

XXXX Surgery

Pharmacy First Service: Referral & Communication Process

Patient contacts the Practice; Practice identifies patient as suitable for Pharmacy First (minor illness or clinical pathway); Practice informs the patient that a referral is being sent for a consultation with an NHS community pharmacist (who will either treat or triage to the appropriate clinician) – **last referral of the day = XX:XXhrs**

Practice sends referral to the patient's chosen pharmacy via the agreed referral method, via **EMIS refer/Ardens/Accurx** to the community pharmacy's NHS Mail account.

The patient contacts the Pharmacy/directly books in with the Pharmacy/the Pharmacy contacts the patient* [delete as appropriate depending on what has been agreed or specify difference between pharmacies], and the **pharmacist conducts a consultation** either by phone, face to face or video link.

Consultation notes completed – pharmacist completes full notes within their Pharmacy system service template for the consultation (minor illness / clinical pathway) and this comes back **via NHS mail or into the workflow system**

If escalating (urgent and non-urgent), notes must include clear reason and clear timeframe

Advice Given / OTC purchased / medication supplied via PGD.

Consultation notes completed in pharmacy system and sent back automatically **via NHS mail or into the workflow system**

Urgent same day escalation to the GP, pharmacist to contact **xxxx Surgery via (00000) 12345**
E-mail or messaging must not be used

Non-urgent escalations from the pharmacy to practice by email to **xx.office@nhs.net**

For failed contact or patients who DNA, pharmacist to notify practice via email: **xx.office@nhs.net**

* the Pharmacy First specification states that the pharmacist only contacts the patient if the patient has not made contact with the pharmacy 30mins after the referral and the pharmacist deems it clinically necessary to contact the patient.