

The Pharmacy First Service



Welcome and Overview

- Service overview
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- Communications
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- Question and Answer session

The Pharmacy First service

- The **start date** is **31st January 2024** (subject to IT support being available)
- 453 pharmacies signed up by the 21st January out of 481 (94%)
- New Advanced service (therefore optional) that will include **seven new clinical pathways**
- Builds on the Community Pharmacist Consultation Service (CPCS), which most pharmacies provide.
- The service will consist of **three elements**:

Referrals for minor illness consultations with a pharmacist

Previously part of CPCS, GP practices can refer to this element

Urgent supply of repeat meds and appliances

Previously part of CPCS but GP practices cannot refer for this element

Clinical pathway consultations

New element, GP practices can refer to this element

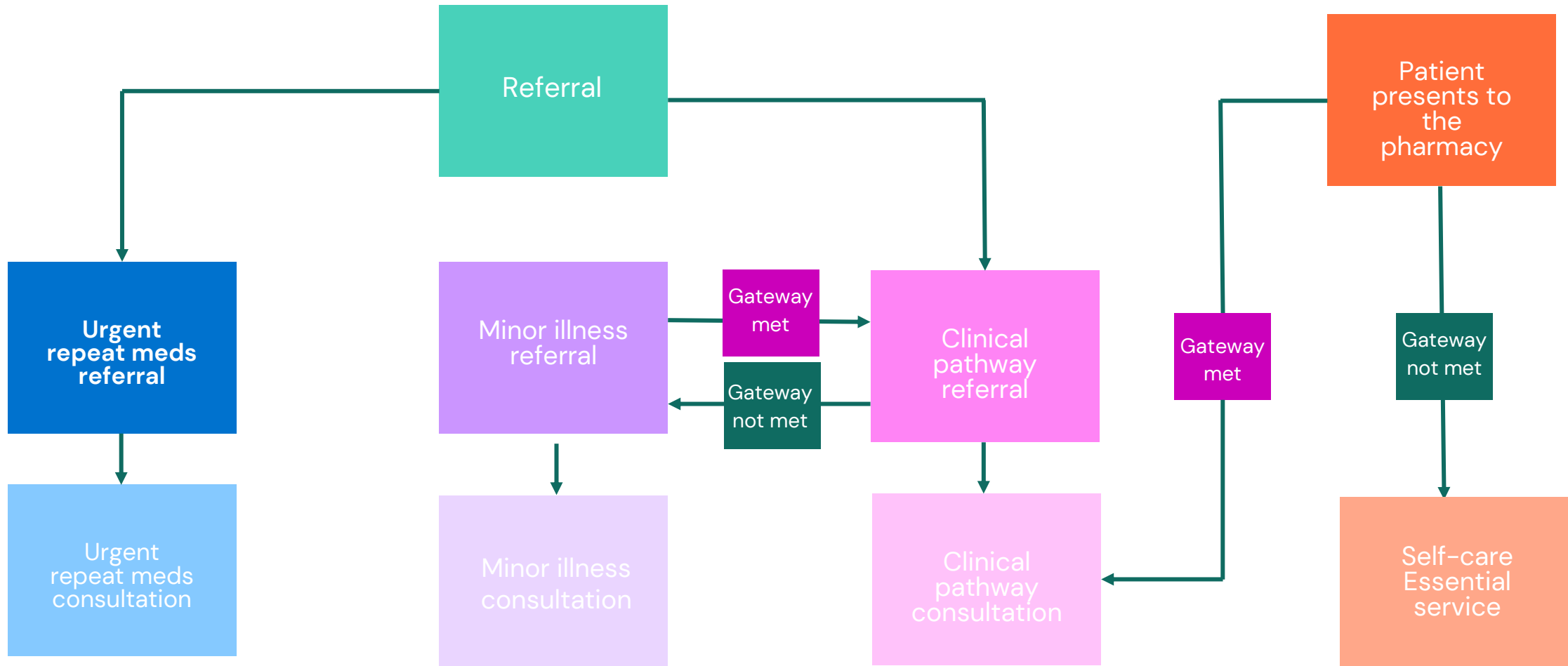
The Pharmacy First service


- **CPCS** will end on 30th January 2024 and will be **incorporated** into the new service from 31st January 2024
- General practices and UEC can still formally refer patients for minor illness consultations with a pharmacist
- Patients will not be able to walk-in to a pharmacy and access the minor illness or urgent supply parts of the service (self-refer); needs to be a referral from an authorised organisation
- Distance selling pharmacies will be able to provide six clinical pathways only (excludes ear infections) via video consultations. Community pharmacies will need to provide all seven clinical pathways
- Campaign's will be launched to highlight the service, support collaboration with GPs and wider teams and prevent inappropriate demand.

The service requirements

- Complying with Terms of Service requirements for Essential services and clinical governance
- Have a consultation room meeting the ToS requirements, with access to IT equipment for record keeping
- Equipment – otoscope – see buying advice in Annex C
- Standard operating procedure, including the process for escalation
- Competency and training requirements
- Have an NHS-assured clinical IT system
- Sign-up to provide the service on MYS
- Where supplies of an NHS medicine are made, the normal prescription charge rules apply

High-level service overview





Clinical pathway consultations (new element)

Clinical pathway consultations

- Involves pharmacists providing advice and NHS-funded treatment, where clinically appropriate for seven common conditions:

Sinusitis

12 years and over

Sore throat

5 years and over

Acute otitis media

1 to 17 years

Infected insect bite

1 year and over

Impetigo

1 year and over

Shingles

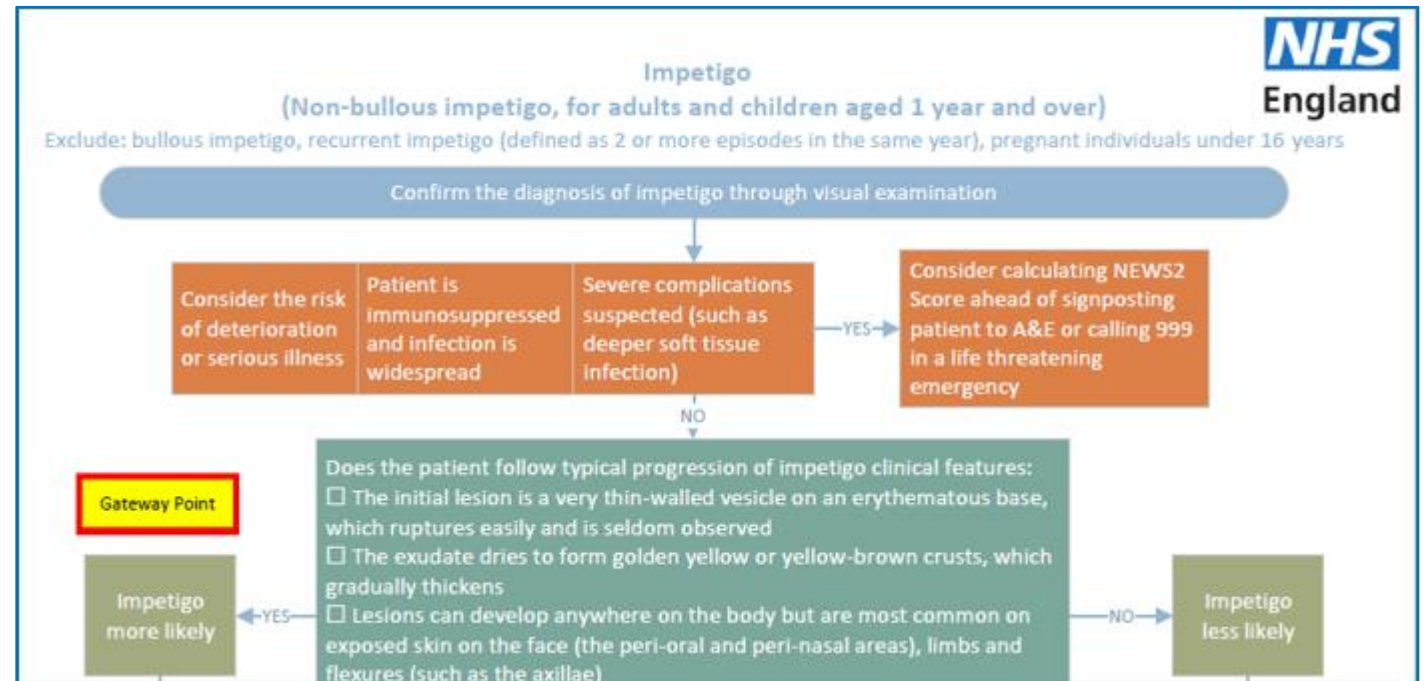
18 years and over

Uncomplicated UTI

Women 16 to 64 years

Clinical pathways consultations

- Service spec and seven clinical pathways developed
- 23 associated PGDs and one clinical protocol (P med)
- The clinical pathways contain one or more Gateway points
- For a patient to be eligible to receive a Clinical pathways consultation, a Gateway point must be passed

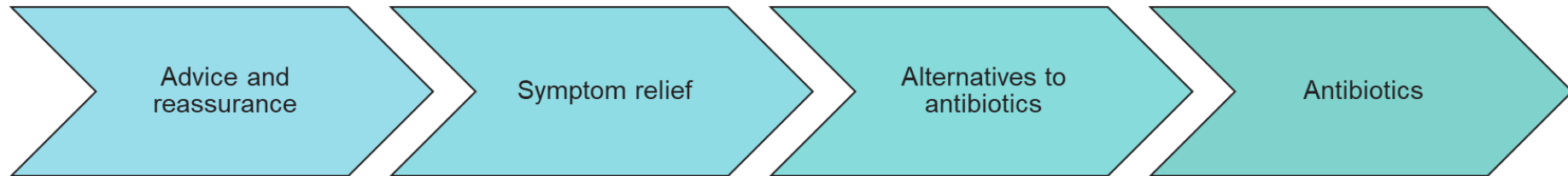


Clinical pathway consultations

- The clinical pathways element will enable the management of common infections by community pharmacies through offering **self-care, safety netting advice**, and only if appropriate, supplying a **restricted set of medicines** to complete episodes of care for seven common conditions
- NHSE commissioned SPS to develop patient group directions (PGDs) and a protocol for the Pharmacy First service
- The final PGDs and protocol, published on the NHS England website, have received national approval from the National Medical Director, Chief Pharmaceutical Officer and National Clinical Director for IPC & AMR
- Pharmacists cannot deviate from the clinical pathways and PGDs

Development of clinical pathways

- Multi-professional expert working group to develop robust clinical pathways for each of the 7 conditions
- Clinical pathway approach



- Adherence to NICE guidelines
- National template for Patient Group Directions developed by SPS
- Pharmacy Quality Scheme antimicrobial stewardship foundation
- AMR Programme Board Oversight
 - National Medical Director and Chief Medical Officer for England

Monitoring and surveillance

- NHSE will closely monitor the Pharmacy First service post-launch to allow for robust oversight and monitor for any potential impact on antimicrobial resistance so that any needed mitigations can be quickly actioned
- NHSE is working with NHSBSA to enable pharmacy reimbursement and functionality for PGD supply to be recorded via ePACT2 data, or in a parallel dashboard
- National Institute for Health and Care Research will commission an evaluation of Pharmacy First services considering implications for antimicrobial resistance

23/73 Evaluating “Pharmacy First” Services for management of common conditions



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Summary

The Primary Care Recovery Plan set out that NHS England will commission a “Pharmacy First” service nationally in community pharmacy, with the aim that by Winter 2023 those signed up to deliver the service can supply prescription-only NHS medicines for seven common conditions, subject to consultation with Community Pharmacy England. The National Institute for Health and Care Research (NIHR) is interested in receiving high-quality research applications to undertake a robust wrap around evaluation of the planned “Pharmacy First” service to understand the impact, safety, cost effectiveness and acceptability of these services, as well as any implications for antibiotic use and antimicrobial resistance.

The NHS Community Pharmacist Consultation Service (CPCS) was launched in October 2019, allowing patients already registered with a General Practitioner (GP) to be referred to community pharmacies for minor illness advice and treatment, or urgent repeat

Notifications

- A patient's general practice will be notified on the day of provision of the service or on the following working day
 - Where possible, sent as a structured message in real time via the NHS-assured IT system
 - NHSmail as a back-up
- Minor illness and clinical pathway consultations – GP Connect Update Record will provide the functionality to automatically update a patient's GP medical record
- [EMIS link](#)

Training

A decorative graphic featuring a large teal rectangle in the center. The word "Training" is written in white serif font on the teal background. Surrounding the teal rectangle are several small, scattered squares in various colors: orange, purple, blue, and teal. The background is a light teal gradient.

Competency and training requirements

- Competency to provide the service is self declared, there is no mandatory training.
- The pharmacy owner must ensure that pharmacists providing the service are competent to do so, including the use of an otoscope (except for DSPs) and be familiar with the clinical pathways, clinical protocol and PGDs. This may involve completion of training.
- The pharmacy owner must keep documentary evidence that pharmacy staff involved in the provision of the service are competent and remain up to date with regards to the specific skills and knowledge that are appropriate to their role, and to the aspects of the service they are delivering.
- The Centre for Pharmacy Postgraduate Education (CPPE) has a [webpage](#) which details training resources which may help pharmacists preparing to provide the service.
- CPPE have also developed with NHS England a Pharmacy First [self-assessment](#) framework, which pharmacists can use to assess their knowledge in relation to the service and to identify any gaps in their knowledge, which need to be filled.

Useful CPPE resources to support the delivery of Pharmacy First (Not mandatory)

[NHS Pharmacy First ENT clinical assessment skills workshop](#)



[NHS Pharmacy First essential skills e-course](#)



[NHS Pharmacy First: Clinical assessment - essential skills online workshop](#)



[NHS Pharmacy First Otitis Media e-learning](#)



[NHS Pharmacy First Sinusitis e-learning](#)



[NHS Pharmacy First Sore throat e-learning](#)



[Dermatology e-learning](#)



[Shared decision making](#)



[Clinical history taking - what a good consultation looks like](#)



[Consultation skills](#)



[Documenting in patient clinical records](#)



[Urgent care and Pharmacy First \(currently being updated\)](#)



[Pharmacy services: delivering quality](#)



[NHS Pharmacy First Otitis Media - Otoscopy](#)



Training

- Pharmacists must read and sign-up to the final versions of the 23 PGDs and one protocol. Draft versions not signed by NHS England and are therefore not valid for use.
- Clinical Pathway videos can be found [here](#)
- Pharmacy IT system user guides.
 - [PharmOutcomes Get ready for Pharmacy First! Guide](#)
 - [PharmOutcomes video](#) How to complete a referral
 - [Sonar Pharmacy First guides](#)
 - [Cegedim Help guides](#)
 - [Positive Solutions contact email](#)

The background features a light teal-to-white gradient. A large teal rectangle is centered, containing the word "Communications" in white. Scattered around the teal rectangle are several small squares in orange, blue, and purple. A larger blue square is located in the bottom-left corner, and another blue square with an orange square on top is in the top-right corner.

Communications

Communication

There are a number of resources that can be used to communicate the provision of Pharmacy First. You may wish to communicate this to:

- Your pharmacy staff
- Local GP surgeries
- Community Pharmacy PCN Lead
- Other pharmacy contractors
- Patients – posters/website/social media
- General public – posters/website/social media

Communication

- Briefing for pharmacy team can be found [here](#)
- Template email to GP can be found [here](#)
- GP briefing can be found [here](#)
- Posters to display can be found [here](#)
- For your PCN lead details, please contact us



IT Set-up

Setting up

Pharmacy contractors (if not already done so) must chose an assured IT system

There are 4 IT system suppliers working with NHS England to assure their Pharmacy First systems:

- [Cegedim](#)
- [PharmOutcomes](#)
- [Positive Solutions](#)
- [Sonar Informatics](#)

Setting up

- The system suppliers are updating their existing NHS-assured IT support for the Community Pharmacist Consultation Service (CPCS) to incorporate the new elements of the Pharmacy First service and the additional IT functionality also being developed to support the service.
- All pharmacies already providing the CPCS must be signed up to use one of these NHS-assured IT systems.
- If you do not have an IT assured provider or are unsure, please contact us
- If you already have a contract in place, you do not need to do anything

Setting up

Pharmacy owners therefore have a choice of either:

1. Continuing to use their CPCS IT system supplier for Pharmacy First IT support; or
2. Changing to another NHS-assured Pharmacy First IT system supplier.

The 4 current CPCS IT providers have confirmed that any pharmacy's contracted to use a CPCS IT system will carry over to the supplier's new Pharmacy First IT system at the commencement of the service, unless the pharmacy owner opts to use another supplier for Pharmacy First.

Setting up

Pharmacy owners to be aware that to ensure pharmacies will show as 'live' on the Directory of Services (DoS) **from 31st January 2024**

You must:

1. Sign up to provide Pharmacy First on MYS; **and**
2. Sign up with an IT supplier if you were not already signed up to one for CPCS

By Friday 19th January 2024

Setting up

- DoS is used by NHS 111 to make referrals to pharmacies.
- Those pharmacies that wish to continue to use their CPCS IT supplier for Pharmacy First will not need to sign up again with their IT supplier, so if they have registered to provide Pharmacy First on MYS by 19th January 2024, you will be set as live on DoS on 31st January 2024.
- Any pharmacy owners that wish to change their IT supplier, will need to do so, by contacting the new supplier and entering into a contractual agreement with them, by 19th January 2024 in order that their pharmacy will be set as live on DoS on 31st January 2024.
- Any pharmacies that sign up to provide Pharmacy First on MYS and have an existing IT contract in place **or** change their IT provider after 19th January 2024 will be set as live on DoS as soon as possible, but NHS England cannot guarantee that it will be in time for the start date for the service.



Top Tips

Top Tips

- Use the implementation checklists to check for readiness
 - Pharmacy Owner
 - Pharmacist
- Practitioner view of GP Connect will be available to support clinical decision making – check with your IT supplier (on PO this will be on the services page after launch)
- Reach out to your GPs and PCN lead to ensure effective communication
- Fully brief your pharmacy teams <https://cpe.org.uk/briefings/briefing-040-23-initial-briefing-for-pharmacy-teams-the-pharmacy-first-service/>

Top Tips

- Ensure all locums can provide the service – most Locum agencies have prepared a checklist for them to use
- Be aware of key dates
- Be familiar with targets for monthly service delivery



Pharmacy First Launch

Pharmacy Team briefing

Only pharmacists can provide the consultation but the whole team can be involved in the service:

- Community Pharmacy England briefing for the pharmacy team.
- Discuss as a team how you make the service a success.
- Think about other pharmacy services you could promote to patients who come in for the service, e.g. flu vaccination service.
- Ensure all staff know how to identify a patient who may have been referred to the pharmacy for the service.
- Make sure team members are clear on daily activities, such as checking for referrals.
- Discuss how each member can promote the service to patients, for example, encourage patients to tell their friends and family about the service.

Service Launch

- Talk to your GP Practice – liaise with the Community Pharmacy PCN Lead.
- Communication and promotional resources. CPE published a series of resources to help promote the new service to patients and members of the public including a selection of posters, suggested social media posts, etc media tiles.
- Updated CPE pharmacist and pharmacy owner checklists.
- FAQs on the service on CPE FAQs page <https://cpe.org.uk/national-pharmacy-services/advanced-services/pharmacy-first-service/pharmacy-first-service-faqs/>

Important dates for the service

Pharmacies need to have delivered a minimum of five Pharmacy First – clinical pathway consultations that cross the Gateway point by 11.59pm on 31st March 2024.

- If not, will have their £2,000 initial fixed payment reclaimed.
- Therefore, important to be ready to go including having thought about service promotion, when the service launches to give you the best opportunity to meet this requirement.

Minimum number of clinical pathway consultations required to be eligible for the monthly fixed payment of £1,000 also increases each month so again helpful to be ready to deliver and promote the service.

A few final points

- Make use of the resources available to you nationally and locally – let us know if there are any other resources which would help
- Don't forget that most people are already providing two thirds of the service
- And people already walk into pharmacies every day to seek help with the seven conditions
- Remember that the consultation notes and comments may be seen by patients via the NHS app as well as other healthcare professionals
- The service will take a little time for people to get used to the new pathways...
- ...but this is absolutely a service which we believe all pharmacy teams can successfully provide
- Good luck with providing the service!

Questions

