

What and why is this service important?

Pharmacy First is an advanced service which involves Pharmacists providing advice and NHS-funded treatment, where clinically appropriate for seven conditions.

The service will also incorporate the existing elements of Community Pharmacy Consultation Service i.e. Minor Illness consultation with a pharmacist and supply of urgent medicines (and appliances) both following a referral from NHS111, general practices and other authorised healthcare providers.

How do I action the referral?

Please contact Abi or Jas to discuss how to action Pharmacy First Referrals from other IT providers.

What if I cannot contact the patient?

You should attempt to contact the patient up to **THREE** times, you may leave a message, if possible.

If you are unable to contact them after **THREE separate attempts** with a minimum of a 10-minutes interval, you will need to close the referral. Please ensure your IT provider is updated that you have tried to contact the patient three times in the text box and reason for rejection.

How to claim for the Pharmacy First?

All Pharmacy First completed on will automatically upload on MYS. Please review and submit as part of your end of month process. DHSC has advised all claims should be submitted within **ONE** month of the service.

MYS



Review



Submit

Resources

CPE Website –Pharmacy First: cpe.org.uk/national-pharmacy-services/advanced-services/pharmacy-first-service/

Service Specification: england.nhs.uk/publications/community-pharmacy-advanced-service-specification-nhs-pharmacy-first-service/

Who can I contact if I have any questions?

Abi Saran | abi@cpnel.org | 07925 521378

Covering: Barking & Dagenham, Havering, Newham and City and Hackney (PCNs: London Fields, Shoreditch, Springfield, Well St and Woodberry Wetlands)

Jaspreet Dhaliwal | jaspreet@cpnel.org | 07857 903534

Covering: Redbridge, Waltham Forest, Tower Hamlet and City and Hackney (PCNs: Clissold Park, Hackney Downs and Hackney Marshes)