

## **Pharmacy First Referrals for Pharmacy Teams working in Nottingham and Nottinghamshire ICB**

### **What is Pharmacy First?**

Pharmacy First consists of three parts:

- 7 clinical pathways with prescription only medicine supply via patient group directive if appropriate. Available via walk in or electronic referral.
- Minor illness consultations, (previously the Community Pharmacy Consultation service) with self-care advice and over the counter sale if patient wishes. Available by electronic referral only.
- Urgent medicine supply. Available by electronic referral from NHS 111 only.

### **Who can make electronic referrals?**

For Urgent Medicine Supply referrals can only be from NHS 111.

For the 7 clinical pathways and the minor illness consultation electronic referral can be from:

- GP practices
- A and E
- Urgent care centres
- NHS 111

### **What are the advantages of Referrals?**

- Helps the Community Pharmacy schedule their workload.
- Funding for the advice given during minor illness consultations and for 7 clinical pathways which do not meet gateway criteria. Please note that supply of medication cannot be made on the 7 clinical pathways if gateway criteria and/or patient group directive requirements are not met.
- Official post event messaging for minor illness consultations and for 7 clinical pathways which do not meet gateway criteria.

## **How are referrals received at Pharmacy in Nottingham and Nottinghamshire ICB?**

Referrals need to be received electronically using a confidential secure method. NHS 111 tend to use a software package called Pharmrefer which may send referrals directly into the pharmacy software e.g. directly into pharmoutcomes.

Some GP practices, A and E and urgent care centres also have access to pharmrefer and referrals will be received in a similar way to NHS 111. However, there is a cost for pharmrefer so in most cases the referral will be sent from the GP nhs net email to the pharmacy nhs net email.

### **Important Pharmacy Email Information**

- The email must be nhs net so that the referral is sent and received securely.
- The email must be the pharmacy generic email not an individual's email in case of annual leave and sickness.
- The email must be checked regularly as per the pharmacy contract even in the absence of the usual pharmacist.

### **Other Important Information**

Relationships with the general practice are important for referrals to work well. Most issues around Pharmacy First between GP practice and Community Pharmacy are as the result of communication problems, so please have a conversation with the GP practice if there are any concerns.

### **Further Questions**

If you have any further questions, please contact:

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