



England

23 November 2023

Pharmacy First Overview for NHSE teams

Service goals



Pharmacy First will **increase convenience for the public** and **integrate community pharmacy into the NHS**, delivering 9 clinical pathways and making pharmacies the first port of call for many minor illnesses.



Consultations for shingles, impetigo, sinusitis, otitis media, infected bites, sore throat and uncomplicated UTIs

Up to 7.7 million GP appointments shift to community pharmacies which can supply prescription-only medicines, including antibiotics and antivirals where clinically appropriate.

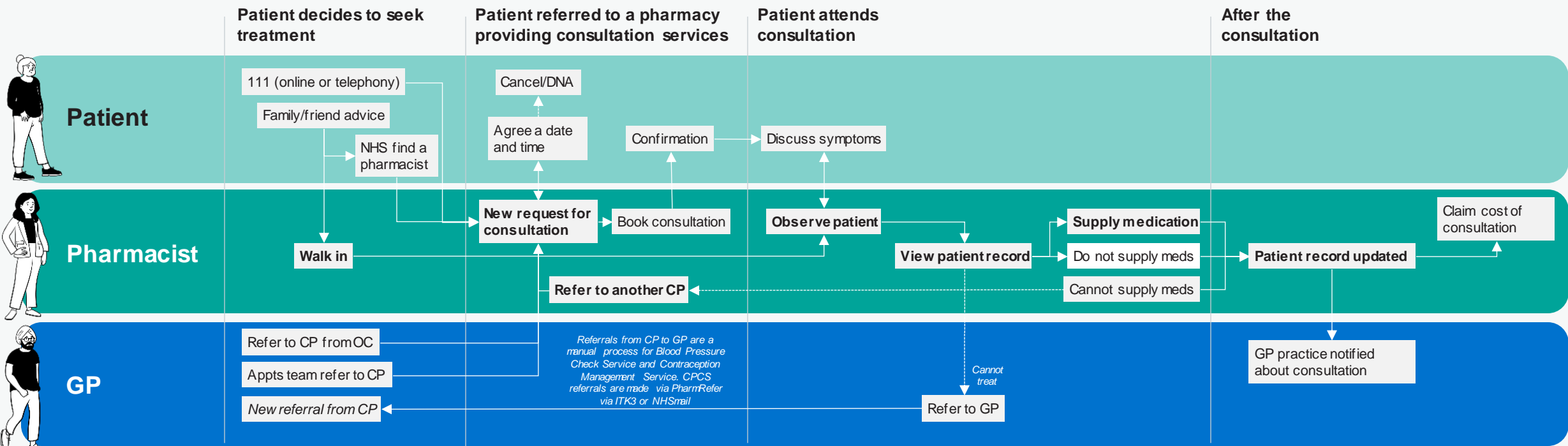
These 7 clinical pathways are rolled out across 17,000 clinical sites (10.5k pharmacies and 6.5k general practices).

Blood Pressure Check Service (BPCS) and Contraception Management Service (CMS)

BPCS currently delivers up to 120,000 blood pressure checks through community pharmacies. This will expand to a further 2.5 million checks.

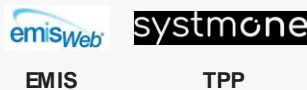
0.5m women taking oral contraceptives will be able get them from pharmacies, rather than by making a GP or practice nurse appointment.

Service journey



Suppliers

GP software suppliers



Community pharmacy software suppliers



Product teams

NHS Pathways

ITK3 Messaging

Directory of Services (DoS)

Service specifications and PGDs

Manage your service (MYS)

NHS Service Finder

Booking and Referral Standard

GP Connect

Access record

Update record

Feature roadmap

Patient decides to seek treatment	Patient referred or signposted to a pharmacy providing consultation services	Patient attends consultation	After the consultation
<p>Service at go live (31 Jan 24)</p>	<ul style="list-style-type: none"> • Patients can walk into any pharmacy which provides the service and have a consultation. • If appropriate, the pharmacist can dispense antibiotics or antivirals for one of the 7 agreed conditions. • Patients can be referred from GPs to pharmacy via a mix of existing and new processes. 	<ul style="list-style-type: none"> • Pharmacists can access patient GP records (Medications, Observations, and Investigations) for CCS walk-ins. • Pharmacists will be able to access supplier system to capture clinical info for remuneration and reporting 	<ul style="list-style-type: none"> • Pharmacists can automatically send updates to the GP practice workflow. • All updates need manual intervention by the GP practice team before filing. • To enable payment and medicines information to be accessible, data from the pharmacy flows via MYS using an API developed by NHS BSA.
<p>Fully scaled service</p>	<ul style="list-style-type: none"> • Eligible patients are signposted directly to a local pharmacy from 111 (online and phone) • Patients can be referred electronically to a local pharmacy from all GPs for all 7 conditions, blood pressure checks and oral contraception. 	<ul style="list-style-type: none"> • Pharmacists can access more areas of the GP patient record (eg Allergies, Immunisations). 	<ul style="list-style-type: none"> • Updates that don't need clinical follow-up are auto-filed into patient records.* • Pharmacists can electronically refer patients to GPs or another pharmacy. <p><small>*subject to consultation with the GP profession</small></p>

Outcomes

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| <ul style="list-style-type: none"> • Take-up is initially dependent on walk-ins and referrals from GP practices – but we anticipate increased channel shift when 111 telephony and online referrals go live • Over time, streamlining the referrals process should reduce administrative burden on GPs and pharmacists | <ul style="list-style-type: none"> • Pharmacy software suppliers can add in additional functionality beyond minimum requirements (eg from Access Record) | <ul style="list-style-type: none"> • Reduced burden/simplified user journey once patients can be directly referred from pharmacists to GP practices, instead of booking their own appointment • Reduced burden once GPs do not need to approve updates to patient records if no action is needed |
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Outcomes

Pathway	Outcomes	Mechanism & Route	Requirements – service launch			Requirements - post launch		
			Common Conditions	Blood Pressure	Oral Contraception	Common Conditions	Blood Pressure	Oral Contraception
Referral	1 General practice to refer patients into community pharmacy.	Digital referral via GP IT system using BaRS	* ✓				✓	✓
	2 Patients and healthcare providers to have access to accurate NHS service information to navigate to a pharmacy delivered service.	Signposting via NHS.UK, Profile Manager and NHS Service Finder	✓	✓	✓			
	3 NHS 111 telephony and NHS 111 online to refer patients into community pharmacy.	Digital referral via 111 and UEC using ITK				✓	Not required	Not required
	4 NHS 111 online to signpost patients to blood pressure service	Signposting via NHS 111 online pages		✓				
Consultation	5 Pharmacy professionals to have access to real time GP patient data which they can view, import and process.	Structured clinical access record via GP Connect	** ✓			✓	✓	✓
	6 System suppliers to develop a consultation template which captures all the required information for clinical, remuneration and reporting purposes.	Consultation template	✓	✓	✓			
	7 Community Pharmacy to receive accurate and timely reimbursement and remuneration.	Payment and data API via NHS BSA	✓	✓	✓			
Post Event	8 Pharmacy professional records the outcome of the patient consultation by automatically updating the GP patient data.	CP update record via GP Connect	✓	✓	✓			
	9 Pharmacy professional to refer the patient to the GP.	***CP referral to GP	✓	✓				✓
	10 Pharmacy professional to refer the patient to another Community Pharmacy	Digital referral CP to CP				✓	✓	✓

*Referrals to SystmOne(TPP) GP practices via ITK3/NHSMail at launch

**Minimum requirement is medications, observations and investigations.

***Solution requires confirmation.

Updated 21/11/23