

## Key points that receptionists/care navigators can use with the patient

**Opening statement once you have taken the details of why the patient would like an appointment:** Having listened to your symptoms, I am referring you for a consultation with an NHS community pharmacist working with our practice.

If you can just let me know which pharmacy you would like to use, I can send the details to them, please contact the pharmacy and state you have been referred by your GP practice. Here are the pharmacy contact details.....

### Q. If I go to the pharmacist, I won't get an appointment

A. If following your consultation with the pharmacist, your condition requires them to raise anything with us, or arrange an urgent appointment for you, they will do that as part of the service.

### Q. The pharmacist won't know what to do

A. Pharmacists are highly trained healthcare professionals, with five years training and spend a high percentage of their time helping patients with symptoms such as yours. You can contact the pharmacist after the referral has been sent, if the pharmacist has not had contact from you they will call you for an initial telephone consultation to assess your condition and you'll be given advice about your symptoms and any ongoing self-care.

### Q. I have been to the pharmacy already and they couldn't help

A. This is a new NHS service to help us ensure that patients get care as quickly as possible. I am arranging a private consultation for you with the pharmacist, and they will ask about your medical history, symptoms and current medication, in the same way the GP would ask you about them.

The pharmacist will provide you with advice and can sell you with an over-the-counter product if you choose, or provide treatment for 7 clinical conditions where needed. They will send details of your consultation back to us for our records.

### Q. I am not going to pay for anything as I get my prescriptions free

A. Your pharmacist will provide you with advice on how to treat your symptoms, which may include a medicine or product. Medicines that can be purchased in a pharmacy to treat minor illnesses, are usually inexpensive and would not normally be prescribed by your GP anyway. You are free to choose if you wish to make a purchase or not.

For the clinical conditions you may be offered medication at the pharmacy, you will need to pay normal prescription charges or if you are exempt there is no charge, but you will need to state what exemption you have.

### Q. I really don't want to see the pharmacist

A. We want to ensure that you are offered an appointment with the most appropriate qualified health care professional based on your symptoms. If you have minor illness symptoms that can be treated the same day through a consultation with a qualified community pharmacist, but do not want to accept this referral, we will arrange a routine appointment for you with the GP at a future date.