



England

NHS Pharmacy First

Midlands Supporting Information and Links



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Community pharmacy advanced service specification: NHS Pharmacy First Service

- [NHS Pharmacy First Service Specification](#)

NHS Pharmacy First – Clinical Pathways

- [Pharmacy First - Clinical Pathways](#)

NHS Pharmacy First – PGDs

1. [Urinary tract infection patient group direction](#)

5. [Acute sore throat patient group directions](#)


2. [Shingles patient group directions](#)

6. [Acute sinusitis patient group directions](#)

3. [Impetigo patient group directions and protocols](#)

7. [Acute otitis media patient group directions](#)

4. [Infected insect bites patient group directions](#)



Pharmacy First – Updating patient records after pharmacy consultation

EMIS Web


- GP Connect Update Record is part of [NHS England's Pharmacy First](#) project, encouraging patients to use community pharmacies for minor ailment advice and medication.
- GP Connect Update Record updates a patient's GP record with details of a consultation held at a community pharmacy. GP Connect Messaging is used to transfer the data in a structured format, informing the GP of the consultation, such as the patient has been prescribed antibiotics, has had their blood pressure taken or has been prescribed contraceptive medication.
- The structured data is filed on the patient's record as a provisional consultation, except for medication issued which is filed automatically, and a workflow task is created under *Awaiting Filing* to be reviewed and actioned. Once actioned, the pharmacy consultation is fully filed on the patient's record with a document attached detailing the full consultation.


Pharmacy First – Updating patient records after pharmacy consultation

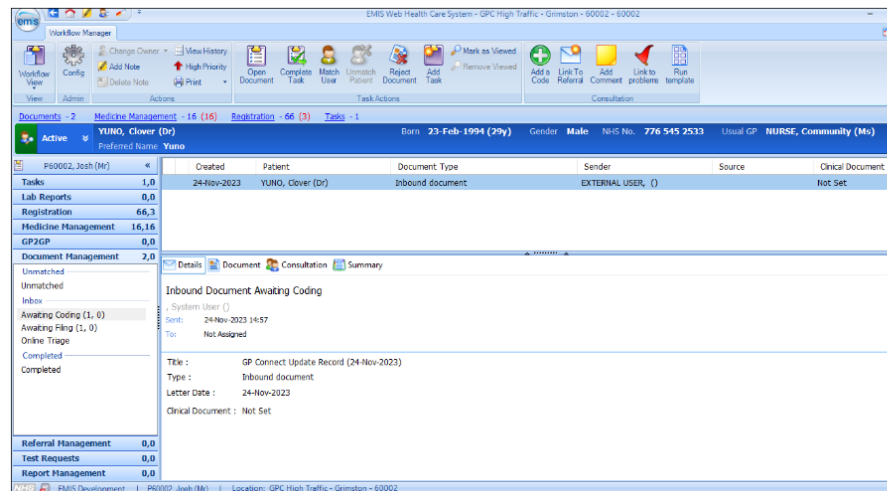
EMIS Web – Actioning a pharmacy consultation message

EMIS have [published a step-by-step guide](#) including screenshots on how to action a pharmacy consultation message


Actioning a pharmacy consultation message

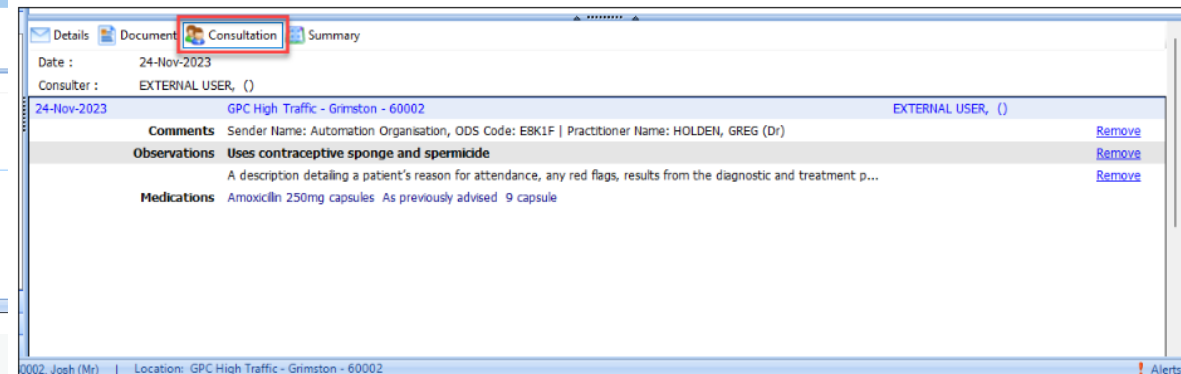
To access Document Management, click , point to **Workflow** then select **Workflow Manager**. In the left-hand pane, click **Document Management**.

 The sender will always be 'EXTERNAL, USER'.



The messages are required to be reviewed and completed. Information can be found under the Consultation and Summary tabs.

 There may be free text added to the Consultation screen, that may not show in the structured format of the Document Management task.




Pharmacy First – Updating patient records after pharmacy consultation

TPP SystemOne

TPP SystemOne have released a short video explaining how Pharmacy First in SystemOne.

Access is available via the training platform on logging in to SystemOne - [Pharmacy First on SystemOne](#)



The video thumbnail shows a person's hands typing on a laptop keyboard. The text 'Pharmacy First' is overlaid in the center, and the 'tpp' logo is in the top right corner.

Pharmacy First
This video will explain how Pharmacy First works in SytsmOne. ...[Read more](#)

👍 Module rating ☆☆☆☆

🕒 5 mins required (approx)

TPP SystemOne – Receiving Consultation Messages

- S1 GP Practice can choose how to file Third-party incoming messages
- **Organisation Preferences** → **Interoperability** → **Incoming Messages**
- Default is Automatically filing into the patient record and automatically marked as 'Hidden from Online Services'. A task will be generated to allow users to review the incoming message and amend the online visibility where appropriate.

The screenshot shows the 'Organisation Preferences' dialog box. The left-hand navigation pane is expanded to 'Interoperability' > 'Incoming Messages', which is highlighted with a green box. The main content area shows the following settings:

- Enable Auto-Filing Third-Party Immunisation Messages
- GP Connect Update Record Messages**
 - Off: No data sent by a third-party using GP Connect Update Record capability will be received into SystemOne. The message will be rejected and a notification will be automatically sent to the originating system.
 - Create task for manual filing: Data sent by a third-party using GP Connect Update Record capability will be received into SystemOne and a task generated to allow for manual filing into the patient record.
 - File automatically: Data sent by a third-party using GP Connect Update Record capability will be received into SystemOne and automatically filed into the patient record. A task will be generated to allow for reviewing of the incoming message.

A yellow tip box at the top explains that enabling the auto-filing option allows incoming immunisation messages to be filed directly to the record, while disabling it results in a task for manual filing. A 'QUICK TIP' icon is visible at the bottom left of the dialog. The bottom right corner shows a green 'Changed' status indicator.

Auto-filing can help reduce practice workload and improve patient experience (e.g. reception able to see pharmacy message in records if patient calls practice before practice has managed to review message)

Patient Facing Promotional Materials – Produced by Community Pharmacy England

Community Pharmacy England have produced a number of resources to support community pharmacies and other stakeholders to promote the Pharmacy first Service

Resources Include:

- Poster for display within pharmacies
- Posters for more general use (e.g. in GP Practice Waiting Rooms)
- Social Media Tiles

[Link to: Pharmacy First:
resources to promote the service](#)



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

NHS Providing NHS services

Speak to your pharmacist if you suspect you have

Earache

(Children aged 1 to 17 years)

Visit your Pharmacy First!

The poster features a close-up of a child's ear being examined by a pharmacist wearing blue gloves. The background is light blue with a green cross icon and smaller orange crosses.



NHS Providing NHS services

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



Ask us for more information about this free NHS service

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

Visit your Pharmacy First!

The poster shows a pharmacist in a grey suit and glasses assisting a woman in a black headscarf who is holding a child wrapped in a bright green blanket. The background is a pharmacy interior with shelves and other people.



Patient Facing Promotional Materials – *Produced by Department of Health and Social Care*

NHS England and the Department of Health and Social Care (DHSC) are planning a significant communications campaign for Pharmacy First.

This will feature community pharmacists and is planned to start from the 19th February 2024

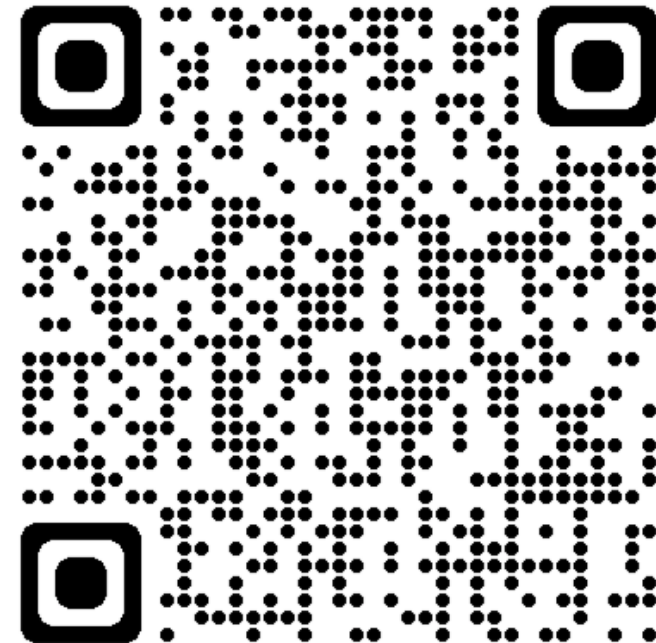
Media assets will be available via the DHSC Campaigns resources website:
[Campaigns | Campaign Resource Centre \(dhsc.gov.uk\)](https://www.dhsc.gov.uk/campaigns)

[Find Pharmacy Services - NHS \(www.nhs.uk\)](http://www.nhs.uk)

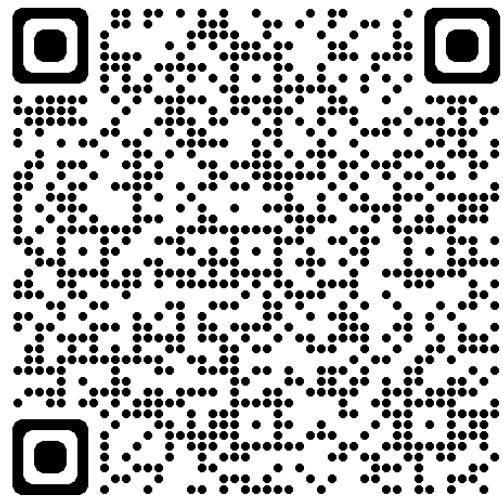
Find Pharmacy Services can be accessed by patients via the nhs.net website
The searches enable patients to find out what services local pharmacies are offering.



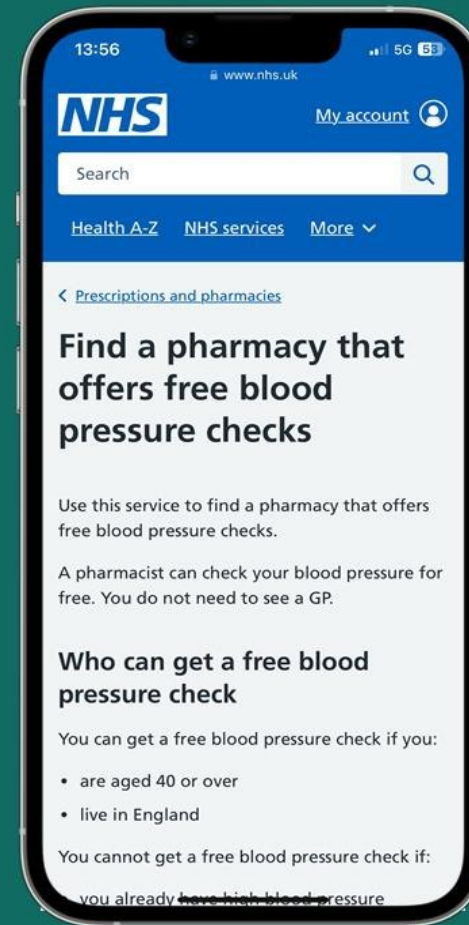
The screenshot shows the NHS website interface. At the top is the NHS logo. Below it is a navigation bar with links for 'Health A-Z', 'Live Well', 'Mental health', and 'Care and support'. The breadcrumb trail reads 'Home > NHS Services > Prescriptions and pharmacies'. The main heading is 'Find pharmacy services'. Below this are several links: 'Find a pharmacy', 'Find an internet pharmacy', 'Find a dispensing contractor service', 'Find a pharmacy that offers the NHS flu vaccine', 'Find a pharmacy that offers free blood pressure checks', and 'Find a pharmacy that offers the contraceptive pill without a prescription'.



[Find a pharmacy that offers free blood pressure checks - NHS \(www.nhs.uk\)](https://www.nhs.uk)



Find a local Pharmacy that offers free Blood Pressure Checks



https://youtu.be/MqR_a1DitOE

[Find a pharmacy that offers the contraceptive pill without a prescription - NHS \(www.nhs.uk\)](https://www.nhs.uk)

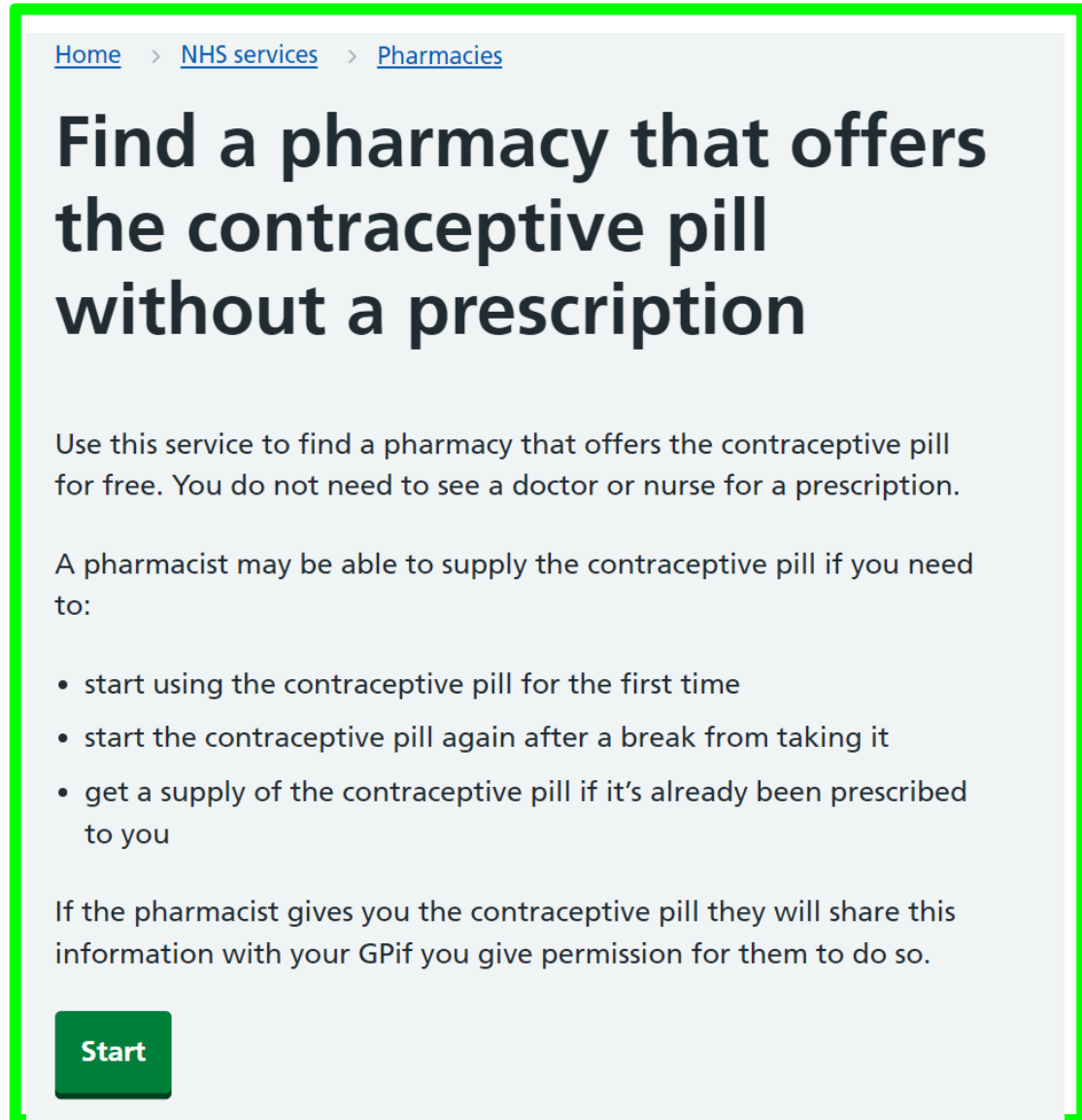
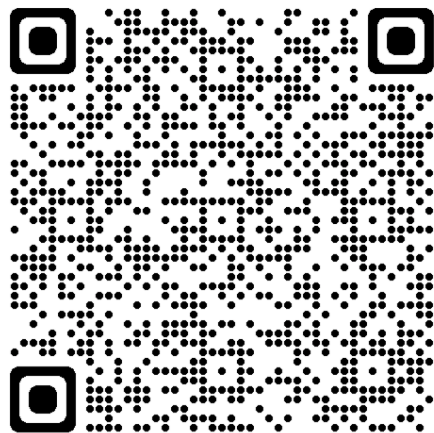


Need your next supply of oral contraception?

You can now arrange to get your next supply directly from some local pharmacies in confidence.

NHS

The image shows a person's hands holding two blister packs of oral contraceptive pills. One pack is white with pink and white pills, and the other is yellow with white pills. The NHS logo is in the top right corner.



Home > [NHS services](#) > [Pharmacies](#)

Find a pharmacy that offers the contraceptive pill without a prescription

Use this service to find a pharmacy that offers the contraceptive pill for free. You do not need to see a doctor or nurse for a prescription.

A pharmacist may be able to supply the contraceptive pill if you need to:

- start using the contraceptive pill for the first time
- start the contraceptive pill again after a break from taking it
- get a supply of the contraceptive pill if it's already been prescribed to you

If the pharmacist gives you the contraceptive pill they will share this information with your GP if you give permission for them to do so.

[Start](#)

The screenshot shows the NHS website interface with a green border. It includes a breadcrumb trail, a main heading, explanatory text, a list of conditions, and a 'Start' button.

SMS/Email Message Preset Templates 1



Blood Pressure (BP) Check at Pharmacy

- Dear <title> <forename> <surname>, You can get a free blood pressure (BP) check at a local pharmacy by using this link: <https://bit.ly/pharmacybloodpressurecheck> If you encounter any issues, please contact us back. Regards <staff member title> <staff member forename> <staff member surname> - <organisation name>

Oral Contraception Service at Pharmacy

- Dear <title> <forename> <surname>, You can seek free Oral Contraception from a local pharmacy by using this link: <https://bit.ly/nhspharmacyservices> If you encounter any issues, please contact us back. Regards <staff member title> <staff member forename> <staff member surname> - <organisation name>

Caution: Likely will be replaced with a new dedicated URL link from 1st Dec 2023



Use Short URL links (e.g. bitly) & shorter messages than these examples above to save SMS fragments

Accurx - Template Messages

- If there are no suitable templates from accurx, then create some for your organisation. Remember to add suitable 'Signposting to community pharmacy' or

Pharmacy				
Blood Pressure (BP) Check at Pharmacy	<p>You can get a free blood pressure (BP) check at a local pharmacy by using this link: https://bit.ly/pharmacybloodpressurecheck If you encounter any issues, please contact us back.</p> <p>🔗 SNOMED Code: Signposting to community pharmacy (1084461000000101)</p>	Pharmacy	<input checked="" type="checkbox"/> Individual <input checked="" type="checkbox"/> Batch	<button>Edit</button> <button>Delete</button>
Covid-19 Lateral Flow Test at Pharmacy	<p>Use this link https://bit.ly/47Pny0U to check if you are eligible to get a free Lateral Flow test at a local pharmacy. If you encounter any issues, please contact us back.</p> <p>🔗 SNOMED Code: Signposting to community pharmacy (1084461000000101)</p>	Pharmacy	<input checked="" type="checkbox"/> Individual <input checked="" type="checkbox"/> Batch	<button>Edit</button> <button>Delete</button>
Flu vaccination at Pharmacy	<p>You can receive a NHS Flu vaccination at a local pharmacy by using this link: https://bit.ly/pharmacyfluvaccine If you encounter any issues, please contact us back.</p> <p>🔗 SNOMED Code: Signposting to community pharmacy (1084461000000101)</p>	Pharmacy	<input checked="" type="checkbox"/> Individual <input checked="" type="checkbox"/> Batch	<button>Edit</button> <button>Delete</button>
Oral Contraception Service at Pharmacy	<p>You can seek free Oral Contraception from a local pharmacy by using this link: https://bit.ly/nhspharmacyervices If you encounter any issues, please contact us back.</p> <p>🔗 SNOMED Code: Signposting to community pharmacy (1084461000000101)</p>	Pharmacy	<input checked="" type="checkbox"/> Individual <input checked="" type="checkbox"/> Batch	<button>Edit</button> <button>Delete</button>
Pharmacy Services (General)	<p>Visit this link for services that you can receive from local pharmacies: https://bit.ly/nhspharmacyervices If you encounter any issues, please contact us back.</p> <p>🔗 SNOMED Code: Signposting to community pharmacy (1084461000000101)</p>	Pharmacy	<input checked="" type="checkbox"/> Individual <input checked="" type="checkbox"/> Batch	<button>Edit</button> <button>Delete</button>