

# SevernSide

## Integrated Urgent Care

# Referring from OOHs to Community Pharmacy - Pharmacy First

| Version:   | Owner:                              | Created:    |
|------------|-------------------------------------|-------------|
| 1.5        | Lucy Grinnell (Head of IUC)         | Sept 2024   |
| Published: | Approving Director:                 | Next Review |
| 26.08.2026 | Anne Whitehouse (Medical Director.) | 03.06.2029  |

# Referring from OOHs to Community Pharmacy- Pharmacy first

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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 \(icb.nhs.uk\)](#)
- All 6/12/24 hours cases
- 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. 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"*

If the patient says they have already seen a pharmacist, please ask whether they had a full consultation, for example: "Did you have a private consultation with the pharmacist in a consultation room, where they went through the medicines you are taking and your medical history?"

If the answer is no, you can explain that we are referring them for a personal consultation with an NHS clinician.

### 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:
  - 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
  - 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 'Non-clinical Note' function and remove the 'Pharmacy First' tag and reinstating any previous tag.

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### 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.

#### 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.

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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 | <a href="mailto:pharmacy.fnw08@nhs.net">pharmacy.fnw08@nhs.net</a> | 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  | <a href="mailto:pharmacy.frd73@nhs.net">pharmacy.frd73@nhs.net</a> | 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  | <a href="mailto:pharmacy.flq56@nhs.net">pharmacy.flq56@nhs.net</a> | 9.00-18.00                                     | 9.00-18.00                              | Sun 11-17.00    |
|                | Boots Imperial                     | Imperial Park             | Hartcliffe Way          | Bristol           |         | BS13 7TJ  | 0117 9642197  | <a href="mailto:pharmacy.fnk97@nhs.net">pharmacy.fnk97@nhs.net</a> | 09.00--20.00 Sat<br>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  | <a href="mailto:pharmacy.fnd81@nhs.net">pharmacy.fnd81@nhs.net</a> | 9.30-18.30                                     | 9.00-17.00                              | Sun CLOSED      |
|                | Easton Day and Night Chemist       | 192 Stapleton Road        | Easton                  | Bristol           |         | BS5 0NY   | 0117 3290672  | <a href="mailto:pharmacy.fg520@nhs.net">pharmacy.fg520@nhs.net</a> | 9.00-21.00                                     | 9.00-21.00                              | Sun 9-22.00     |
|                | Hengrove Pharmacy                  | 9 The Parade              | Hengrove                | Bristol           |         | BS14 9DB  | 0117 3005446  | <a href="mailto:pharmacy.fpq26@nhs.net">pharmacy.fpq26@nhs.net</a> | 9.00-18.00                                     | 9.00-13.00                              | Sun CLOSED      |
|                | Tesco Instore Pharmacy - Eastville | The Eastgate Centre       |                         | Eastville         | Bristol | BS5 6XU   | 0117 9511156  | <a href="mailto:pharmacy.fg915@nhs.net">pharmacy.fg915@nhs.net</a> | 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  | <a href="mailto:pharmacy.frp15@nhs.net">pharmacy.frp15@nhs.net</a> | 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  | <a href="mailto:pharmacy.fpr03@nhs.net">pharmacy.fpr03@nhs.net</a> | 8.00 -22.00 Mon - Thurs<br>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 | <a href="mailto:pharmacy.fdm06@nhs.net">pharmacy.fdm06@nhs.net</a>       | 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 | <a href="mailto:nhspharmacy.fdl90@nhs.net">nhspharmacy.fdl90@nhs.net</a> | 08.45 - 18.30             | 09.00 - noon           | Sun CLOSED      |
|                       | Tesco Clevedon        | Kenn Road                |                            | Clevedon          | North Somerset        | BS21 6LH | 0117 2912057 | <a href="mailto:pharmacy.frm86@nhs.net">pharmacy.frm86@nhs.net</a>       | 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 | <a href="mailto:pharmacy.fph80@nhs.net">pharmacy.fph80@nhs.net</a>       | 7.00 - 21.00              | 8.00-21.00             | Sun CLOSED      |
|                       | Yatton Pharmacy       | 8 Pages Court            | High Street                | Yatton            | Bristol               | BS49 4EG | 01934 832236 | <a href="mailto:pharmacy.fna45@nhs.net">pharmacy.fna45@nhs.net</a>       | 9.00 - 18.00              | 9.00-17.30             | Sun CLOSED      |
| South Gloucestershire | Boots Cribbs Causeway | The Mall                 | Patchway                   | Bristol           |                       | Bs34 %UP | 0117 9509744 | <a href="mailto:pharmacy.fdl125@nhs.net">pharmacy.fdl125@nhs.net</a>     | 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 | <a href="mailto:pharmacy.fre69@nhs.net">pharmacy.fre69@nhs.net</a>       | 9.00 -21.00               | 9.00-21.00             | 10.30-16.30     |
|                       | Shaunaks Pharmacy     | Courtside Surgery        | Kennedy Way, Yate          | Bristol           |                       | BS37 4DQ | 01454 322452 | <a href="mailto:pharmacy.ffq95@nhs.net">pharmacy.ffq95@nhs.net</a>       | 8.30-19.00                | 9.00-13.00             | Sun CLOSED      |
|                       | Tesco Yate            | 12 East Walk             | Yate                       | Bristol           |                       | BS37 4AS | 01454 660187 | <a href="mailto:pharmacy.fw074@nhs.net">pharmacy.fw074@nhs.net</a>       | 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 | <a href="mailto:pharmacy.fm704@nhs.net">pharmacy.fm704@nhs.net</a>       | 08.30 -21.00 13.30-18.45  | Sat Closed             | Sun CLOSED      |



# Referring from OOHs to Community Pharmacy- Pharmacy first V1.5

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

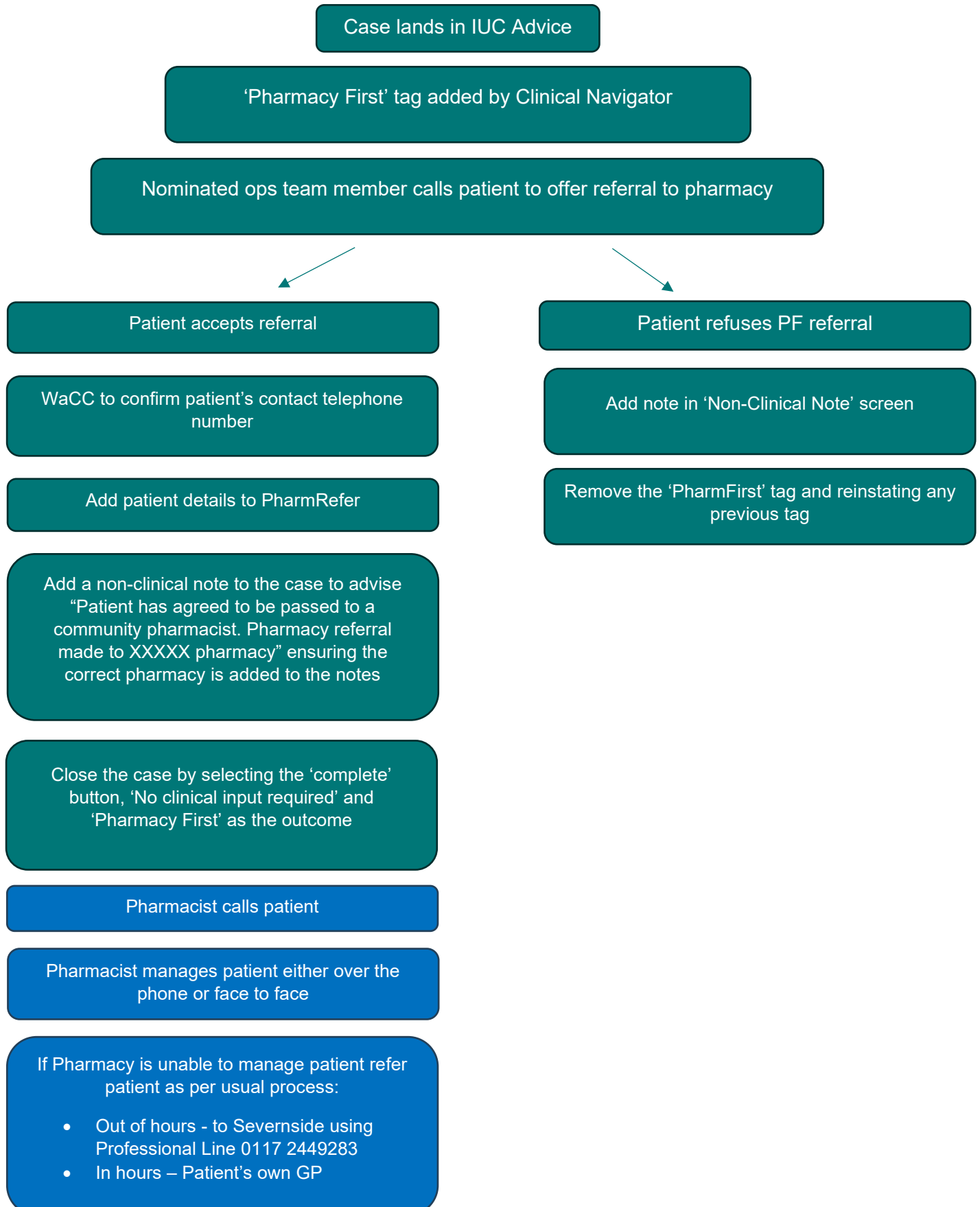
Community Pharmacists can, if appropriate, supply antibiotics for the following 7 conditions UTI's, Impetigo, Acute Sore Throat, Shingles, Infected Insect Bite, Acute Sinusitis and Acute Otitis Media in children 1-17.

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

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

**Minor Health Conditions**

Answer each question carefully on behalf of the patient. Make sure to discuss the questions and patient's answers with them as necessary.

The answers given will determine whether the patient should be referred to a pharmacy.

☐ Tick to view disclaimer - must read before use

**Legal information**

Name Pharmacy First Triage

Version number v1

Release date 20/02/2024

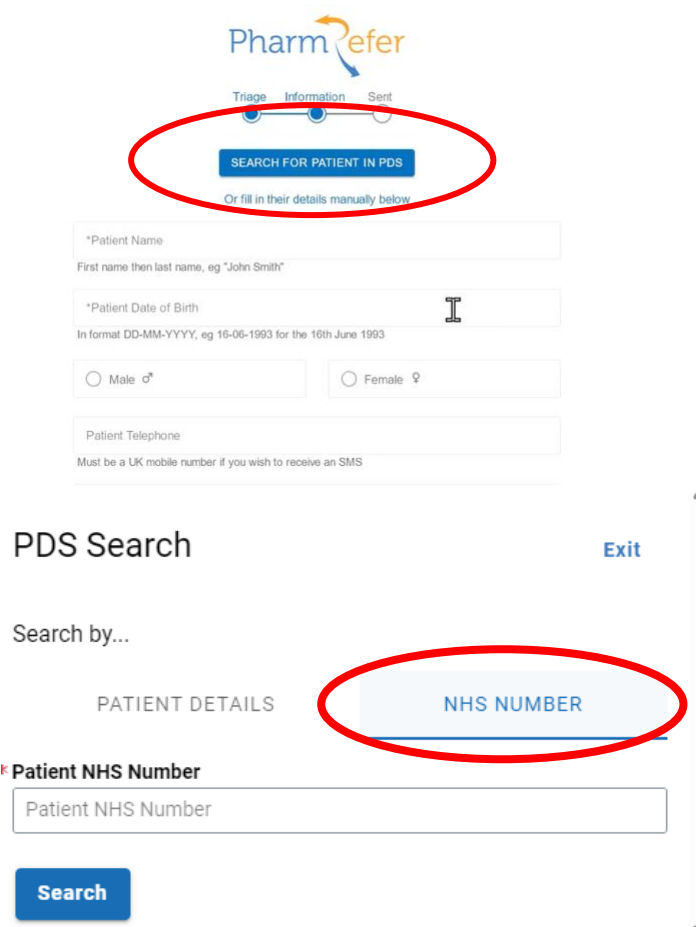
Contact details EMIS Health  
Fulford Grange  
Micklefield Lane  
Rawdon  
Leeds  
LS19 6BA

[Skip triage to input patient details](#)

- 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**'.

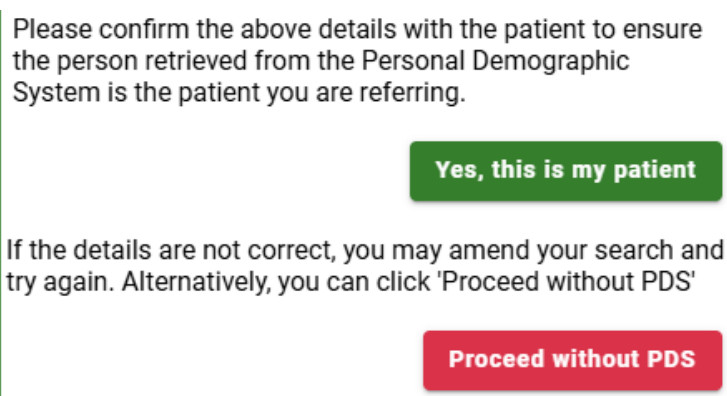
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The image shows the PharmRefer patient search interface. At the top, there is a progress bar with three steps: 'Triage', 'Information', and 'Sent'. Below this, a red circle highlights a button labeled 'SEARCH FOR PATIENT IN PDS' and the text 'Or fill in their details manually below'. The form below contains several input fields: 'Patient Name' (with a hint 'First name then last name, eg "John Smith"'), 'Patient Date of Birth' (with a hint 'In format DD-MM-YYYY, eg 16-06-1993 for the 16th June 1993'), gender selection (Male and Female), and 'Patient Telephone' (with a hint 'Must be a UK mobile number if you wish to receive an SMS'). Below the form, there is a 'PDS Search' section with an 'Exit' link. Under 'Search by...', there are two tabs: 'PATIENT DETAILS' and 'NHS NUMBER', with the latter highlighted by a red circle. Below the tabs, there is a 'Patient NHS Number' label and an input field. A 'Search' button is located at the bottom of this section.

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



The image shows a confirmation dialog box with a green border. It contains the text: 'Please confirm the above details with the patient to ensure the person retrieved from the Personal Demographic System is the patient you are referring.' Below this text, there are two buttons: a green button labeled 'Yes, this is my patient' and a red button labeled 'Proceed without PDS'. Below the buttons, there is additional text: 'If the details are not correct, you may amend your search and try again. Alternatively, you can click '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**'.

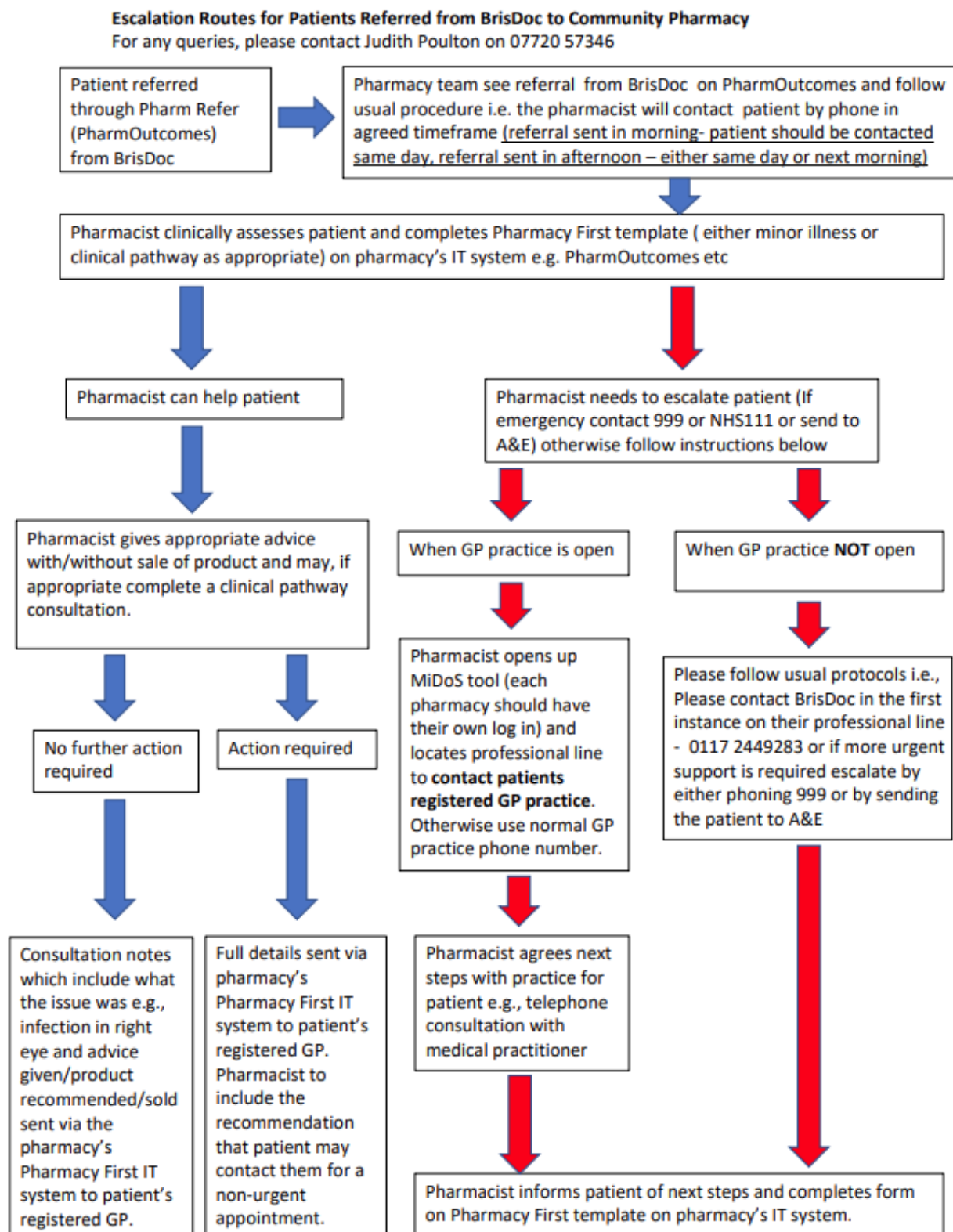


Referral Sent Successfully!

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

# Referring from OOHs to Community Pharmacy- Pharmacy first V1.5

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



# Referring from OOHs to Community Pharmacy- Pharmacy first

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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<br>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<br>Appendix 5 and links checked                                                                                                                                                                          |
| 1.4     | 28.05.2026 | LG     | Update to criteria to include 'All' 6/12/24 hour cases and remove Pharmacy referral must be able to be managed within the NHS111 timeframe<br><br>Corrections to ensure CLEO is reference rather than Adastra process language<br><br>Full review |
| 1.5     | 05/08/2026 | HG     | Amendment to call script – removal of 'it is likely your case will be dealt with more quickly this way'                                                                                                                                           |