

## Pharmacy First

### Get ready for Pharmacy First!

#### Service overview and sign-up

The Pharmacy First service will commence on 31<sup>st</sup> January 2024. From this date the existing Community Pharmacist Consultation Service (CPCS) will come to an end to be replaced by the new Pharmacy First service. Contractors should be aware that to qualify for the £2000 initial fixed payment there is a need to complete the MYS portal declaration . to declare that you agree to the terms and scope of the three elements of the pharmacy First service (NHS Referrals for Minor Illness, Urgent Medicine Supply and the Clinical Pathway Consultations). The deadline for making this declaration is 11.59pm on 30th January 2024.

#### PharmOutcomes Support for Pharmacy First

The PharmOutcomes team have created templates to support all elements of the service. There are three key parts to the Pharmacy First service:

1. Minor Illness consultation with the pharmacist.
2. Urgent medicines supply.
3. Clinical pathways consultations supporting the treatment of seven common conditions under a Patient Group Direction (PGD) or protocol.

As parts 1 and 2 are referral services only, pharmacy teams will see many similarities with the existing CPCS templates as far as template design is concerned. This will help to make this service transition as seamless as possible for our users.

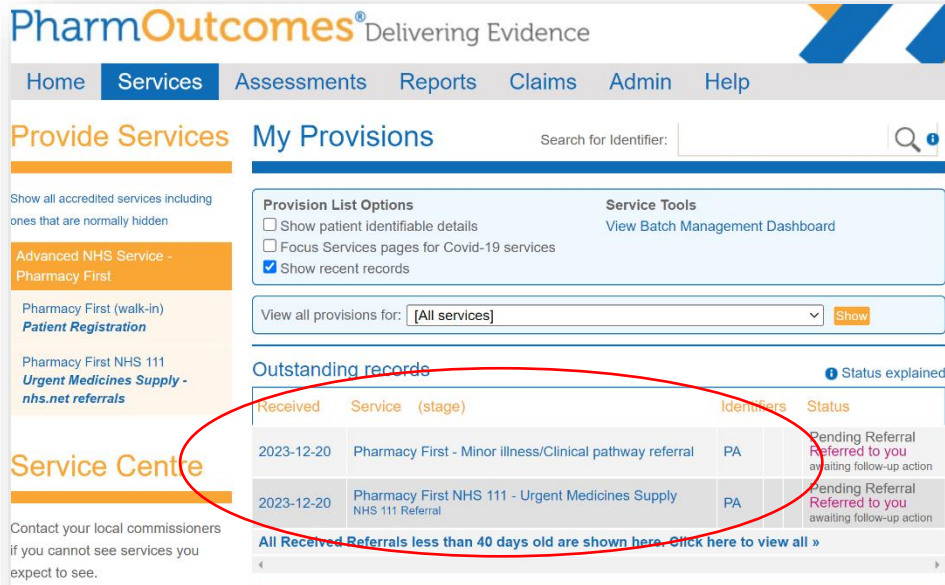
#### Key features of the PharmOutcomes Pharmacy First solution

1. Direct links to referral centres supporting Pharmacy First referrals to pharmacies from all NHS 111 call centres, more than 4500 GP practices, plus many Urgent Treatment Centres.
2. Intuitive templates to support record keeping for each aspect of the service.
3. Personal Demographic Service (PDS) verification of patient details including GP practice. All post event messages sent to patient's GP practice via GP Connect on saving consultation information. This means all required recorded outcomes are sent directly into the GP practice system supporting more accurate record keeping.
4. Practitioner view of GP held patient record via GP Connect available in the PharmOutcomes Services page at the click of a button. This will help to support clinical decision making. (Go live post service launch.)
5. All service claims sent directly into the MYS portal for the pharmacy as records are saved.
6. Pharmacy notification of all referral receipts via email and PharmAlarm (if the pharmacy has one of these devices installed, more information [here](#)).
7. Service templates available to support patients presenting at the pharmacy for treatment under one of the seven clinical pathways.
8. Provides a solution to managing onward referral of patients to and from other pharmacies for either urgent medicines supply or support under one of the seven clinical pathways.

## How does the service work?

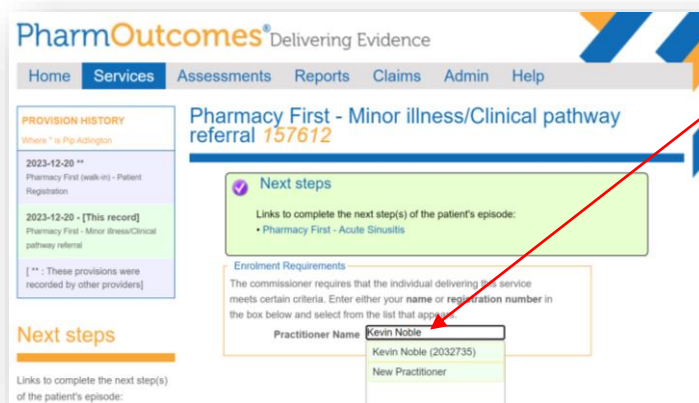
For patients referred by NHS 111, GP practice and other organisations.

As with CPCS, all ITK or BaRS referrals for Pharmacy First sent by external organisations will appear at the top of the PharmOutcomes “Services” page. The pharmacy may still receive some referrals via NHSmail so it is still important to check the pharmacy secure email inbox regularly. Referrals for urgent medicines supply are clearly annotated and easily distinguishable from referral sent for minor illness/clinical pathways support.



The pharmacy follow-up template is linked to the referral received.

To open the referral simply click it to reveal the information sent. Clicking the referral takes the provider to the enrolment screen. The first time the practitioner name is entered they will be required to fill in details of their name and GPhC registration number. Once enrolled, the practitioner’s name will appear for selection when entered as shown below.



Confirming the enrolled practitioner details will display the referral information sent by the referring organisation.

Pharmacy First - Minor illness/Clinical pathway referral 157612

**Next steps**

Links to complete the next step(s) of the patient's episode:

- Pharmacy First - Acute Sinusitis

**Enrolment Requirements**

The commissioner requires that the individual delivering this service meets certain criteria. Enter either your **name** or **registration number** in the box below and select from the list that appears.

Practitioner Name  [Edit Details](#)  
Registration number: 2032735

Provision allowed within grace period  
You have 10 day(s) remaining to complete the requirements.

**Patient Identifiable section (Reference Question)**

Patient Details brought forward	
Original Referral	20th Dec 2023
Referred from	NHS 111 Referral Centre (Demo) - Pharmacy First (VHD13)
Client Name	Pip Adlington
Date of Birth	01-Jan-1975
Age (From DoB)	48
Ethnicity	White - British
Gender	Male
Address	3 Greenciff Avenue, Baildon, Shipley, West Yorkshire BD17 5AF
Postcode	BD17 5AF
NHS Number	7251705141
Contact Details	01983 216699

Referrer name	David Jones
Referrer role	Call handler
Reason for referral	Sinus pain
Disposition code	DX28
Disposition description	Contact Pharmacist within 24 hours.
Clinical Summary	
Pharmacy	Pharmacy First (Demo Pharmacy)
Referral notes	

**Acceptance and completion of referred service**

This referral has been made to your organisation at the request of a patient.

If you are unable to complete the referral, you can reject it, but please state the reason for rejection in the Notes box below.

If you can accept the referral but cannot complete the associated actions immediately, click on the accept button to acknowledge receipt of the referral.

You should make relevant notes why you are rejecting the referral in the notes box below.

**IMPORTANT: Please DO NOT** enter any personal data in the notes box below. The details you enter in the notes box below are visible to commissioners.

Please **DO NOT** enter any PID in the text box above

[Complete now](#) [Accept](#) [Return \(unable to complete\)](#)

The referral table will show all required information including referrer details and contact, patient information and the reason for the referral.

When the patient attends the pharmacy, to complete the follow up click the orange "Complete Now" button to reveal the follow up template.

**Referral notes**

**Acceptance and completion of referred service**

Referral Accepted for completion now [Revert and discard changes](#)  
[\[+\] Show Referral History](#)

**Consent for service delivery and information sharing**

Patient consent for receiving the service and for the pharmacy sharing information with the patient's GP practice, NHS England and the NHSBSA.

Consent is usually from the patient but this may be the advocate if one presents on behalf of or with the patient. If you are obtaining consent from a young person under the age of 16 please consider Gillick competency.

**Service Consent**

If you give consent for data sharing, the information you provide will be passed to: Your GP, NHS England and the NHS BSA.

Consent is required for service provision and for the pharmacy sharing information with the patient's GP practice, NHS England and the NHSBSA.

Consent to share:  Yes  No  Consent to share given  Consent to share not given

**Consultation information**

Provision date and time

**Patient Identifiable section (Reference Question)**

**Personal Demographics Service**

We found a potential match for the patient in the Personal Demographics Service (PDS):

Patient Details		PDS Result
Referral Data		
Family Name:	Adlington	Adlington
Given Name(s):	Pip	Pip
Date of Birth:	01-Jan-1975	01-Jan-1975
Gender:	male	male
NHS Number:	725 170 5141	725 170 5141
Address:	UNKNOWN, UNKNOWN	
Postcode:	BD17 5AF	BD17 5AF

Please confirm the above details with the patient and press "Confirm Patient" if they are correct, or "Incorrect Patient" if they are not.

[Incorrect Patient](#) [Confirm Patient](#)

What is the name of your GP practice if the patient is not registered, please enter Not Registered

GP practice

Start to type GP practice name and select from drop down list

try to filter results by "nearest first" ...

... nearest to either patient postcode (if found) otherwise your provider postcode

The practitioner now captures verbal consent for service and confirms the patient details by clicking the green "Confirm Patient" button.

Clicking the green button confirms the match and activates access to the patient Summary Care Record from the service page. The GP field will also populate if the patient is registered at a GP practice.

The follow up record is split into three parts, **referral information, patient history and triage, consultation outcome and advice** to patient.

## 1. Referral information

If the referral is for a minor illness, confirming this will reveal a list of conditions as defined in the service specification.

There is an option for "Other" to use when the referred condition does not appear in the list. A free text entry field appears on selecting "Other" to support entry of information defining the reason.

If the referral is for one of the seven clinical pathways then a list of the pathway options is presented for the user as below.

**Referral type**

Minor illness  
 Clinical Pathways

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**Referral reason**

**Presenting complaint**

- Acne, Spots and Pimples
- Allergic Reaction
- Ankle or Foot Pain or Swelling
- Athlete's foot
- Bites or stings, insect or spider
- Blisters
- Constipation
- Cough
- Cold or Flu
- Diarrhoea
- Ear Discharge or Ear wax
- Earache
- Eye, red or irritable
- Eye, sticky or watery
- Eyelid problems
- Hair loss
- Headache
- Hearing problems or blocked ear
- Hip, Thigh or buttock pain or swelling
- Itch
- Knee or lower leg pain swelling
- Lower back pain

**Referral type**

Minor illness  
 Clinical Pathways

**Clinical Pathway**

- Acute Otitis Media
- Acute Sore Throat
- Infected Insect Bites
- ITG Impetigo
- Shingles
- Sinusitis
- Uncomplicated UTI

## 2. Medical history and triage

This section of the template supports entry of any current conditions, symptom information and any relevant history.

If any red flags are identified, onward referral information is displayed, and details can be recorded in a dedicated field.

**Medical History and consultation**

Do any of the following apply?

- Existing medical conditions  
e.g. Any LTC such as Asthma, Heart Disease, Respiratory conditions
- Allergies and sensitivities  
Nuts, latex, previous medical products
- Currently taking any medication  
Consider prescription and OTC
- Pregnancy
- Breast feeding
- Other  
If Other please state
- Currently no medical condition or relevant history

**Symptom check and action to date**

**How long have you had the symptoms**

- Less than 24 hours
- 24-72 hours
- More than 72 hours

Any further relevant history?

e.g. Allergies, medicines, other symptoms and conditions

**\*\*\*RED FLAG SYMPTOMS\*\*\***

You **MUST** check **RED FLAG** symptoms for ALL conditions covered by the NICE Clinical Knowledge Summaries. You can access further information by clicking [NICE Clinical Knowledge Summaries](#)

You **MUST** check **NICE CKS** for **RED FLAG** symptoms, confirm check below

**NICE CKS checked?**

- Yes
- No  
No CKS available for the condition selected

Red flags present?  Yes  No

Red flags present?  Yes  No

**Option A - Refer the patient for an urgent in-hours appointment (Monday to Friday 08:00-18:30).** Agree course of action with patient and telephone the patient's general practice to secure them an appointment. When referring patients to a GP, pharmacists should not set any patient expectations of any specific treatment or outcome. Direct numbers for practices will be available by searching the DoS, using the DoS search tool which is used in the area. A copy of the basic service provision (patient record) can be printed after saving data to give to the patient.

**Option B - Call the NHS 111 service when the patient's own general practice is not available.** After agreeing this course of action with the patient, the pharmacist should call NHS 111 using the healthcare professionals' line for fast access to a clinician, if this is required. The clinical service will provide advice which may result in onward referral of the patient or support to resolve the issue so that the episode of care can be completed. - See Annex C information provided locally

**Option C - Refer the patient to A&E or call 999.** If the patient presents with severe symptoms indicating the need for an immediate medical consultation, the pharmacist should tell the patient to attend A&E immediately or call an ambulance. The pharmacist must report any such cases to the local NHS England team on the same day the consultation occurs or as soon as possible after the pharmacy opens on the following working day using the incident reporting tool below.

Please give details including any action taken

Do NOT include patient identifiable information here

### 3. Consultation outcome

The final part of the template records the consultation outcome. After taking the patient history, it's here that the practitioner can decide if the presenting condition is in fact a minor illness or something that might require treatment under one of the seven clinical pathways. The outcome options are very similar to those listed in the CPCS service with the ability to record that advice only has been given, or advice and the supply of a medicine has been made through sale, locally commissioned minor ailments service or under a locally commissioned PGD.

**Consultation outcome**

**Consultation Outcome**

- Advice given only (no medicine supply)
- Sale of an Over the Counter (OTC) medicine
- Referral into a pharmacy local minor ailments service (MAS)
- Referral into an appropriate locally commissioned NHS service, such as a patient group direction
- Onward referral to another pharmacy
- Non-urgent signposting to another service
- Urgent escalation to another service
- Clinical Pathways Consultation
- Other

**Professional role**

- Pharmacist
- Independent Prescriber

Use the box below to record any other clinical notes

Consultation notes

**Incident Reporting**

Pharmacist: Would you like to report an incident or send a message to service commissioners

Incident/message  Yes  No

**Pharmacist Feedback**

Please use the box below to give us any valuable feedback so that we can improve our service

Pharmacist feedback

A system generated claim will be sent to the NHSBSA once your record has been saved. Claims will be populated into the Manage Your Service (MYS) Portal and will appear for confirmation and submission when you make your monthly return

supports entry of up to four different medicines. Some new fields appear in the service as these are required to populate the information required for MYS to ensure the service claim is processed e.g. Number of days treatment supplied.

If an outcome recording the supply of a medicine, signposting or an escalation is made at this stage, the intervention will be complete. A post event message will send via GP Connect on saving the record and a claim will be sent to MYS on behalf of the pharmacy.

Selecting an outcome will reveal relevant fields to complete the record. The medicine supplied option can be seen below. The Pharmacy First template

Advice given only (no medicine supply)

Sale of an Over the Counter (OTC) medicine

Referral into a pharmacy local minor ailments service (MAS)

Referral into an appropriate locally commissioned NHS service, such as a patient group direction

Onward referral to another pharmacy

Non-urgent signposting to another service

Urgent escalation to another service

Clinical Pathways Consultation

Other

**Medicine Supply - Please read note below**

**Note on medicine supply**  
NB: Professional payments for any minor illness consultation does not include cost of medicines supplied. If local arrangements permit you can claim for medicines supply via locally commissioned MAS, otherwise patients should pay for any medicine supplied as part of this service.

Are you supplying a medicine to the patient or patient's representative?

Medicine supply via sale or MAS  Yes  No

Please enter details of medicines purchased or supplied via local MAS scheme. The quantity entered is based on dm+d and must be the number of unit doses, NOT packs. This is the number of tablets or capsules supplied, number of g or mls for creams or liquids and number of doses for inhalers or sprays.

Medicine supplied   
DO NOT enter number of packs see note above

Quantity

Dose recommended

Days supplied?   
Enter number of days medicine supplied

2nd Medicine supply necessary?  Yes  No

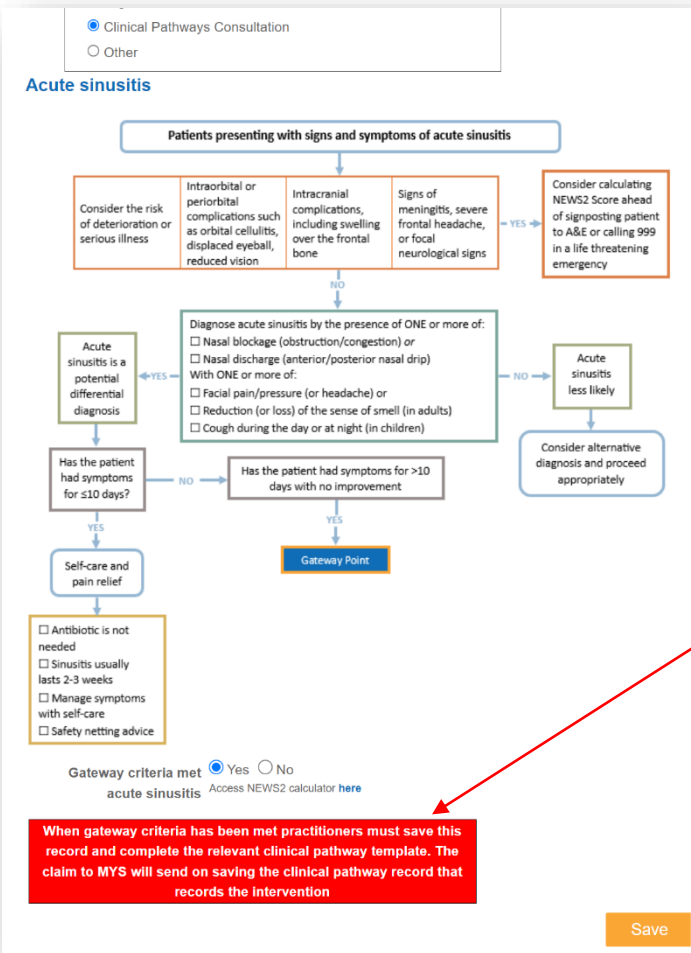
Use the field below to detail any medicine supplies made under a locally commissioned PGD or as an independent prescriber

Other supply information   
DO NOT include PID in this field

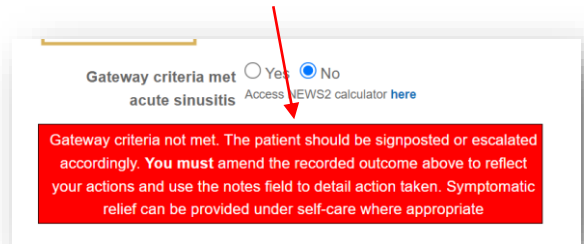
**How to search for medicines**  
Start to type the name of the medicine you are supplying into the medicine field and select from drop down list. The more information entered the narrower the search becomes



If an outcome is recorded of “Clinical Pathways Consultation”, the relevant gateway flow chart will be displayed with an option to record whether the gateway criteria have been met.



If the gateway criteria are not met, a prompt appears to inform that patient support can still be provided or signposting/escalation recorded as an outcome at this stage.



Confirming the Gateway criteria are met prompts the practitioner to save the record and record the clinical pathway intervention as a next stage.

N.B. For PharmOutcomes to send a claim to MYS for any clinical pathway intervention, the relevant pathway template must be completed. Practitioners can access any of the clinical pathway templates on saving this initial record via a clickable link in the main service page.

PharmOutcomes® Delivering Evidence

Home Services Assessments Reports Claims Admin Help

Pharmacy First - Minor illness/Clinical pathway referral provision updated

The following system generated provision report letters are available

Basic Provision Record

Next steps:

Links to complete the next step(s) of the patient's episode:

- Pharmacy First - Acute Sinusitis

Provide Services My Provisions Search for Identifier: [ ]

Show all accredited services including ones that are normally hidden

Advanced NHS Service - Pharmacy First

Pharmacy First (walk-in) Patient Registration

Pharmacy First NHS 111 Urgent Medicines Supply - nhs.net referrals

Service Centre

Contact your local commissioners if you cannot see services you expect to see.

Provision List Options

- Show patient identifiable details
- Focus Services pages for Covid-19 services
- Show recent records

Service Tools

- View Batch Management Dashboard
- Check for outstanding notifications

View all provisions for: [All services] Show

Outstanding records Status explained

Received	Service (stage)	Identifiers	Status
2023-12-20	Pharmacy First NHS 111 - Urgent Medicines Supply NHS 111 Referral	PA	Pending Referral Referred to you awaiting follow-up action

All Received Referrals less than 40 days old are shown here. Click here to view all

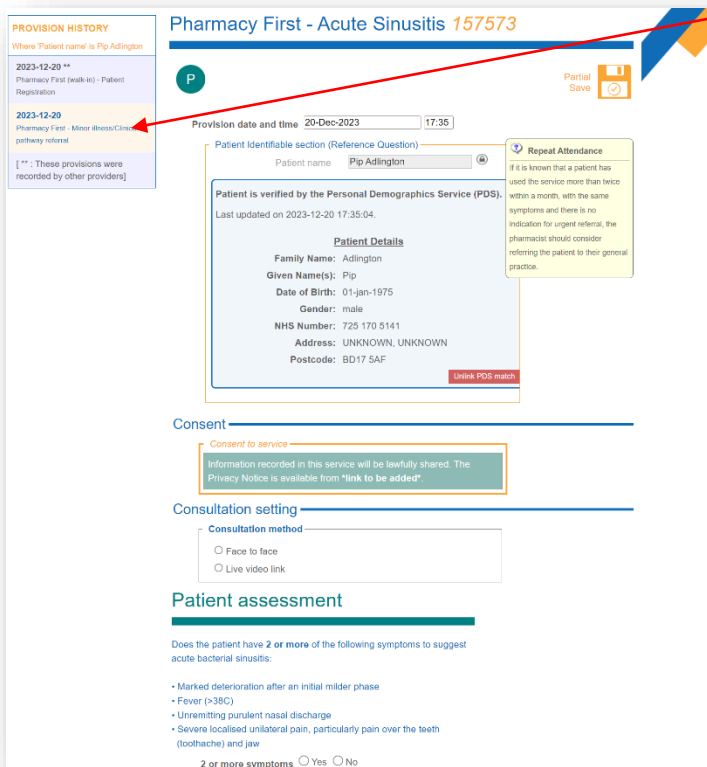
Recent records within last six months Status explained

Provisions for consultations within the last 6 months, shown in date order:

[x] Click to show Provisions recorded within the last 6 months, in order of most recently edited:

Date Order	Service (stage)	Identifiers	User	Status
2023-12-20	Pharmacy First - Minor illness/Clinical pathway referral	PA	Pinnacle Support Team	Completed Click to Cancel Follow-up (optional)

Clicking the link opens the relevant pathway template for completion and recording medicine supply /non supply as appropriate. The patient information is transferred, and the provision history is displayed in the top left of the service page. This history provides clickable links to previous service stages that will display all saved records if required for reference.



The clinical pathway templates have been carefully built to support the practitioner through the medicines supply/non-supply in line with the relevant PGD.

Saving the record will prompt a post event message to be sent via GP Connect detailing the outcome that again could be a medicines supply/non-supply, signposting, or an escalation.

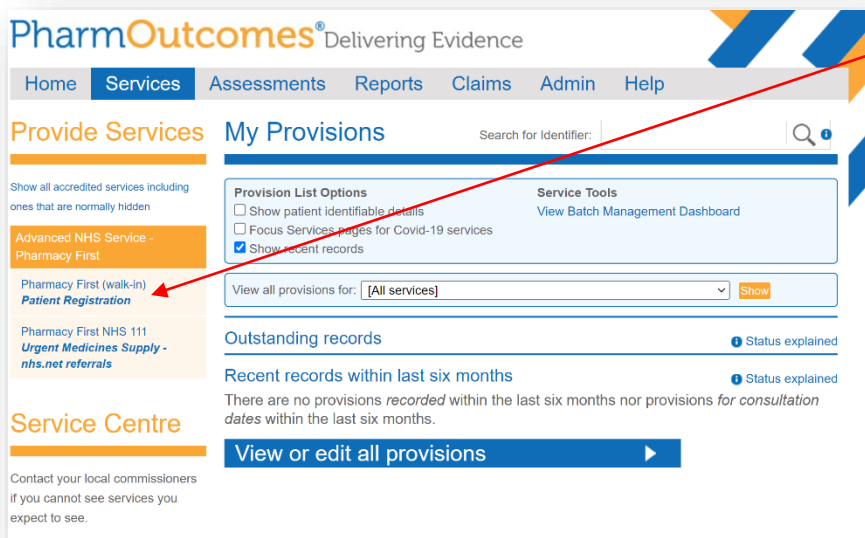
Saving the record will prompt a service claim to MYS on behalf of the pharmacy.

Each of the seven conditions has its own dedicated template.

### For patients presenting at the pharmacy

Patients can self-present at the pharmacy for several reasons that include:

1. Referrals sent to the pharmacy by NHSmail.
2. Patients that present because of an onward referral by another “Pharmacy First” pharmacy.
3. Patients that self-present at the pharmacy that are treatable under any of the clinical pathways.



All of the above patients can be registered at the pharmacy using the “Pharmacy First (walk in) – Patient Registration” template that can be found in the left-hand service side bar of the PharmOutcomes “Services” Page.

N.B. the clinical pathways templates are not visible from the Services page as they are linked to the “Registration” template and are accessed once the registration is complete via links as described above.

Opening the registration template will allow the practitioner to enter all relevant information including the patient demographics (validated via PDS) and details of how the patient has accessed the service (e.g. NHS 111 referral, onward referral from another pharmacy or whether the patient has self-presented etc.).

If the patient has been referred, relevant fields display to capture referral IDs and referral site ODS codes etc. This information is required by the NHS BSA and is sent on saving the record. It is appreciated that this information may not always be provided as part of an NHSmail referral so they are non-mandatory fields that should be completed if possible.

Recording the registration outcome as a minor illness consultation, if appropriate, prompts the practitioner to complete a minor illness template that reflects the one previously covered in this guide. This can be accessed via a link in the “Services” page on saving the initial registration.

Selecting a clinical pathway as a required next stage will prompt the display of the relevant gateway flow chart. The practitioner can now record whether the gateway criteria have been met or not. For patients satisfying the gateway criteria, an intervention can be recorded using the dedicated clinical pathway template that is accessed and used as described earlier.

## Referrals for Urgent Medicines Supply

These referrals will present in the “Services” page as seen earlier in this guide and the linked follow-up mirrors the CPCS urgent supply service. A dedicated NHS-mail template can be accessed and used from the left-hand side of the “Services” page when referrals are received via NHS-mail for urgent medicines supply. Saving the record will prompt both a GP post event message to send and a claim to be sent to the MYS portal on behalf of the pharmacy.



## Service transition - FAQ

### My pharmacy is already signed up with PharmOutcomes for CPCS; what do I need to do to sign up for Pharmacy First?

If your pharmacy has already signed up to use PharmOutcomes as your chosen IT partner for CPCS via PharmOutcomes Direct, you don't need to do anything to sign up for Pharmacy First. The team at PharmOutcomes will automatically configure your Pharmacy to access the new Pharmacy First templates from the 31<sup>st</sup> of January 2024. On this date CPCS will be switched off and Pharmacy First will be activated for your site.

### My Pharmacy is not currently signed up with PharmOutcomes for CPCS; what do I do to sign up to use PharmOutcomes for my Pharmacy First service?

You will still be able sign up at PharmOutcomes Direct and accept the EULA. As the change that happens on the 31<sup>st</sup> January will be service name change only there is no need to reaffirm the EULA. NB: We will only be able to set your pharmacy end point for Pharmacy First when that service is made available in DoS.

### What will happen to CPCS referrals that my pharmacy receives on the 30<sup>th</sup> January that I have not yet completed?

These referrals will persist in your "Services" page, and you will be able to complete the relevant follow up when the patient presents. From the 31<sup>st</sup> January your pharmacy will only receive referrals for Pharmacy First.

## PharmOutcomes – More than just a solution for Pharmacy First!

PharmOutcomes links to the majority of NHS hospital trusts in England supporting the Discharge Medicines Service (DMS) and Smoking Cessation Service (SCS). The platform also connects many GP practices with community pharmacies via our Local Services and PharmRefer GP referral solutions. Both solutions either already, or will, support direct referrals to pharmacies for Pharmacy First, Hypertension Case Finding and the Pharmacy Contraception Service.

Using PharmOutcomes as your chosen IT solution provider allows your pharmacy team to manage **ALL referrals** to your pharmacy in a consistent manner as the majority will flow directly into the PharmOutcomes workflow. This applies to referrals that are provider pays services (currently CPCS, moving to Pharmacy First in January 2024, Hypertension Case Finding and the Pharmacy Contraception Service from April 2024) and referrals that are commissioned via other routes (DMS, SCS) where there is **no charge to pharmacy**. This means the pharmacy team only have one place to look for all referral types.

## PharmOutcomes – A complete referral management solution!

*For more information on Pharmacy First watch out for regular updates through January 2024 on the PharmOutcomes Homepage at <https://pharmoutcomes.org> We will be making resources available via the homepage throughout January 2024 to support pharmacies prior to the service launch. This will include further guidance and a video guide.*