

What and why is this service important?

The service aims to provide people greater choice from where they can access contraception services. The service provides another opportunity for pharmacy owners to help address health inequalities by providing wider healthcare access in their communities and signposting service users into local sexual health services in line with [NICE guideline NG 102](#)

How do we check for Pharmacy Contraception referrals?

Pharmacy Contraception referrals will come through on PharmOutcomes. The patient may also walk into the pharmacy to receive the service

The pharmacy must respond to anybody requesting the service as soon as is reasonably possible. Following discussion, if the pharmacy is unable to offer a consultation within the time needed to meet the person's contraception need, they should be signposted to an alternative pharmacy or other service for a consultation.

How to action the Pharmacy Contraception service 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 arranges the consultation

- The service 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 **IF** the patient consents

- 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)

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 select the reason for rejection.

Who can I contact if I have any questions?

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

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