

To ensure timely and efficient communication regarding Pharmacy First referrals, it's essential to configure your NHS email alerts in PharmOutcomes. Follow the steps below to set up these alerts:

1. Log into PharmOutcomes:

Visit the PharmOutcomes website and enter your credentials to access your account.



2. Navigate to the Home Tab:

After logging in, click on the "Home" tab located at the top of the page.

My Account

Manage your account, change your email address, phone numbers and change your password.

- [Change My Password](#)
- [Change My Details](#)

[Update My Organisation Details](#)

[View recent system news](#)

[Manage My Uploaded Files](#)

[PharmAlarm Controls](#)

3. Update Organisation Details:

Within the "Home" section, select "Update Organisation Details."



4. Enter Your NHS Shared Mailbox:

Locate the "Management Email" field. Enter your NHS shared mailbox address here. This ensures that all Pharmacy First referrals and related communications are directed to a centralised email account accessible by your pharmacy team.

5. Save Changes:

After entering the appropriate email address, scroll down and click "Save" to apply the changes.

[Save details](#)

You can always update this using the [Update My Organisation Details](#) link on the left hand side of your inbox page, under the My Account heading at any time.

This information will be visible to users who have appropriate rights to commission services from your organisation on the platform.

- Please ensure that the NHS shared mailbox is regularly monitored and accessible by authorised pharmacy staff to prevent missed referrals.
- 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.

Who can I contact if I have any questions?

Shafi Ali | Shafi@cpnel.org | 07759 001923

Covering: Barking & Dagenham, Havering 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)