' campaign will increase public awareness that pharmacists can provide some prescription medicines if needed, without seeing a GP.

Campaign materials feature earache, insect bites and urinary tract infections (UTIs) for women 65 and under. Further assets coming soon.

Downloadable resources are available here from 19 February, with more being added soon.

Campaign details

Target audience: Adults

Topics: NHS

Campaign start date: 19 February 2024

Promotional Materials - DHSC

[Help Us Help You - Primary Care | Campaigns | Campaign Resource Centre \(dhsc.gov.uk\)](#)



BETA This is a new service

NHS Pharmacy Contraception Service



The aim of the Pharmacy Contraception Service (PCS) is to offer greater choice from where people can access contraception services and create additional capacity in primary care and sexual health clinics (or equivalent) to support meeting the demand for more complex assessments.

Campaign details

Target audience: Women, Young adults

Topics: NHS

Promotional Materials - CPE

[Pharmacy First: resources to promote the service - Community Pharmacy England \(cpe.org.uk\)](#)



Most pharmacies can help you with **seven common conditions** without needing a GP appointment



- Sinusitis
- Sore throat
- Earache (children)
- Infected insect bite
- Impetigo
- Shingles
- Urinary tract infection (women)

Ask your pharmacy for more information about this free* NHS service

Visit your Pharmacy First!

*NHS prescription charge rules apply where a medicine is supplied



Media
Screen
Versions

Promotion
in Waiting
Rooms



THINK

PHARMACY

FIRST

NHS

<https://youtu.be/Idmaxo7Ez-w>



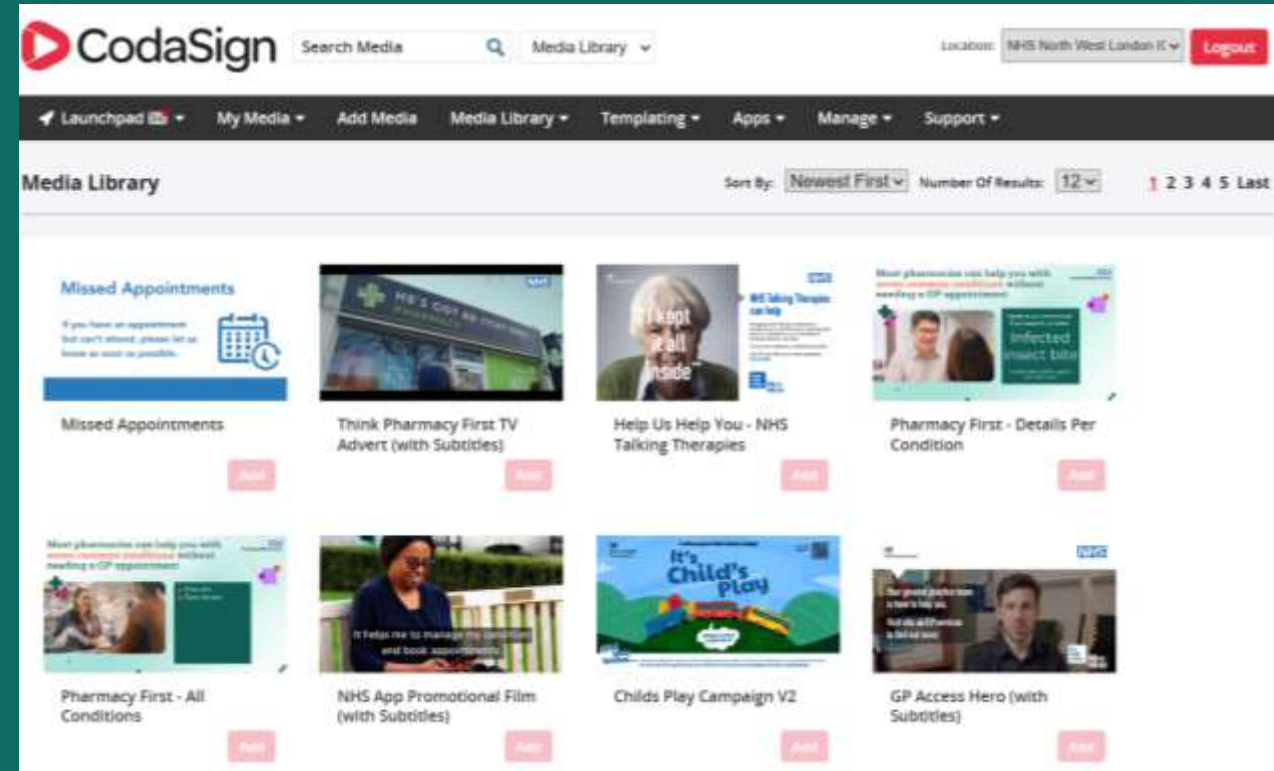


DHSC/CPE Pharmacy First videos

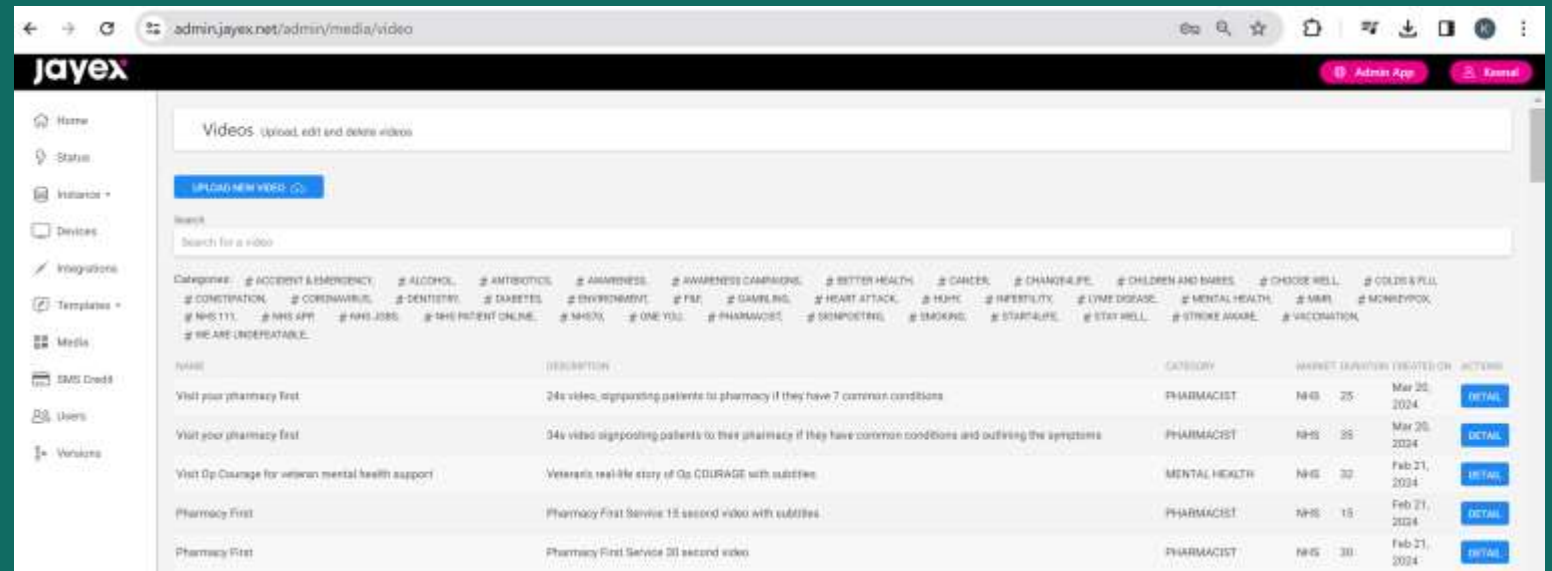
Find in Numed & Jayex Media Libraries

Or download from DHSC / CPE links:

[Pharmacy assets | Help Us Help You - Primary Care Services | Campaign Resource Centre \(dhsc.gov.uk\)](#)



[Pharmacy First: resources to promote the service - Community Pharmacy England \(cpe.org.uk\)](#)



Promotional Materials: Efforts on Social Media

<https://vm.tiktok.com/ZGekWu5JT/>



Promotional Materials: Efforts on Social Media

<https://youtu.be/-CyLDZA05Do>





Think pharmacy first

From treating an earache to soothing shingles, your pharmacist can now provide some prescription medicine, if needed, without seeing a GP.

See your
pharmacist



Help us
help you



Think pharmacy first

From treating an infected insect bite to relieving impetigo, your pharmacist can now provide some prescription medicine, if needed, without seeing a GP.

See your
pharmacist



Help us
help you



Think pharmacy first

From treating a UTI to relieving sinusitis, your pharmacist can now provide some prescription medicine, if needed, without seeing a GP.

See your
pharmacist



Help us
help you



Free Blood Pressure Checks at a Pharmacy

Find a pharmacy offering service





Free Blood Pressure Checks at a Pharmacy

Find a pharmacy offering service



Find a pharmacy
offering service



Free Blood Pressure
Checks at a Pharmacy



Need the Contraceptive Pill? Visit a Pharmacy

NHS



Find a pharmacy
offering service





Give pharmacies posters to promote NHS App, which also helps patients find pharmacy services



Order repeat prescriptions on the NHS App

Order repeat prescriptions with your smartphone and receive direct dispensing.

Search for a pharmacy to order at a local that suits you.

Order from 7 AM until 11 PM on weekdays in the app or via our website.

NHS App

Available on the App Store and Google Play

Taking probiotics with antibiotics

Optibac

Optibac

Next steps

- A national toolkit for general practices and PCNs containing lots of helpful, more detailed information about the Pharmacy First service is in development [Link to be shared once published](#)
- Talk to your local community pharmacists about the Pharmacy First service
- Local community pharmacists, ICB Community Pharmacy Clinical Leads and the LPCs are working together to support delivery of Pharmacy First. They may contact you to offer local support and to put you in touch with local community pharmacists who you may already be working with.
- You might find it helpful to print off slides which show the conditions that can be electronically referred to community pharmacies.
- For more information on any of the PCARP pharmacy services (Pharmacy First, Blood Pressure Checks and Oral Contraception) please contact your Community Pharmacy Clinical Lead (details on next slide).

ICB Community Pharmacy Leads / Local Pharmaceutical Committee (LPC) Contacts:

ICB	Community Pharmacy Lead(s) Name(s)*	Community Pharmacy Lead(s) Emails	LPC	LPC Emails
South East London	Ashfaq Khan	ashfaq.khan@selondonics.nhs.uk	South East London LPC	LPC@communitypharmacysel.org
South West London	Dina Thakker*	dina.thakker@swlondon.nhs.uk	South West London LPC	amit.patel22@nhs.net
North Central London	Kristina Petrou*	kristina.petrou@nhs.net	Camden & Islington LPC	ceo.cam.isl.lpc@gmail.com
			Middlesex Group of LPCs	group@middlesexpharmacy.org
North West London	Sangeeta Sharma	sangeeta.sharma@nhs.net	Kensington, Chelsea & Westminster LPC	communitypharmacy.kcw@gmail.com
	Sonali Patel	sonali.patel1@nhs.net	Middlesex Group of LPCs	group@middlesexpharmacy.org
North East London	Yogendra Parmar*	yogendra.parmar@nhs.net	North East London LPC	office@cpnel.org
	Rita Shah*	rita.shah4@nhs.net		
	*Note that from 31st March 2024 some of the ICB Community Pharmacy Leads may change			

Closing Questions & Useful Links

Further support needed? Email
your ICB Community Pharmacy lead

Pharmacy First:		NHS England » Community Pharmacy advanced service specification: NHS Pharmacy First Service
Promotional Materials (DHSC):		Pharmacy assets Help Us Help You - Primary Care Services Campaign Resource Centre (dhsc.gov.uk)
Promotional Materials (CPE):		Pharmacy First: resources to promote the service - Community Pharmacy England (cpe.org.uk)
Find a Pharmacy Service:		Find Pharmacy Services - NHS (www.nhs.uk)
Blood Pressure Checks Demo Video:		https://youtu.be/MqR_a1DitOE
Profile Manager:		https://organisation.nhswebsite.nhs.uk/
Service Finder:		NHS Service Finder
Service Finder Demo:		https://youtu.be/8nz_h9Avwnl
EMIS Guidance:		EMIS Web - GP Connect Update Record (emisnow.com)
SystemOne Guidance:		Pharmacy First – TPP (tpp-uk.com)

