

SevernSide

Integrated Urgent Care

Referring from OOHs to Community Pharmacy - Pharmacy First

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1.3	Lucy Grinnell (Head of IUC)	Sept 2024
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Referring from OOHs to Community Pharmacy- Pharmacy first

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Purpose

The purpose of the SOP describes the process for formally referring patients from the Severnside IUC advice queue in the out-of-hours period to a community pharmacy as part of [Pharmacy First](#) (formally NHS Community Pharmacy Consultation Service).

Pharmacy First was launched by NHS England to facilitate same or next day appointments with community pharmacists for minor illness or for an urgent supply of regular medicine. More information can be found [here](#).

Pharmacy First referrals are already being used in BNSSG by care navigators in General Practice, receptionists at Minor Injuries Units /Urgent Treatment Centres and from the Emergency Departments.

During periods of high demand, when Severnside is experiencing long patient waits and increased clinical risk, this process can formally direct patients of low acuity to the most appropriate place for their care. This in turn may contribute to reducing the number of patients in the advice queue, reduce patient waits (for those referred and those remaining), and as a consequence reduce the level of clinical risk.

See flow chart of whole process – Appendix Three.

Pharmacy First Criteria

- BNSSG criteria for antibiotic treatment – [BNSSG Updated OCT 25 aide-memoire Pharmacy First](#)
- National Criteria for NHS Community Pharmacist Consultation Service (CPCS) for patients aged over 1 year - [nhs-conditions.pdf \(icb.nhs.uk\)](#)
- 6/12/24 hours cases
- Pharmacy referral must be able to be managed within the NHS111 timeframe
- Patient must be able to travel to a pharmacy
- Cases from NHS111 and not from HCPs
- Patient consent to a pharmacy referral

The Standard Operating Procedure

Case selection

Appropriate cases for Pharmacy First referral will be identified by the Clinical Navigator (CN) using the criteria above. Once identified, the CN will add a Pharmacy First tag to the case.

Referral to Pharmacy First

All cases with a Pharmacy First tag will be managed by the Operational Team. The nominated operational team member will call the patient to advise their case has been identified as appropriate for Pharmacy First using the below script and:

- check if the patient is in agreement, and

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- advise the patient they will be called back by the pharmacist, assuring the patient if there is any issue the pharmacist can refer them directly back to us without the patient going back through NHS111
- do not give an estimated time of call back from the pharmacy

Call script

"I'm a call handler from Severnside Urgent Care service calling following your contact with NHS111. One of our clinicians has reviewed your case and thinks it would be appropriate to pass your case to a community pharmacist to call you back. This means we will electronically send your details to the pharmacist, and they will call you back within the time frame recommended when you called 111. It is likely your case will be dealt with more quickly that way. If the pharmacist has any problems in sorting things out for you, they can refer straight back to us. Is that OK with you?"

If anything changes or worsens between now and when the pharmacist calls, please call back via 111"

Using Pharmacy First Software

If the patient agrees to the community pharmacy referral the operational team member will:

1. Check all the demographics particularly telephone numbers are correct with the patient
2. Following the call with the patient send the referral to the pharmacy via PharmRefer (see Appendix Four)
3. In Cleo:
 - o Add a non-clinical note to the case to advise "Patient has agreed to be passed to a community pharmacist. Pharmacy referral made to XXXXX pharmacy" ensuring the correct pharmacy is added to the notes
 - o Close the case by selecting the 'complete' button, 'No clinical input required' and 'Pharmacy First' as the outcome

Patients who decline Pharmacy First

If the patient does not agree to the referral the operational team member will add a note using the 'Comfort Call' function and remove the 'Pharmacy First' tag and reinstating any previous tag.

Pharmacy First Considerations

Pharmacy First Time frames

Pharmacies will call all patients referred on the Pharmacy First system. Most referrals will be consulted over the phone and some patients depending on symptoms may be offered a face-to-face appointment.

The call-back to the patient will be the same day for morning referrals, and same day or next morning for referrals made during the afternoon.

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Patient escalation

If during the consultation the Pharmacist feels the patient needs to be managed by a GP, Urgent Care or Hospital, this will then be escalated appropriately by the Pharmacist. In the instance of requiring Out of Hours GP care, the referral will be made to SevernSide by calling the Professional Line 0117 92448293 as per usual process. See Appendix Five

Failed contacts

Once the patient is passed to the community pharmacy the Pharmacist will try to call the patient. If this results in a failed contact of the patient, the Pharmacist will use their clinical judgement and follow their local policy for failed contacts.

Patient Notes following a Pharmacy First Consultation

Similar to IUC Post Event Messages, Pharmacy First will have their own process of electronically notifying the Patient's own GP of the clinical consultation.

Pharmacy First Safety Netting

Pharmacy First will provide appropriate safety netting, and one possible scenario is for the patient to ring NHS111.

Training

All Clinical Navigators to receive an overview of process and step by step instructions on case selection. All Operational staff will receive training on the IT system and referral process.

Governance

The standard clinical governance processes such as learning events and complaints will be implemented for the process of Pharmacy First while patients are within our care.

The ICB will be reporting Pharmacy First data monthly which will initially be done via monthly meetings between the ICB and Clinical Lead and Operational Lead leading on Pharmacy First. In the longer term, the data will be scrutinised in SevernSide SDIP Group and Quality Group.

Appendices

Appendix One - Pharmacy First Pharmacies

	Pharmacy Name	Pharmacy Address			Post code	Phone	Shared NHS mail address	Opening hours	Saturdays	Sundays
Bristol	Asda (BEDMINSTER)	East Street	Bedminster	Bristol	BS3 4JY	0117 300 4210	pharmacy.fnw08@nhs.net	9.00- 12.30, 13.00- 16.30 and 17.00-21.00	9.00- 12.30, 13.00- 16.30 and 17.00- 21.00	Sun 10.00- 16.00
	Asda (Whitchurch)	Oastlands Avenue	Bristol		BS14 0ST	01275 894610	pharmacy.frd73@nhs.net	9.00- 12.30, 13.00- 16.30 and 17.00-21.00	9.00- 12.30, 13.00- 16.30 and 17.00- 21.00	Sun 10.00- 16.00
	Boots UK Ltd - Broadmead	59 Broadmead		Bristol	BS1 3ED	0117 9293631	pharmacy.flq56@nhs.net	9.00-18.00	9.00-18.00	Sun 11- 17.00
	Boots Imperial	Imperial Park	Hartcliffe Way	Bristol	BS13 7TJ	0117 9642197	pharmacy.fnk97@nhs.net	09.00--20.00 Sat 11.00-17.00 Sun	9.00-19.00	Sun 10.30- 16.30
	Bristol Pharmacy Whitchurch	Whitchurch Health Centre	Armada Road, Whitchurch	Bristol	BS14 0SU	01275 839865	pharmacy.fnd81@nhs.net	9.30-18.30	9.00-17.00	Sun CLOSED
	Easton Day and Night Chemist	192 Stapleton Road	Easton	Bristol	BS5 0NY	0117 3290672	pharmacy.fg520@nhs.net	9.00-21.00	9.00-21.00	Sun 9- 22.00
	Hengrove Pharmacy	9 The Parade	Hengrove	Bristol	BS14 9DB	0117 3005446	pharmacy.fpq26@nhs.net	9.00-18.00	9.00-13.00	Sun CLOSED
	Tesco Instore Pharmacy - Eastville	The Eastgate Centre		Eastville	Bristol	BS5 6XU	0117 9511156	pharmacy.fg915@nhs.net	8.00 - 20.00	8.00 - 20.00 Sun 10.00- 16.00
North Somerset	Boots Locking Castle	Unit 2 Castle D/Trict Ctr	Summer Lane	Weston Super Mare	BS24 7AY	01934 525048	pharmacy.frp15@nhs.net	8.00 - 21.00	8.00 - 21.00	Sun 10.00- 16.00
	Milton Pharmacy	260 Milton Road		Weston-Super-Mare	BS22 8EN	01934 413100	pharmacy.fpr03@nhs.net	8.00 -22.00 Mon - Thurs 8.00 -21.00 Fridays	8.00- 13.00	Sun CLOSED

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	Morrisons WSM	Summerlane	Locking Castle	Worle	Weston-Super-Mare	BS24 7AY	01934 521135	pharmacy.fdm06@nhs.net	9.00-13.30pm 14.30-19.00	9.00-13.30 14.30-18.00	Sun 10.00-16.00
	Smart Pharmacy	111 Old Street	Clevedon	Bristol		BS21 6BP	01275 876797	nhspharmacy.fdl90@nhs.net	08.45 - 18.30	09.00 - noon	Sun CLOSED
	Tesco Clevedon	Kenn Road		Clevedon	North Somerset	BS21 6LH	0117 2912057	pharmacy.frm86@nhs.net	8.30-13.00 14.00-20.00	8.30-13.00 14.00-20.00	Sun 10.00-16.00
	Tudor Lodge Pharmacy	Tudor Lodge Surgery	3 Nithsdale Road	Weston-Super-Mare		BS23 4JP	01934 615111	pharmacy.fph80@nhs.net	7.00 - 21.00	8.00-21.00	Sun CLOSED
	Yatton Pharmacy	8 Pages Court	High Street	Yatton	Bristol	BS49 4EG	01934 832236	pharmacy.fna45@nhs.net	9.00 - 18.00	9.00-17.30	Sun CLOSED
	Boots Cribbs Causeway	The Mall	Patchway	Bristol		Bs34 %UP	0117 9509744	pharmacy.fd125@nhs.net	10.00-19.00	10.00-16.00	11-15.00
	Boots Longwell Green	Unit D Gallagher Shop Pk	Aldermoor Wy,Longwell Grn	Bristol		BS30 7ES	0117 9678963	pharmacy.fre69@nhs.net	9.00 -21.00	9.00-21.00	10.30-16.30
	Shaunaks Pharmacy	Courtside Surgery	Kennedy Way, Yate	Bristol		BS37 4DQ	01454 322452	pharmacy.ffq95@nhs.net	8.30-19.00	9.00-13.00	Sun CLOSED
	Tesco Yate	12 East Walk	Yate	Bristol		BS37 4AS	01454 660187	pharmacy.fw074@nhs.net	9.00-21.00	9.00-21.00	Sun 10.00-16.00
	Yate Family Pharmacy	Kennedy Way Surgery	Kennedy Way, Yate	Bristol	South Gloucestershire	BS37 4AA	01454 323496	pharmacy.fm704@nhs.net	08.30 -213.00 13.30-18.45	Sat Closed	Sun CLOSED

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Appendix Two - National Criteria

NHS Community Pharmacist Consultation Service (CPCS)

Service suitability

The service is only for patients aged over 1 year.



CONDITIONS	What conditions are SUITABLE for referral to pharmacists?			Do NOT refer in these circumstances	
BITES / STINGS	•Bee sting •Wasp sting	•Stings with minor redness	•Stings with minor swelling	•Drowsy / fever •Fast heart rate	•Severe swellings or cramps
COLDS	•Cold sores •Coughs	•Flu-like symptoms	•Sore throat	•Lasted +3 weeks •Shortness of breath	•Chest pain •Unable to swallow
CONGESTION	•Blocked or runny nose	•Constant need to clear their throat	•Excess mucus •Hay fever	•Lasted +3 weeks •Shortness of breath	•1 side obstruction •Facial swelling
EAR	•Earache	•Ear wax •Blocked ear	•Hearing problems	•Something may be in the ear canal •Discharge	•Severe pain. •Deafness •Vertigo
EYE	•Conjunctivitis •Dry/sore tired eyes •Eye, red or Irritable	•Eye, sticky •Eyelid problems	•Watery / runny eyes	•Severe pain •Pain 1 side only	•Light sensitivity •Reduced vision
GASTRIC / BOWEL	•Constipation •Diarrhoea •Infant colic	•Heartburn •Indigestion	•Haemorrhoids •Rectal pain, •Vomiting or nausea	•Severe / on-going •Lasted +6 weeks	•Patient +55 years •Blood / Weight loss
GENERAL	•Hay fever	•Sleep difficulties	•Tiredness	•Severe / on-going	
GYNAE / THRUSH	•Cystitis •Vaginal discharge	•Vaginal itch or soreness		•Diabetic / Pregnant •Under 16 / over 60 •Unexplained bleeding	•Pharmacy treatment not worked •Had thrush 2x in last 6 months
PAIN	•Acute pain •Ankle or foot pain •Headache •Hip pain or swelling •Knee or leg pain	•Lower back pain •Lower limb pain •Migraine •Shoulder pain	•Sprains and strains •Thigh or buttock pain •Wrist, hand or finger pain	•Condition described as severe or urgent •Conditions have been on-going for +3 weeks	•Chest pain / pain radiating into the shoulder •Pharmacy treatment not worked •Sudden onset
SKIN	•Acne, spots and pimples •Athlete's foot •Blisters on foot •Dermatitis / dry skin •Hair loss	•Hay fever •Nappy rash •Oral thrush •Rash - allergy •Ringworm/ threadworm	•Scabies •Skin dressings •Skin rash •Warts/verrucae •Wound problems	•Condition described as severe or urgent •Conditions have been on-going for +3 weeks	•Pharmacy treatment not worked •Skin lesions / blisters with discharge •Diabetes related?
MOUTH / THROAT	•Cold sore blisters •Flu-like symptoms •Hoarseness	•Mouth ulcers •Sore mouth •Sore throat	•Oral thrush •Teething •Toothache	•Lasted +10 days •Swollen painful gums •Sores inside mouth	•Unable to swallow •Patient has poor immune system •Voice change
SWELLING	•Ankle or foot swelling •Lower limb swelling	•Thigh or buttock swelling •Toe pain or swelling	•Wrist, hand or finger swelling	•Condition described as severe or urgent •Condition ongoing for +3 weeks	•Discolouration to skin •Pharmacy treatment not worked •Recent travel abroad

Ver 1.6 NHS England, July 2019.

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Pharmacy First Aid Memoire - This Aid Memoire is to help you formally refer the correct individuals

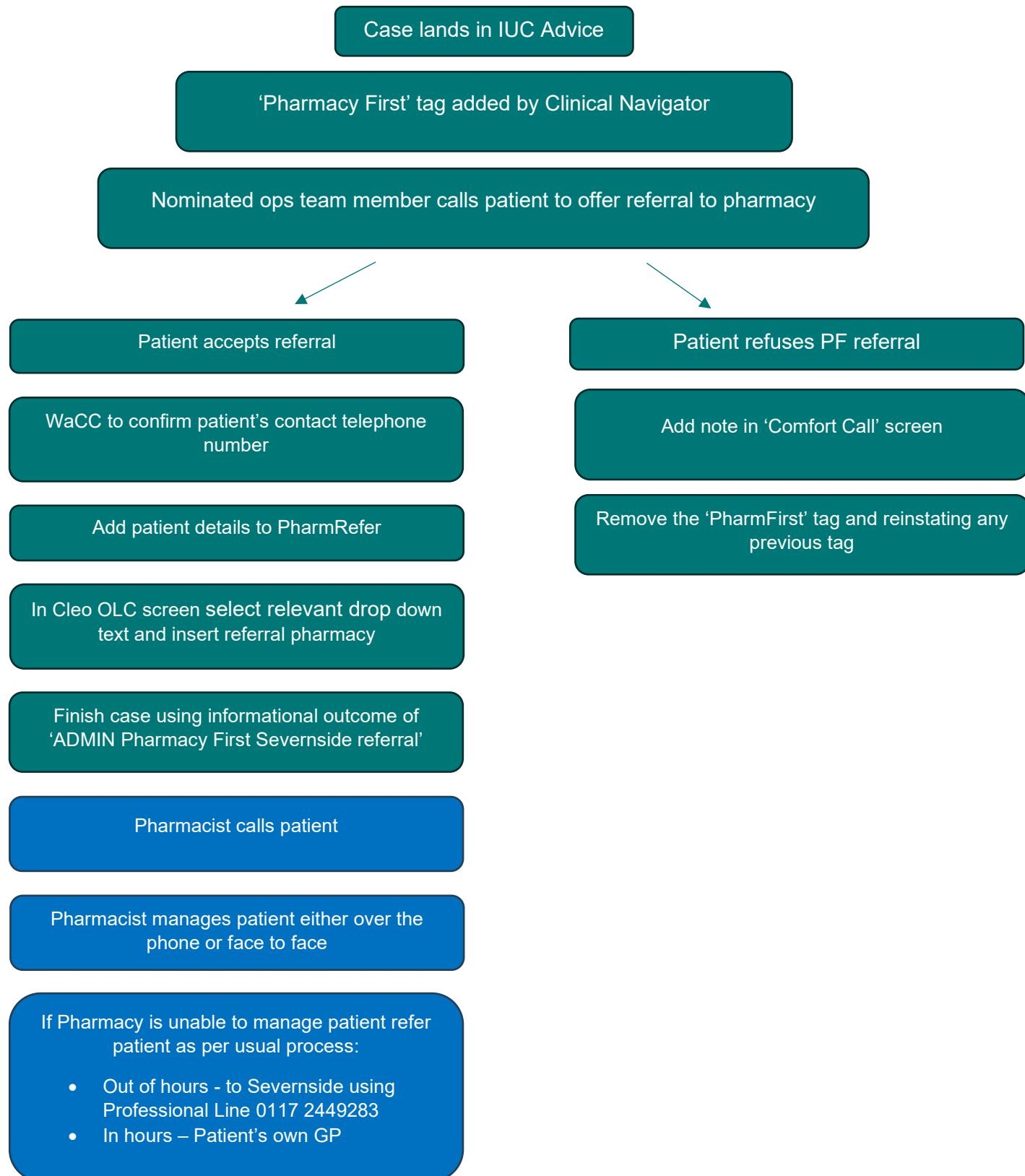
Community Pharmacists can, if appropriate, supply antibiotics for the following 7 conditions UTI's, Impetigo, Acute Sore Throat, Shingles, Infected Insect Bite, Acute Sinusitis and Acute Otitis Media in children 1-17.

Locally pharmacists can also see appropriate individuals with skin conditions, Bacterial eye infections and Otitis Externa

Conditions	What conditions are SUITABLE for referral to pharmacists		Do NOT refer in these circumstances	
UTIs	Female	16 to 64	Under 16 or 65 or over Male Pregnant Breastfeeding	-Immunocompromised - Recurrent UTI's (2 in last 6 months/3 in last 12 months) - UTI treated with antibiotics in last 3 months
For UTI's Ask individual whether they have	Has TWO or THREE of the following <ul style="list-style-type: none"> o Dysuria (Painful or difficult urination) o New nocturia (New urination at night) o Urine cloudy to the naked eye 		Has ONE or NONE of the following <ul style="list-style-type: none"> o Dysuria (Painful or difficult urination) o New nocturia (New urination at night) o Urine cloudy to the naked eye 	
Impetigo	Adults & Children	Children aged 1 and over	Under 1's Pregnant individuals under 16	
Acute Sore Throat	Adults & Children	Children aged 5 and over	Under 5's Pregnant individuals under 16	
Shingles	Adults	18 and over	Under 18's Pregnant	-Severely immunocompromised -Shingles in the eye
Infected Insect Bites	Adults & Children	Children aged 1 and over	Under 1's Pregnant individuals under 16	
Acute Sinusitis	Adults & Children	Children aged 12 and over	Under 12's Pregnant individuals under 16	-Chronic Sinusitis (had over 12 weeks) - Immunocompromised
Acute Otitis Media	Children	Children aged 1 to 17	Adults over 17 Pregnant individuals under 16	-Recurrent Acute Otitis Media (3 or more episodes in 6 months or 4 or more in 12 months)
Otitis Externa	Adults & Children	Children aged 12 and over	Pregnant Breastfeeding	Previous episode in last 3 months
Bacterial Eye infection	Children	Children aged 31 days to under 2	Under 31 days or over 2 years	
Skin conditions Eczema and Dermatitis	Adults & Children	Children aged 1 to 10. Use on face in adults and children over 1 year	Under 1 year old Over 10 years if NOT for use on face	

Updated June 24

Appendix Three - Process flow chart



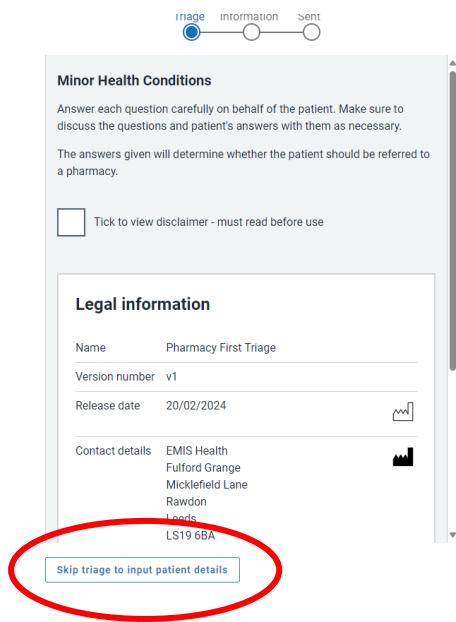
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Appendix Four – Referring a patient on PharmRefer

Link to log into [PharmRefer](#)

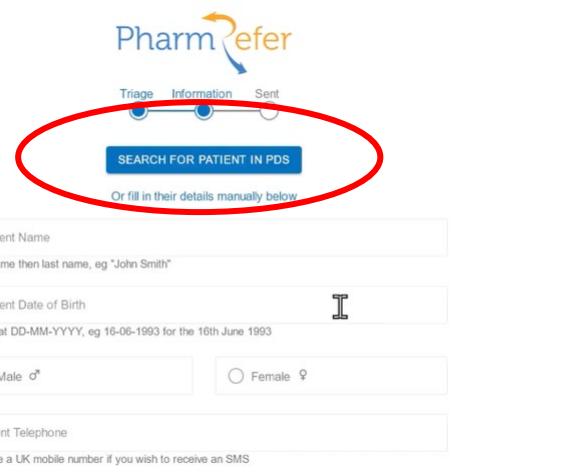
- Log in using your username and password
- You will then be prompted for your six-digit security code
- Use the option to skip to referral details - your team don't need to go through the triage questions as they will already have done this



- The screen for entering patient details should look similar to this (below). Search for the patient using their NHS number by selecting '**Search for a patient in PDS**', then '**NHS Number**'.

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The screenshot shows the PharmReferr interface. At the top, there is a navigation bar with 'Triage', 'Information', and 'Sent' buttons. Below this is a red oval highlighting the 'SEARCH FOR PATIENT IN PDS' button. Below the button, there is a text input field for 'Patient Name' with the placeholder 'First name then last name, eg "John Smith"'. Below that is a date input field for 'Patient Date of Birth' with the placeholder 'In format DD-MM-YYYY, eg 16-06-1993 for the 16th June 1993'. There are two radio buttons for gender: 'Male ♂' and 'Female ♀'. Below these is a text input field for 'Patient Telephone' with the placeholder 'Must be a UK mobile number if you wish to receive an SMS'.

PDS Search

Exit

Search by...

PATIENT DETAILS

NHS NUMBER

 Patient NHS Number

Patient NHS Number

Search

- Confirm if this is the correct patient or proceed without PDS

Please confirm the above details with the patient to ensure the person retrieved from the Personal Demographic System is the patient you are referring.

Yes, this is my patient

If the details are not correct, you may amend your search and try again. Alternatively, you can click 'Proceed without PDS'

Proceed without PDS

- Complete the remaining fields, including adding a three-word symptom summary of the reported condition in the **Additional Information** box.
- Select confirmation text for a test message to be sent to the patient

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- When all details are added select 'Send Referral'.

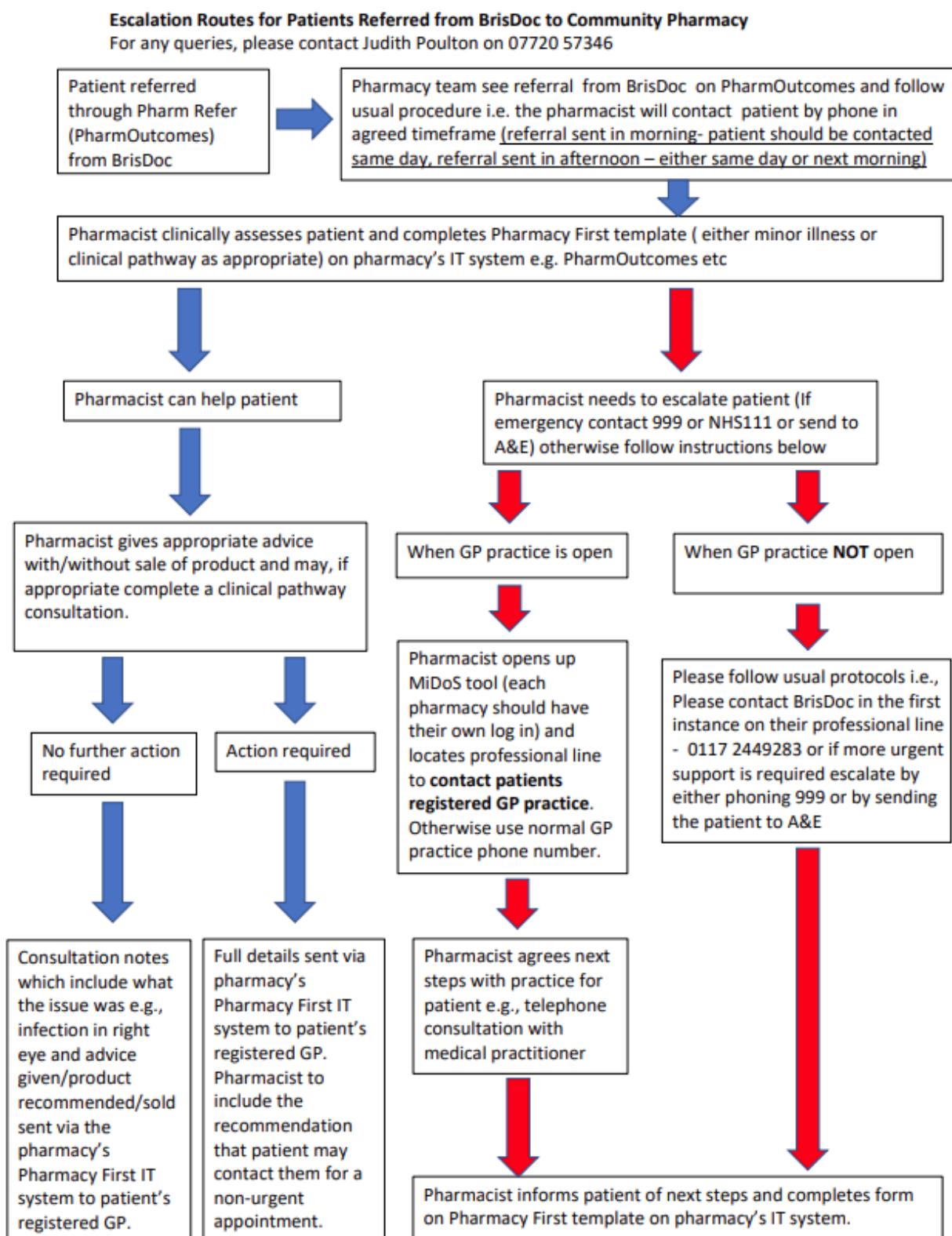
Referral Sent Successfully!

Name	Test Patient
Date of Birth	26th July 1987
Gender	Female
Contact	[REDACTED]
Referred to	Test Pharmacy - GP CPCS
Notes	

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Appendix Five – Escalation routes for patients referred from Brisdoc to Community Pharmacy



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Tables

Version	Date	Author	Comments
Draft	Sep 2024	LG/RS	Document created
1	28.11.2024	LG	Document published
1.1	30/10/2025	RS	6 hour case dispositions included Adastra references replaced with Cleo
1.2	14/11/2025	RS	Cleo process update rectified
1.3	26/01/2026	RS	Full review, Escalation process included Appendix 5 and links checked