

## What and why is this service important?

Pharmacy First allows for community pharmacy to carry out consultation for minor illness and this alleviates pressure and free up capacity in general practices by enabling the referral of minor illness or low acuity conditions or seven common conditions to community pharmacy. The electronic referrals support the patient to see the right healthcare professional at the right time.

## How to refer patients for the service?

### Identify

- Patient contacts the practice which identifies that the condition is suitable for Pharmacy First
- Practice must gain the consent of the patient to identify which local pharmacy they would like to be referred to

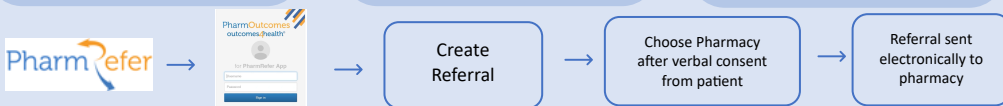
### Refer



- All Referrals must be electronically via PharmRefer
- Log into PharmRefer
- Assess for referral – using the platform for referral
- Create Referral

### Action

- Pharmacist contacts patient
- GP notification will be sent automatically after consultation is completed
- The system automatically codes the referral back into the patient record using the SNOMED code
- If patient needs to be seen – Pharmacy will contact the GP  
(Please share your bypass number with your local pharmacies – To be used only in emergency)



## Who to refer?

Patients with low acuity, minor illness and seven common conditions (see list of conditions). Seven common conditions are: Uncomplicated UTI, Shingles, Impetigo, Infected insect bites, Sinusitis, Sore throat and acute otitis media.

## Patient consent & Patient choice

Prior to referral, verbal consent must be obtained by asking the patient which pharmacy they would like the referral to be sent to. This is implied consent which allows for patient choice under GDPR.

## Who can I contact if I have any questions?

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