

Pharmacy First Service

Step-by-Step Guide for Community Pharmacists: Delivering the Pharmacy First Service in Devon

Step 1 – Register interest in providing the service with NHS Devon ICB

- If your pharmacy is not currently signed up to provide the Pharmacy First Service and you would like to offer this service to your patients, please contact the Medicines Optimisation Team at NHS Devon in writing (email), via the contract lead / owner of your pharmacy business. Our contact email address is D-ICB.medicinesoptimisation@nhs.net.
- You can check if your pharmacy is currently signed up to deliver the service by simply accessing the PharmOutcomes platform. If your pharmacy is already accredited to deliver and claim for the service, you will be able to access the service via the platform. The service will not appear in your list of services if you do not have accreditation.

Step 2 – Complete the contracting process

- Once we have received an initial expression of interest, we will advise the pharmacy business representative / contract lead with regards to the contracting process and colleagues in the NHS Devon Contracting Team will detail the next steps.

Step 3 - Pharmacy accreditation

- When all contracting requirements are complete, and the contract with NHS Devon ICB has been signed and countersigned, your pharmacy will be accredited on the PharmOutcomes platform. This will enable you and your pharmacy team to access the relevant PGDs / protocols / supporting resources on the platform and submit claims for the service. If you are unable to access the service via the platform following this accreditation process, please contact the Medicines Optimisation Team.

Step 4 – Service delivery: pharmacist accreditation & Declaration of Competence (DoC)

- **Lead pharmacist / manager signature:** before any individual pharmacy can deliver this service, the lead pharmacist / manager for the location must sign all relevant PGDs and give authorisation for the pharmacy branch to provide the Pharmacy First Services.
- **Declaration of Competence (DoC):** prior to delivering the service, all pharmacists must read the relevant PGDs and / or protocols and Pharmacy First Service Specification (*accessible via PharmOutcomes and our ICB Pharmacy Services webpage [here](#)*), and complete a Declaration of Competence (DoC) for Minor Ailments Services through [CPPE](#).
- **Sign the PGD/s:** all pharmacists must sign the PGD/s in the pharmacy / pharmacies where they will be providing the service. Signatures need to then be countersigned by the authorising manager for the pharmacy business / organisation. All training requirements are detailed in the individual PGDs / protocols.
- Please note, NHS Devon ICB do not require this documentation, however a copy of the relevant signed PGD/s must be supplied to your organisation's internal governance team, and any audit processes recorded.

IMPORTANT: Locum / temporary pharmacists similarly are required to sign the relevant PGD/s, to confirm they understand the service and possess the relevant qualifications and competencies, in order to deliver the service at a particular pharmacy. **If you work from a number of different pharmacies, you need to sign the relevant PGD/s for each particular pharmacy branch and / or pharmacy business**, alongside the relevant authorising manager and lead pharmacist for that particular branch or pharmacy business.

IMPORTANT: Please note, if you work as a pharmacist over multiple counties, i.e., Dorset, Devon and Cornwall, **each ICB will have their own Pharmacy First Service Specification, PGDs / protocols and offer varying services depending on the needs of the local population**. Please note, you will therefore need to read, understand, and sign the relevant Pharmacy First Service PGDs and / or protocols for each ICB area you work within.

