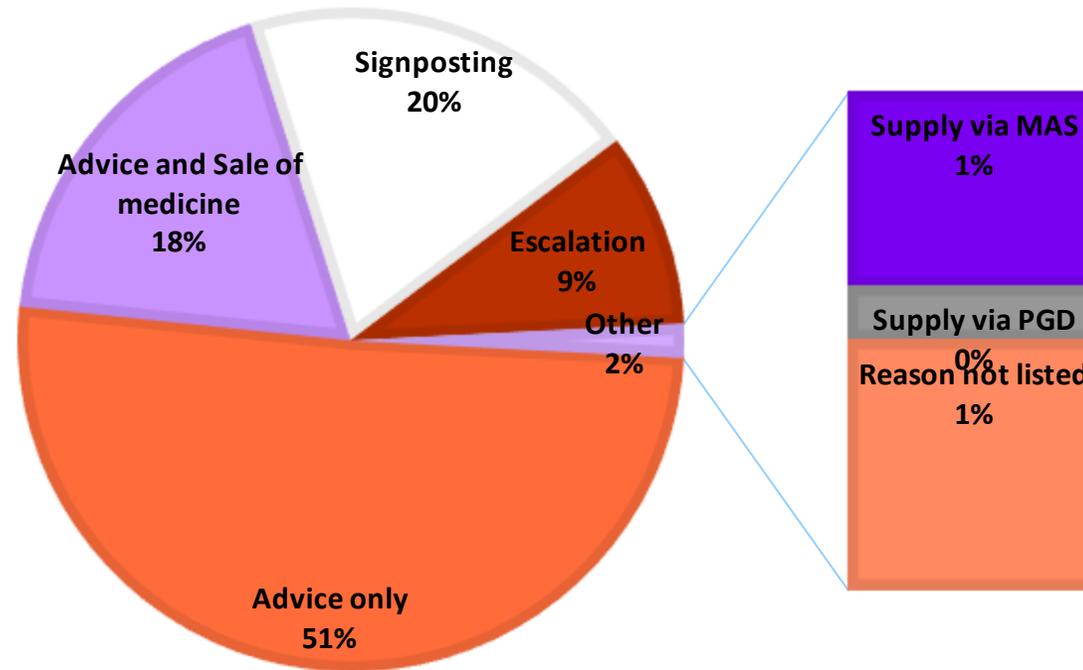


# The Pharmacy First Service

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Community Pharmacy Kent



## OUTCOMES OF GPCPCS REFERRALS SEPTEMBER 2023- NOVEMBER 2023 FOR KENT & MEDWAY ICB

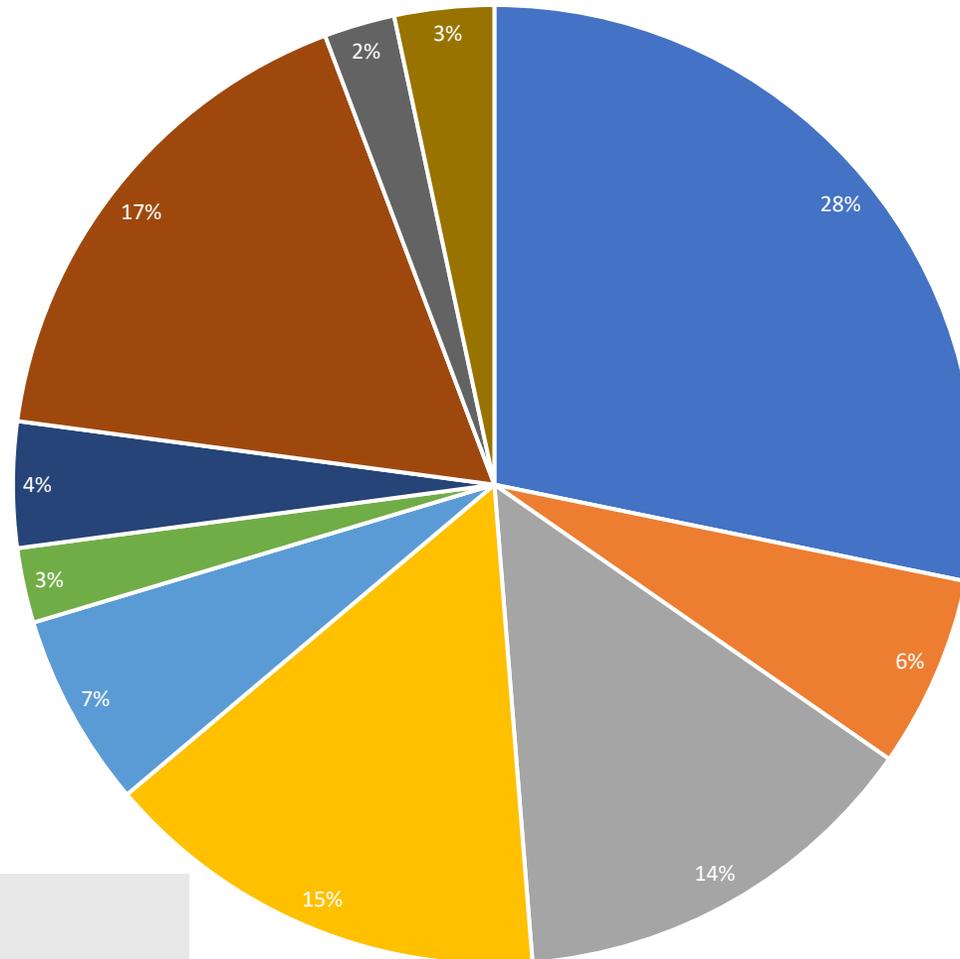


Over 90% of referrals are dealt with by the pharmacy, meaning quick resolution for the patient

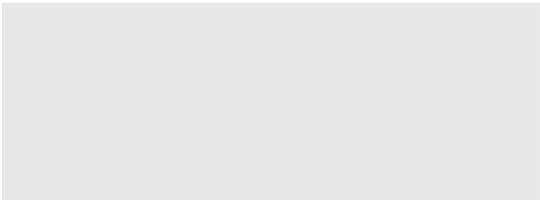
Only 9% of referrals are escalated (i.e. sent back to the GP or to OOH etc)

Just over 50% of patient referrals are resolved by just giving advice.

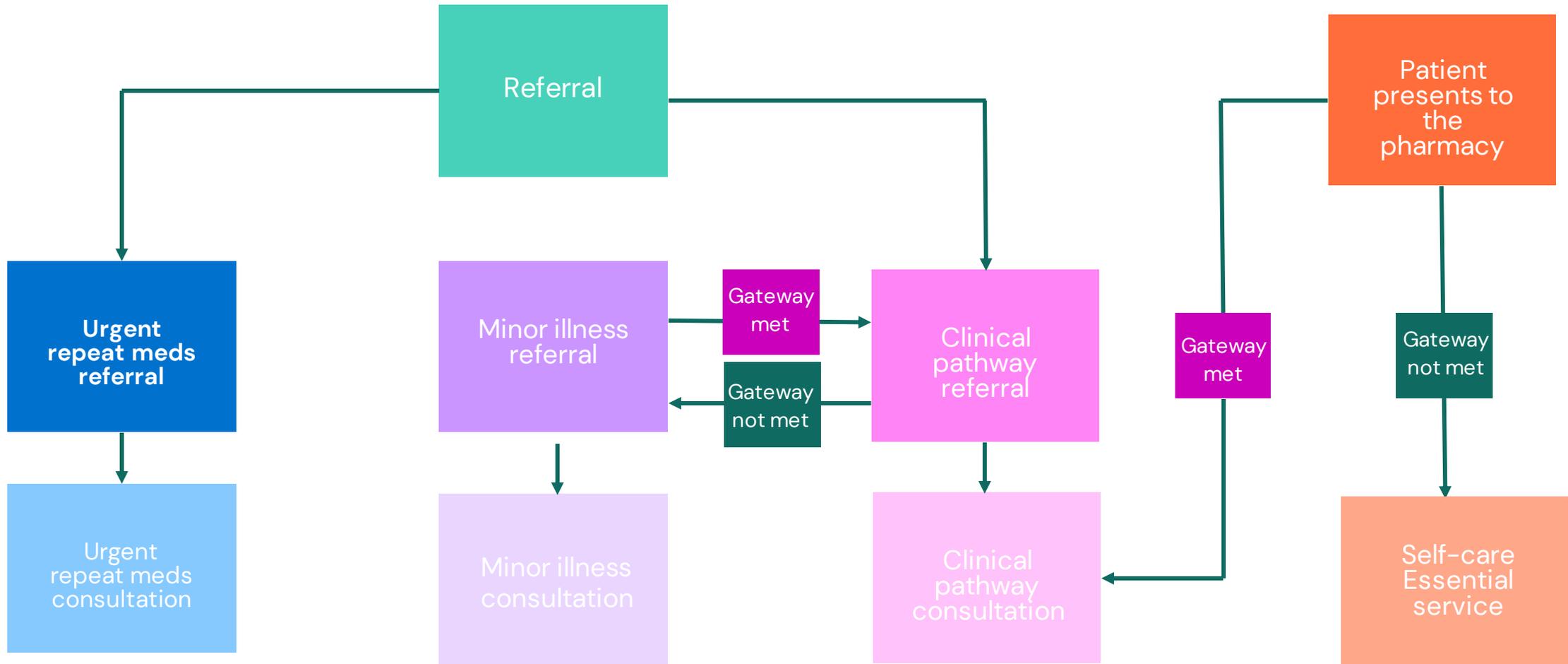
# SE Top 10 Presenting Conditions – Escalations (23/24)



- Cough
- Cold or flu
- ➡ ■ Skin, rash
- ➡ ■ Sore throat and hoarse voice
- ➡ ■ Bites or stings, insect or spider
- Eye, painful
- ➡ ■ Pain and/or frequency passing urine
- ➡ ■ Earache
- ➡ ■ Sinusitis
- Diarrhoea

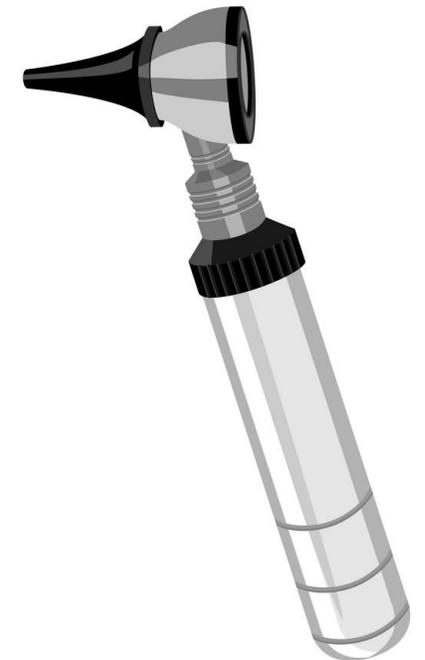


# High-level service overview



# Preparation ahead of launch

- Utilise 'The NHS Pharmacy First self-assessment framework' to ensure you are confident to deliver service
- Ensure you upskill all appropriate staff to deliver the service
- NHS assured Pharmacy First IT system in place
- Purchase otoscope and make sure you are comfortable with using it
- Watch webinars from CPE, available on website
  - [Our webinars - Community Pharmacy England \(cpe.org.uk\)](https://www.cpe.org.uk)
- Watch CPE clinical pathway breakdown video
  - [Pharmacy First clinical pathways resources - Community Pharmacy England \(cpe.org.uk\)](https://www.cpe.org.uk)



# Self assessment framework

Knowing the Pharmacy First service				
Statements	Competent	Development required	No previous experience	Learning resources to support your <u>development</u>
1. Can you explain the local NHS urgent care system and the role of community pharmacy as part of this system?				<p>NHS Pharmacy First: <a href="#">Service specification</a></p> <p>CPPE: <i>Urgent care: the role of the community pharmacy and the NHS Pharmacy First service</i> e-learning [coming soon]</p> <p>CPPE: <a href="#">NHS Pharmacy First: Clinical assessment - essential skills</a> workshop</p> <p>CPPE: <a href="#">NHS Pharmacy First: essential skills</a> e-course</p>
2. Can you explain how the service operates – including the range of conditions and treatments included – to the public and other appropriate professionals?				<p>NHS Pharmacy First: <a href="#">Service specification</a></p> <p>CPPE: <i>Urgent care: the role of the community pharmacy and the NHS Pharmacy First service</i> e-learning [coming soon]</p> <p>CPPE: <a href="#">NHS Pharmacy First: Clinical assessment - essential skills</a> workshop</p> <p>CPPE: <a href="#">NHS Pharmacy First: essential skills</a> e-course</p>
3. Can you accurately record consultations using an NHS assured Pharmacy First IT system and transfer data to GP systems?				<p>CPPE: <a href="#">Documenting in patient clinical records</a> e-learning</p> <p>Training guides and support from NHS assured Pharmacy First IT system providers</p>
4. Can you identify mechanisms for providing feedback to referring organisations on the appropriateness of their referrals into the service?				NHS Pharmacy First: service toolkit

# Training support

Spaces available for Kent ENT training

## Workshop details are as below..

- Date: 3<sup>rd</sup> March 2024
- Venue: Mercure Great Danes Hotel, Ashford Road Maidstone ME17 1RE
- Morning Session: 9.30am-12.30pm (9 spaces remaining out of 60)
- Afternoon Session: 1.30pm -4.30pm. (28 spaces remaining out of 60)

## Drop-in online sessions

Community Pharmacy England will be hosting a series of online drop-in sessions The drop-in sessions will be held between 1-2pm on Microsoft Teams on:

- Monday 29th January 2024;
- Tuesday 30th January 2024;
- Tuesday 6th February 2024; and
- Thursday 8th February 2024.

You do not need to register for these sessions,

Meeting ID: 344 030 046 278

Passcode: tYJ7ox

## Materials to support launch:

- CPE has released various posters to display for patients – to be displayed inside pharmacy and in GP surgeries
- CPE have also released social media assets that can be used across platforms.
- NHS will start patient promotional campaign from 19<sup>th</sup> February, expect enquiries to increase after this
- There is a ten page FAQ available as a resource to engage local practices and stakeholders



**NHS**  
Providing NHS services

We can help you with **seven common conditions** without needing a GP appointment



- Sinusitis
- Sore throat
- Earache (children)
- Infected insect bite
- Impetigo
- Shingles
- Urinary tract infection (women)

Ask us for more information about this free NHS service

**Visit your Pharmacy First!**

## **Functionality updates:**

- It is a requirement before service launch to have an approved IT system in place
- There will be a click through link on pharmoutcomes, that links to GP connect
- NHS Digital have confirmed last week systems should be in place for launch
- EMIS wording will change on system from 'local services' to 'minor ailments to pharmacy'
- GP surgeries have been encouraged to initially use bypass route to send referrals into clinical pathway
- The general GPCPCS triaging questions are still being amended by looking to be finished by Mid February
- Initially on launch the record of consultation will go to the surgery as a 'document', but after the 5<sup>th</sup> of February it should be landing in 'workflow', so it'll be more quickly added to the patient record therefore reducing GP workload.

## Tips to ensure service success

- ✓ Open lines of communication with GP surgery, which includes being open regarding capacity
- ✓ Engaging key stakeholders – for example you might speak to local nurseries, care homes to make them aware of the service
- ✓ Utilise your teams skill mix when conducting consultations
- ✓ Ensure we hit target each month to claim bonus payment, and prevent clawback of initiation fee

## Useful links

- Self-assessment framework  
[NHS Pharmacy First service: CPPE](#)
- Cliniskills training module  
<https://www.cliniskills.com/community-pharmacists/>
- Virtual outcomes training for pharmacy teams  
[Pharmacy Training - Virtual Outcomes](#)
- Watch webinars from CPE, available on website  
[Our webinars - Community Pharmacy England \(cpe.org.uk\)](#)
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