

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 we check for Pharmacy First referrals?

Pharmacy First referrals will come through on PharmOutcomes (if this is the IT provider you have signed up to). It is vital that PharmOutcomes is checked **DAILY**, we recommend checking PharmOutcomes **TWICE a DAY**, as a minimum e.g. 10am, 3pm (and 6pm if open late). Use your **PharmAlarm** as a visible reminder of referrals and set up an email notification from PharmOutcomes to your NHS shared mailbox.

How to action a GP CPCS referral?

Referral sent



- Referral sent electronically to PharmOutcomes
- Check PharmOutcomes regularly or when your PharmAlarm indicates a new referral and/or you receive an email notification

Contact patient

- Pharmacist contacts the patient via telephone and completes the consultation

(Pharmacist may call the patient in for a F2F consultation, if necessary)
- Pharmacy First is completed on PharmOutcomes. This must be done contemporaneously as this is your audit trail

Service Complete

- GP notifications will be automatically sent to the email that the surgery has set up
- At the end of the Month, MYS should be reviewed and submitted for all Pharmacy First consultations.

(DHSC has advised all claims to be submitted within ONE month of the service)

Time frame:

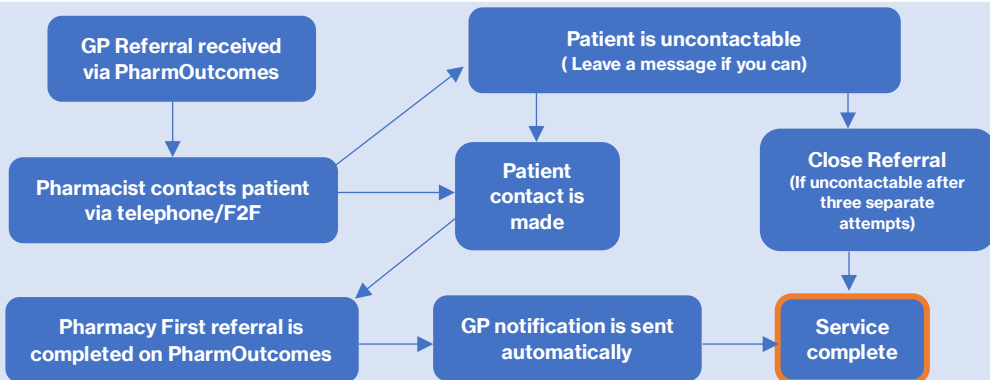
Same day referrals. All Referrals sent before 5pm must be dealt with the same day

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. Mark on PharmOutcomes that you have tried to contact the patient three times in the text box and reason for rejection.

How to action Pharmacy First referral?



How to claim for the Pharmacy First?

All Pharmacy First completed on PharmOutcomes 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

How to enable email notification on PharmOutcomes?

Login into
PharmOutcomesClick on
'Home'Click on 'Update My
Organisation Details'
 Enter in NHS shared mailbox address
 (Pharmacy.FXXX@nhs.net) into
 'Management Email'
 xxx denotes the pharmacy F-code

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/

PharmOutcomes: <https://pharmoutcomes.org/pharmoutcomes/>

Who can I contact if I have any questions?

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

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