



## Pharmacy First Service (PFS)

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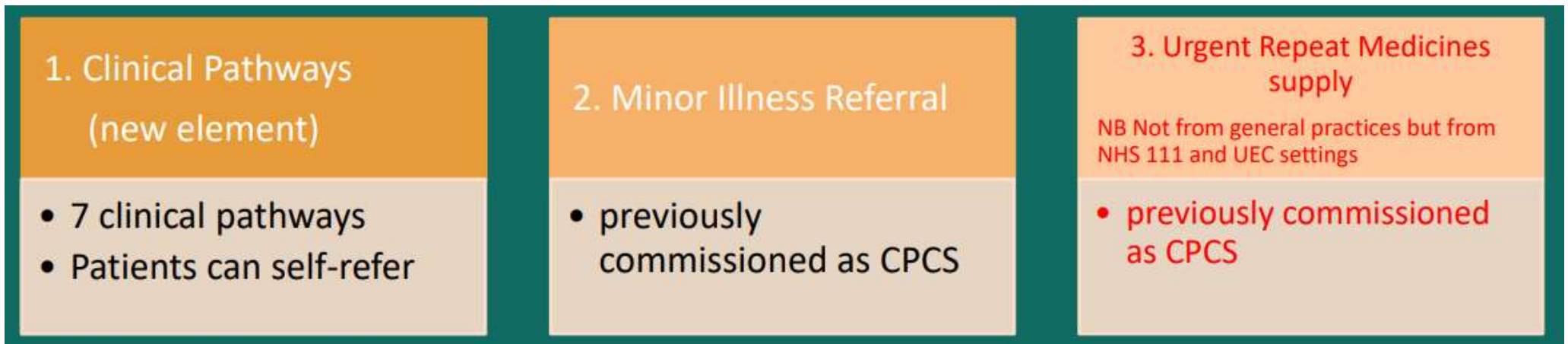


# PFS - Overview

# Pharmacy First Services (PFS) - Overview



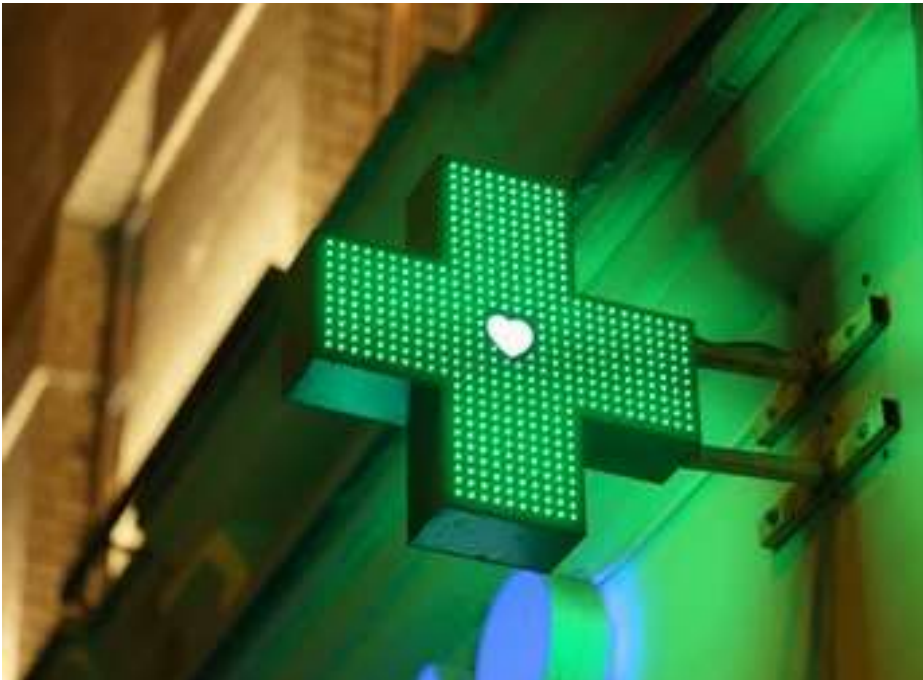
- The rebranding, extension and relaunch (31<sup>st</sup> Jan 2024) of Community Pharmacy Services (started 2019) – incorporating what was previously ‘Community Pharmacist Consultation Service’ (CPCS)
- Community pharmacy contractors must provide all 3 elements of PFS:



- Other pharmacy services include: Blood Pressure Check, Contraceptive Pill (Review and initiation), New Medicines Service, COVID -19 Lateral flow test and Flu vaccination

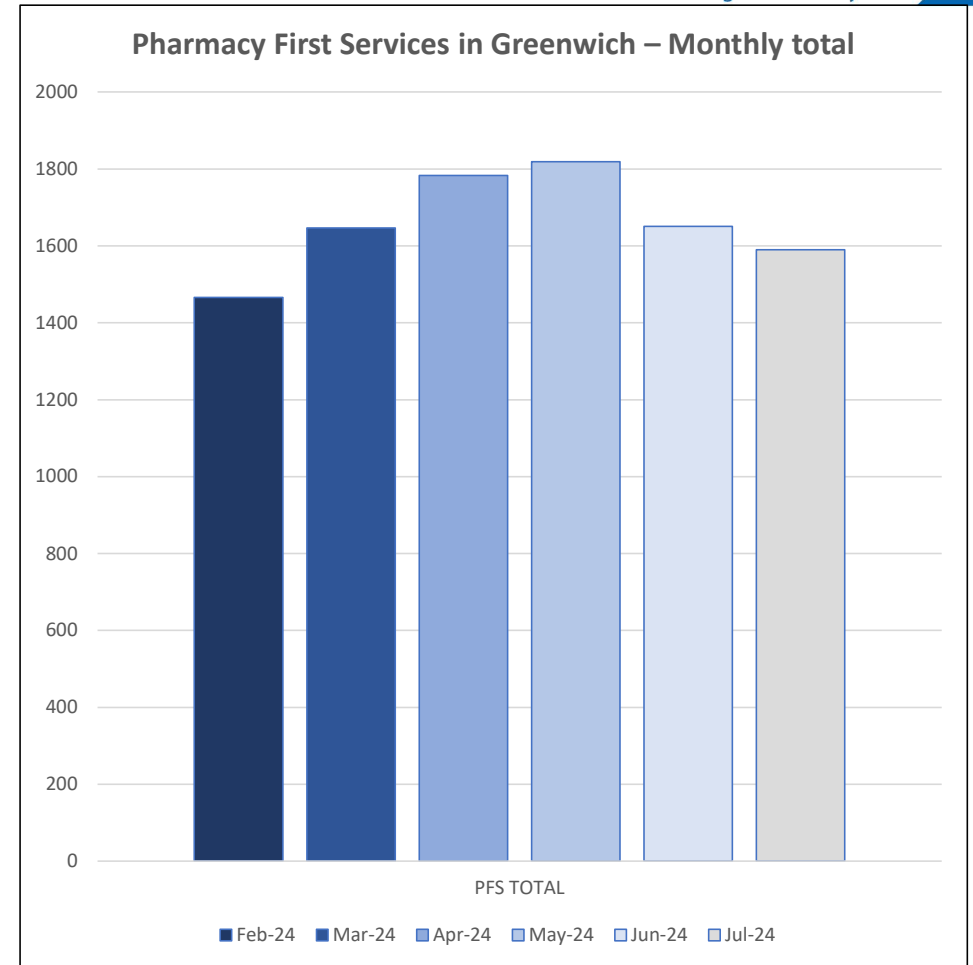
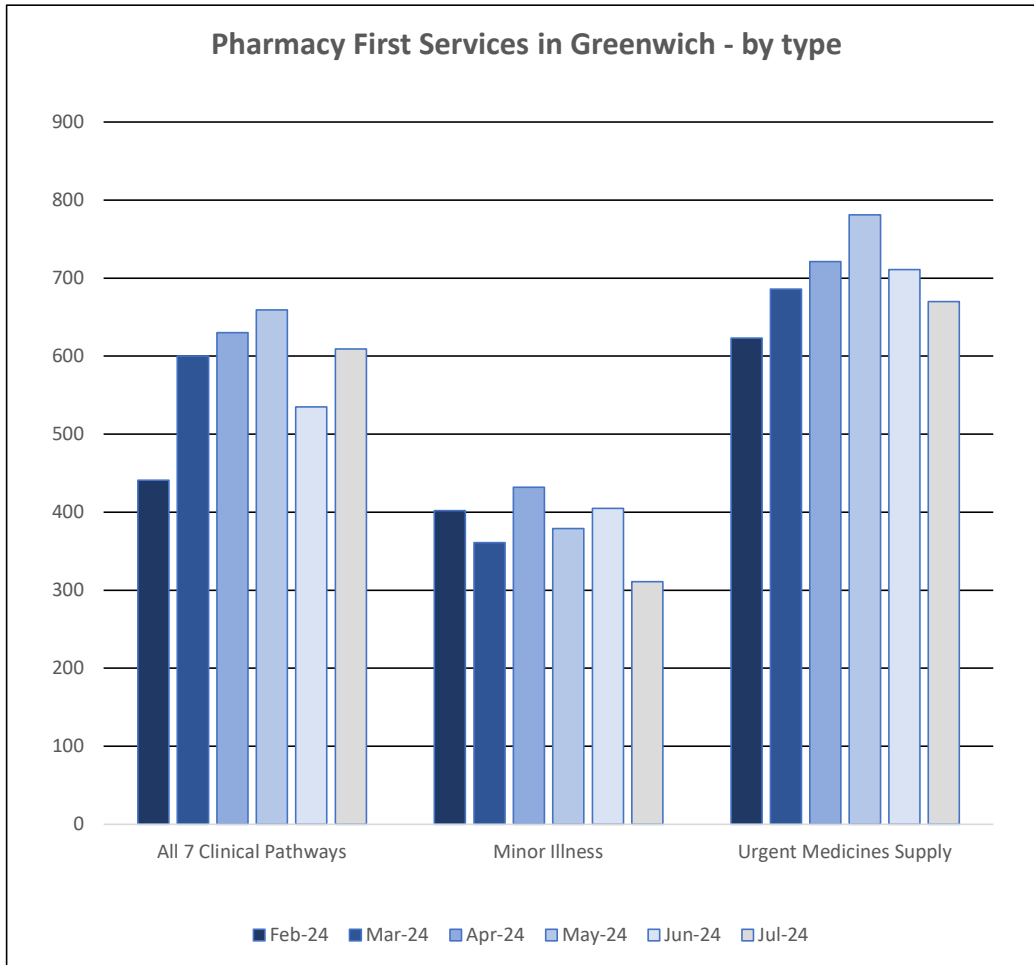


# Why Pharmacy First Service (PFS)?



- To help with capacity in practices, so practice appointments can be used for patients who really need them
- To improve access for patients with minor illnesses
- To change patient behaviour so they go to community pharmacy as the 'first port of call' for minor illness and medicines advice
- To support the integration of community pharmacies into the PCN team
- To create improved relationships between practices and community pharmacies to deliver high quality and integrated care to patients
- To help patients self-manage their health more effectively with the support of community pharmacists

# Pharmacy Services in Greenwich



# Pharmacy Services in Greenwich

Greenwich Pharmacy First Services Summary - June 2024 FINAL.pdf



PHARMACY FIRST SERVICES						
NHS ENGLAND PHARMACY FIRST SERVICE						GREENWICH PHARMACY FIRST PLUS
	Contraceptive review	Contraceptive initiation	BP checking (including ABPM)	Low Acuity Minor Illness (previously CPCS)	7 Clinical Pathways	
<b>Scope</b>	National	National	National	National	National	<b>Greenwich ONLY</b>
<b>Running period</b>	Ongoing	Ongoing	Ongoing	Ongoing	Ongoing	<b>Apr 24- Sep 24</b>
<b>Referral (For Emis, via local services)</b>	Walk in/By referral	Walk in/By referral	Walk in/By referral	<b>Practice/111 Referral ONLY</b>	Walk in/By referral	<b>Practice Referral ONLY</b>
<b>Conditions</b>	Women already on: COC (16-49yr) POP (16-54yr)	COC (16-49yr) POP (16-54yr)	≥40yr + with no hypertension diagnosis and no BP check in last 6m	≥1yr See Page 25 of <a href="#">Service Specification: Pharmacy first Service</a> for full list of conditions	Acute Otitis Media ( 1-17 yr) Acute Sore Throat (≥5yr) Impetigo (≥1yr) Infected insect bite (≥1yr) Shingles (≥18yr) Sinusitis (≥12yrs) Uncomplicated UTI (Female 16-64 yr)	Hayfever (≥1y) Vitamin D (≥18yr)
<b>Participating Pharmacies</b>	<a href="#">Find a pharmacy that offers the contraceptive pill without a prescription - NHS (www.nhs.uk)</a> Please check with each individual pharmacy for details– some are ready for review but not initiation		All <a href="#">participating pharmacies</a> should be able offer ABPM	56 participating out of 59 pharmacies in Greenwich (as of 17.04.24)		35 participating pharmacies <a href="#">Greenwich-Pharmacy-First-Plus-GP-Poster-v.2.5.pdf</a>
<b>Other details (e.g. does patient need to pay?)</b>	Pharmacist to give advice. Pharmacist to give free contraceptive (up to 12m supply)	Pharmacist to give advice. Pharmacist to give free contraceptive (up to 3m supply)	Pharmacist to <b>check BP</b> and give advice. Also offer <b>ABPM</b> to appropriate service users according to pathway	Pharmacist to give advice, patients to <b>buy OTC/P</b> medicines	Pharmacist to give advice and if appropriate, give medicine via <b>PGD</b> (including antibiotics). Patient who are exempt from PF10 payment will not need to pay; otherwise, each item will incur a <b>prescription charge</b>	Pharmacist to give advice. <b>Free formulary medications</b> if necessary
<b>Relating resources</b>	<a href="#">Ongoing-supply-of-contraception-Flowchart-v1.0-PDF.pdf (cpe.org.uk)</a>	<a href="#">Initiation-of-contraception-Flowchart-v1.0-PDF.pdf (cpe.org.uk)</a>	Page 18 of <a href="#">NHS community pharmacy blood pressure check service (england.nhs.uk)</a>	N/A	<a href="#">NHS Pharmacy First – clinical pathways</a> PGDs: <a href="#">Urinary tract infection patient group direction</a> <a href="#">Shingles patient group directions</a> <a href="#">Impetigo patient group directions and protocols</a> <a href="#">Infected insect bites patient group directions</a> <a href="#">Acute sore throat patient group directions</a> <a href="#">Acute sinusitis patient group directions</a> <a href="#">Acute otitis media patient group directions</a>	Link to GP poster: <a href="https://www.selondonics.org/wp-content/uploads/dlm_uploads/Greenwich-Pharmacy-First-Plus-GP-Poster-v.2.3.pdf">https://www.selondonics.org/wp-content/uploads/dlm_uploads/Greenwich-Pharmacy-First-Plus-GP-Poster-v.2.3.pdf</a>

# 7 Clinical Pathways

(New element)

Patient can self-refer



## Resources:

- [NHS England » Community Pharmacy advanced service specification: NHS Pharmacy First Service](#)
- [Pharmacy First clinical pathways resources - Community Pharmacy England \(cpe.org.uk\)](#)



# Clinical Pathways:

- 7 common health conditions, where Pharmacist can offer advice to patients and supply NHS medicines (including some prescription-only medicines under patient group directions (PGDs)):

## 1) Uncomplicated UTI

Includes: Women aged 16-64yrs with suspected lower UTI

Excludes: Pregnant individuals, urinary catheters, recurrent UTI (2 episodes in last 6mths, 3 episodes in last 12mths)

## 2) Sore Throat

Includes: Adults and children aged 5yrs and over

Excludes: Pregnant individuals under 16yrs

## 3) Sinusitis

Includes: Adults and children aged 12yrs and over

Excludes: immunosuppressed individuals, chronic sinusitis (sinusitis that causes symptoms that last for more than 12wks), pregnant individuals under 16yrs



### Think pharmacy first

From treating a UTI to relieving sinusitis, your pharmacist can now provide some prescription medicine, if needed, without seeing a GP.

See your pharmacist

Help us help you



# Clinical Pathways:

## 4) Acute Otitis Media

Includes:	Children aged 1 to 17yrs
Excludes:	Recurrent acute otitis media (3 or more episodes in 6mths or four or more episodes in 12mths), pregnant individuals under 16yrs

## 5) Infected Insect Bites

Includes:	Adults and children aged 1yr and over
Excludes:	Pregnant individuals under 16yrs

## 6) Shingles

Includes:	Adults aged 18yrs and over
Excludes:	Pregnant individuals

## 7) Impetigo

Includes:	Non-bullous impetigo for adults and children >1yr old
Excludes:	bullous impetigo, recurrent impetigo (defined as 2 or more episodes in same yr), pregnant individuals under 16yrs



### Think pharmacy first

From treating an earache to soothing shingles, your pharmacist can now provide some prescription medicine, if needed, without seeing a GP.



# Pharmacy First: 7 clinical pathways

Please note these are the main exclusions to support referrals. The community pharmacist will review specific symptoms during the consultation

Urinary tract infection	Shingles*	Impetigo	Infected insect bites	Acute sore throat	Acute sinusitis	Acute otitis media
A UTI is an infection in any part of the urinary system.	Shingles is an infection that causes a painful rash	Impetigo is a common infection of the skin. It is contagious, which means it can be passed on by touching.	Insect bites and stings can become infected or cause a reaction.	Sore throat is a symptom resulting from inflammation of the upper respiratory tract	Sinusitis is swelling of the sinuses, usually caused by an infection. The sinuses are small, empty spaces behind your cheekbones and forehead that connect to the inside of the nose.	An infection of the middle ear.
<b>Inclusion:</b> <ul style="list-style-type: none"> <li>Female</li> <li>Aged between 16 - 64</li> <li>Suspected lower UTI</li> </ul>	<b>Inclusion:</b> <ul style="list-style-type: none"> <li>18 years and over</li> <li>Suspected case of shingles.</li> <li>Rash appeared within the last 72 hours - 7 days</li> </ul>	<b>Inclusion:</b> <ul style="list-style-type: none"> <li>1 year and over</li> <li>Signs and symptoms of impetigo</li> <li>Localised (4 or fewer lesions/clusters present)</li> </ul>	<b>Inclusion:</b> <ul style="list-style-type: none"> <li>1 year and over</li> <li>Infection that is present or worsening at least 48 hours after the initial bite(s) or sting(s)</li> </ul>	<b>Inclusion:</b> <ul style="list-style-type: none"> <li>5 years and over</li> <li>Suspected sore throat</li> </ul>	<b>Inclusion:</b> <ul style="list-style-type: none"> <li>12 years and over</li> <li>Suspected signs and symptoms of sinusitis</li> <li>Symptom duration of 10 days or more</li> </ul>	<b>Inclusion:</b> <ul style="list-style-type: none"> <li>Aged between 1 – 17</li> <li>Suspected signs and symptoms of acute otitis media</li> </ul>
<b>Exclusion:</b> <ul style="list-style-type: none"> <li>Male</li> <li>&lt;16 or &gt;64</li> <li>Pregnant</li> <li>Breastfeeding</li> <li>Recurrent UTI (2 in last 6 months or 3 in last 12 months)</li> <li>Catheter</li> <li>Type 1 or 2 Diabetic</li> </ul>	<b>Exclusion:</b> <ul style="list-style-type: none"> <li>&lt; under the age of 18</li> <li>Pregnant or suspected pregnancy</li> <li>Breastfeeding with shingle sores on the breasts</li> <li>Shingles rash onset over 7 days ago</li> </ul>	<b>Exclusion:</b> <ul style="list-style-type: none"> <li>&lt; under 1 year of age</li> <li>Pregnancy or suspected pregnancy in individuals under 16 years of age</li> <li>Breastfeeding with impetigo lesion(s) present on the breast</li> <li>Recurrent impetigo (2 or more episodes in the same year)</li> <li>Widespread lesions/clusters present</li> <li>Systemically unwell</li> </ul>	<b>Exclusion:</b> <ul style="list-style-type: none"> <li>&lt; under 1 year of age</li> <li>Pregnancy or suspected pregnancy in individuals under 16 years of age</li> <li>Systemically unwell</li> <li>Bite or sting occurred while travelling outside the UK</li> </ul>	<b>Exclusion:</b> <ul style="list-style-type: none"> <li>Individuals under 5 years of age</li> <li>Pregnancy or suspected pregnancy in individuals under 16 years of age</li> <li>age</li> <li>Recurrent sore throat/tonsillitis (7 or more significant episodes in the preceding 12 months or 5+ in each of the preceding 2 years, or 3+ in the preceding three years)</li> <li>Previous tonsillectomy</li> </ul>	<b>Exclusion:</b> <ul style="list-style-type: none"> <li>Individuals under 12 years of age</li> <li>Pregnancy or suspected pregnancy in individuals under 16 years of age</li> <li>Symptom duration of less than 10 days</li> <li>Recurrent sinusitis ((4 or more annual episodes of sinusitis)</li> </ul>	<b>Exclusion:</b> <ul style="list-style-type: none"> <li>Individuals under 1 year of age or over 18 years of age</li> <li>Pregnancy or suspected pregnancy in individuals under 16 years of age</li> <li>Recurrent infection (3+ episodes in preceding 6 months, or 4+ episodes in the preceding 12 months with at least one episode in the past 6 months.)</li> </ul>



# Messaging Template – 7 Clinical Pathways

## Template content

### Message

Dear [Patient Name],

Pharmacies maybe able to offer treatment for the following conditions, without you needing to see a GP: sinusitis, sore throat, earache, impetigo, infected insect bites, shingles and urinary tract infections (UTIs).

For more info, visit: <https://bit.ly/pharmacyservice>

If you encounter any issues, please contact us back.

Thanks, Mr Mark Shek  
Manor Brook Medical Practice

488 / 612 (4 fragments)

### Attachments

You can attach 1 file, max size 3MB. Files accepted: pdf, docx, doc, rtf, jpeg, jpg, png, tiff, tiff2, tif.

Attach file

 [QR code 7 Clinical Pathways.png](#)  
0.024 MB

### Check you've got the right attachment

This message could be sent to multiple patients, so please do not include information relating to individual patients.

### SNOMED code (optional)

 Signposting to community pharmacy  
Concept ID: 1084461000000101

Remove

## SMS/NHS App/Email Message Template 1

Dear <title><forename><surname>,

Pharmacies maybe able to offer treatment for the following conditions, without you needing to see a GP: sinusitis, sore throat, earache, impetigo, infected insect bites, shingles and urinary tract infections (UTIs).

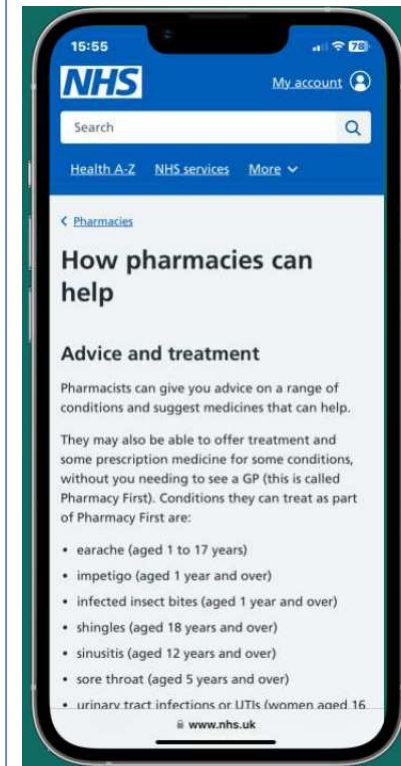
For more info, visit: <https://bit.ly/pharmacyservice>

If you encounter any issues, please contact us back.

Regards <Organisation\_name>



[How pharmacies can help - NHS \(www.nhs.uk\)](https://www.nhs.uk)





# Messaging Template – Sinusitis

**Template content**

**Message**

Dear [Patient Name],

Pharmacies maybe able to offer treatment for sinusitis, without you needing to see a GP.

For more info, visit: <https://www.nhs.uk/conditions/sinusitis-sinus-infection/>

If you encounter any issues, please contact us back.

Thanks, Mr Mark Shek  
Manor Brook Medical Practice

387 / 612 (3 fragments)

**Attachments**

You can attach 1 file, max size 3MB. Files accepted: pdf, docx, doc, rtf, jpeg, jpg, png, tiff, tiff2, tif.

**Attach file**

0.025 MB

**Check you've got the right attachment**  
This message could be sent to multiple patients, so please do not include information relating to individual patients.

**SNOMED code (optional)**

Signposting to community pharmacy  
Concept ID: 1084461000000101 **Remove**

## SMS/NHS App/Email Message Template 2

Dear <title><forename><surname> ,

Pharmacies maybe able to offer treatment for sinusitis, without you needing to see a GP.

For more info, visit: <https://www.nhs.uk/conditions/sinusitis-sinus-infection/>

If you encounter any issues, please contact us back.

Regards <Organisation\_name>



[Sinusitis \(sinus infection\) - NHS \(www.nhs.uk\)](https://www.nhs.uk)



# Messaging Template – Sore Throat



[Sore throat - NHS \(www.nhs.uk\)](https://www.nhs.uk)

**Template content**

**Message**

Dear [Patient Name],

Pharmacies maybe able to offer treatment for sore throat, without you needing to see a GP.

For more info, visit: <https://www.nhs.uk/conditions/sore-throat/>

If you encounter any issues, please contact us back.

Thanks, Mr Mark Shek  
Manor Brook Medical Practice

375 / 612 (3 fragments)

**Attachments**

You can attach 1 file, max size 3MB. Files accepted: pdf, docx, doc, rtf, jpeg, jpg, png, tiff, tiff2, tif.

**Attach file**

[QR code Sore Throat.png](#) 0.025 MB ✕

**Check you've got the right attachment**

This message could be sent to multiple patients, so please do not include information relating to individual patients.

**SNOMED code (optional)**

Signposting to community pharmacy  
Concept ID: 1084461000000101 ✕ Remove

## SMS/NHS App/Email Message Template 3

Dear <title><forename><surname>,</p></div>

Pharmacies maybe able to offer treatment for sore throat, without you needing to see a GP.

For more info, visit: <https://www.nhs.uk/conditions/sore-throat/>

If you encounter any issues, please contact us back.

Regards <Organisation\_name>

14



# Messaging Template – Children with Earache

## SMS/NHS App/Email Message Template 4

Dear <title><forename><surname>,

Pharmacies maybe able to offer treatment for children with Earache, without you needing to see a GP.

For more info, visit: <https://www.nhs.uk/conditions/earache/>

If you encounter any issues, please contact us back.

Regards <Organisation\_name>



**Template content**

**Message**

Dear [Patient Name],

Pharmacies maybe able to offer treatment for children with Earache, without you needing to see a GP.

For more info, visit: <https://www.nhs.uk/conditions/earache/>

If you encounter any issues, please contact us back.

Thanks, Mr Mark Shek  
Manor Brook Medical Practice

380 / 612 (3 fragments)

**Attachments**

You can attach 1 file, max size 3MB. Files accepted: pdf, docx, doc, rtf, jpeg, jpg, png, tiff, tiff2, tif.

**Attach file**

[QR code Earache.png](#) 0.025 MB

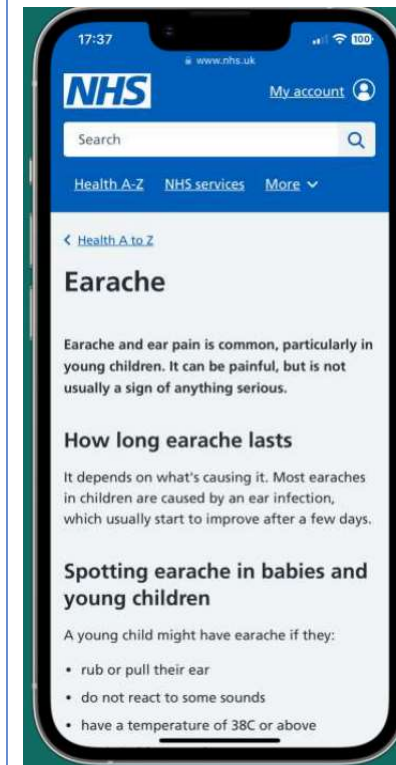
**Check you've got the right attachment**

This message could be sent to multiple patients, so please do not include information relating to individual patients.

**SNOMED code (optional)**

Signposting to community pharmacy  
Concept ID: 1084461000000101 **Remove**

[Earache - NHS \(www.nhs.uk\)](https://www.nhs.uk)





# Messaging Template – Impetigo

## Template content

### Message

Dear [Patient Name],

Pharmacies maybe able to treatment for impetigo, without you needing to see a GP.

For more info, visit: <https://www.nhs.uk/conditions/impetigo/>

If you encounter any issues, please contact us back.


Thanks, Mr Mark Shek  
Manor Brook Medical Practice

360 / 612 (3 fragments)

### Attachments

You can attach 1 file, max size 3MB. Files accepted: pdf, docx, doc, rtf, jpeg, jpg, png, tiff, tiff2, tif.


Attach file

 [QR code Impetigo.png](#)  
0.027 MB

### Check you've got the right attachment

This message could be sent to multiple patients, so please do not include information relating to individual patients.

### SNOMED code (optional)

 Signposting to community pharmacy  
Concept ID: 1084461000000101

Remove

## SMS/NHS App/Email Message Template 2

Dear <title><forename><surname> ,

Pharmacies maybe able to treatment for impetigo, without you needing to see a GP.

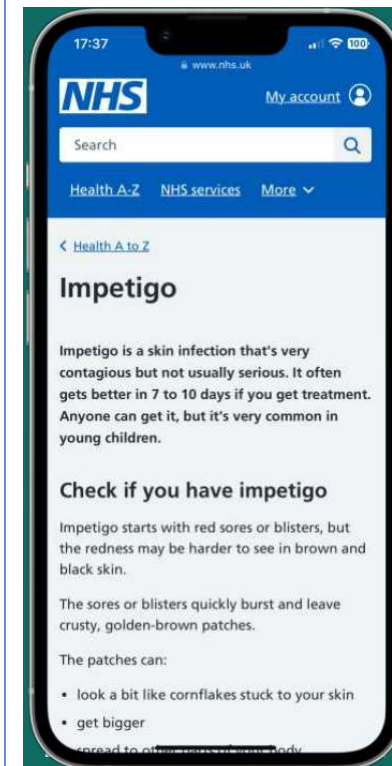
For more info, visit: <https://www.nhs.uk/conditions/impetigo/>

If you encounter any issues, please contact us back.

Regards <Organisation\_name>



[Impetigo - NHS \(www.nhs.uk\)](https://www.nhs.uk)

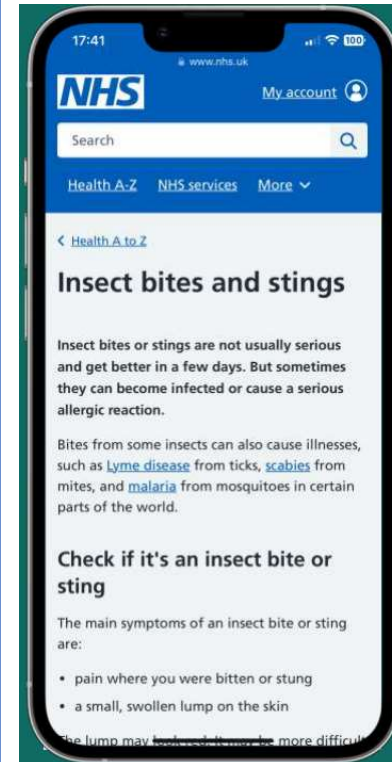






# Messaging Template – Infected insect bites

[Insect bites and stings - NHS \(www.nhs.uk\)](https://www.nhs.uk)



## Template content

### Message

Dear [Patient Name],

Pharmacies may be able to offer treatment for infected insect bites, without you needing to see a GP.

For more info, visit [www.nhs.uk/conditions/insect-bites-and-stings](https://www.nhs.uk/conditions/insect-bites-and-stings)

If you encounter any issues, please contact us back.


Thanks, Mr Mark Shek  
Manor Brook Medical Practice

386 / 612 (3 fragments)

### Attachments


You can attach 1 file, max size 3MB. Files accepted: pdf, docx, doc, rtf, jpeg, jpg, png, tiff, tiff2, tif.

Attach file

 [QR code infected insect bites.png](#) 0.025 MB

**Check you've got the right attachment**  
This message could be sent to multiple patients, so please do not include information relating to individual patients.

### SNOMED code (optional)

 Signposting to community pharmacy  
Concept ID: 1084461000000101 X Remove

## SMS/NHS App/Email Message Template 2

Dear <title><forename><surname>,

Pharmacies may be able to offer treatment for infected insect bites, without you needing to see a GP.

For more info, visit [www.nhs.uk/conditions/insect-bites-and-stings](https://www.nhs.uk/conditions/insect-bites-and-stings)

If you encounter any issues, please contact us back.

Regards <Organisation\_name>





# Messaging Template – Shingles

## Template content

### Message

Dear [Patient Name],

Pharmacies may be able to offer treatment for Shingles, without you needing to see a GP.

For more info, visit [www.nhs.uk/conditions/shingles/](http://www.nhs.uk/conditions/shingles/)

If you encounter any issues, please contact us back.

Thanks, Mr Mark Shek  
Manor Brook Medical Practice

358 / 612 (3 fragments)

### Attachments

You can attach 1 file, max size 3MB. Files accepted: pdf, docx, doc, rtf, jpeg, jpg, png, tiff, tiff2, tif.

Attach file

 [QR code Shingles.png](#)   
0.025 MB

### Check you've got the right attachment

This message could be sent to multiple patients, so please do not include information relating to individual patients.

### SNOMED code (optional)

 Signposting to community pharmacy  
Concept ID: 1084461000000101

 Remove

## SMS/NHS App/Email Message Template 2

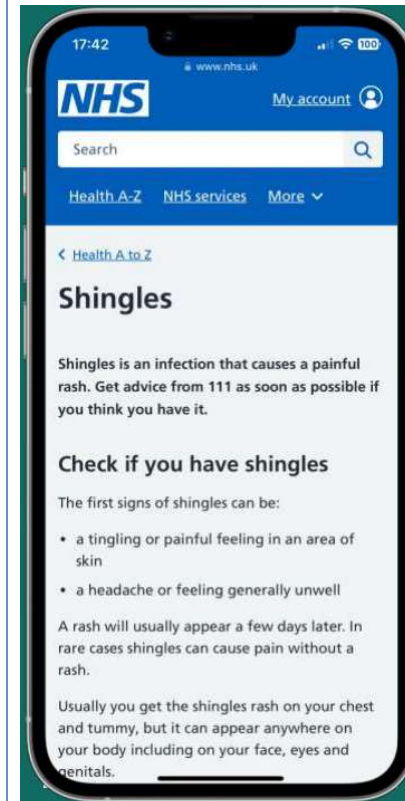
Dear <title><forename><surname> ,

Pharmacies may be able to offer treatment for Shingles, without you needing to see a GP.

For more info, visit [www.nhs.uk/conditions/shingles/](http://www.nhs.uk/conditions/shingles/)

If you encounter any issues, please contact us back.

Regards <Organisation\_name>



[Shingles - NHS \(www.nhs.uk\)](http://www.nhs.uk)



# Messaging Template – UTIs in Women

**Template content**

**Message**

Dear [Patient Name],

Pharmacies maybe able to offer treatment for women with urinary tract infections (UTIs), without you needing to see a GP

For more info, visit: <https://www.nhs.uk/conditions/urinary-tract-infections-utis/>

If you encounter any issues, please contact us back.

Thanks, Mr Mark Shek  
Manor Brook Medical Practice

422 / 612 (3 fragments)

**Attachments**

You can attach 1 file, max size 3MB. Files accepted: pdf, docx, doc, rtf, jpeg, jpg, png, tiff, tiff2, tif.

**Attach file**

[QR code UTIs.png](#) 0.025 MB

**Check you've got the right attachment**  
This message could be sent to multiple patients, so please do not include information relating to individual patients.

**SNOMED code (optional)**

Signposting to community pharmacy  
Concept ID: 1084461000000101 **Remove**

## SMS/NHS App/Email Message Template 8

Dear <title><forename><surname>,

Pharmacies maybe able to offer treatment for women with urinary tract infections (UTIs), without you needing to see a GP

For more info, visit: <https://www.nhs.uk/conditions/urinary-tract-infections-utis/>

If you encounter any issues, please contact us back.

Regards <Organisation\_name>



[Urinary tract infections \(UTIs\) - NHS \(www.nhs.uk\)](https://www.nhs.uk/conditions/urinary-tract-infections-utis/)



# Minor Illness Service

(Previously CPCS)

GP to refer

Resources:

- [NHS Pharmacy First Service \(PFS\) | NHSBSA](#)

# PFS - Minor Illness Service



Acne, Spots and Pimples  
Allergic reaction  
Ankle or Foot Pain or Swelling - Ankle Pain  
Ankle or Foot Pain or Swelling - Ankle Swelling  
Ankle or Foot Pain or Swelling - Foot Pain  
Ankle or Foot Pain or Swelling - Foot Swelling  
Athlete's Foot  
Bites or Stings, Insect or Spider - Animal Bite  
Bites or Stings, Insect or Spider - Insect bite  
Bites or Stings, Insect or Spider - Spider bite  
Bites or Stings, Insect or Spider - Sting  
Bites or Stings, Insect or Spider - Tick Bite  
Blisters  
Cold and Flu - Cold  
Cold and Flu - Flu  
Constipation  
Cough  
Diarrhoea  
Ear Discharge or Ear Wax - Ear Discharge  
Ear Discharge or Ear Wax - Ear Wax  
Earache  
Eye, Red or Irritable - Irritable eye  
Eye, Red or Irritable - Painful Eye  
Eye, Red or Irritable - Red eye  
Eye, Sticky or Watery - Sticky Eye  
Eye, Sticky or Watery - Watery eye  
Eyelid Problems  
Hair Loss  
Headache  
Hearing Problems or Blocked Ear - Blocked Ear  
Hearing Problems or Blocked Ear - Hearing Problems  
Hip, Thigh or Buttock Pain or Swelling - Buttock Pain  
Hip, Thigh or Buttock Pain or Swelling - Buttock Swelling  
Hip, Thigh or Buttock Pain or Swelling - Hip Pain  
Hip, Thigh or Buttock Pain or Swelling - Hip Swelling  
Hip, Thigh or Buttock Pain or Swelling - Thigh Pain  
Hip, Thigh or Buttock Pain or Swelling - Thigh Swelling  
Itch

Knee or Lower Leg Pain - Ankle pain  
Knee or Lower Leg Pain - Ankle Swelling  
Knee or Lower Leg Pain - Calf Pain  
Knee or Lower Leg Pain - Calf Swelling  
Knee or Lower Leg Pain - Foot Pain  
Knee or Lower Leg Pain - Foot Swelling  
Knee or Lower Leg Pain - Knee pain  
Knee or Lower Leg Pain - Knee swelling  
Knee or Lower Leg Pain - Toe Pain  
Knee or Lower Leg Pain - Toe swelling  
Lower Back Pain  
Lower Limb Pain or Swelling - Ankle pain  
Lower Limb Pain or Swelling - Ankle Swelling  
Lower Limb Pain or Swelling - Buttock Pain  
Lower Limb Pain or Swelling - Buttock Swelling  
Lower Limb Pain or Swelling - Calf Pain  
Lower Limb Pain or Swelling - Calf Swelling  
Lower Limb Pain or Swelling - Foot Pain  
Lower Limb Pain or Swelling - Foot Swelling  
Lower Limb Pain or Swelling - Hip Pain  
Lower Limb Pain or Swelling - Hip Swelling  
Lower Limb Pain or Swelling - Knee pain  
Lower Limb Pain or Swelling - Knee swelling  
Lower Limb Pain or Swelling - Lower limb pain  
Lower Limb Pain or Swelling - Lower limb swelling  
Lower Limb Pain or Swelling - Thigh Pain  
Lower Limb Pain or Swelling - Thigh Swelling  
Lower Limb Pain or Swelling - Toe Pain  
Lower Limb Pain or Swelling - Toe swelling  
Mouth Ulcers  
Nasal Congestion  
Pain or Frequency Passing Urine - Frequent urination  
Pain or Frequency Passing Urine - Pain in urination  
Rectal Pain, Lump or Itch - Rectal itch  
Rectal Pain, Lump or Itch - Rectal lump  
Rectal Pain, Lump or Itch - Rectal pain  
Scabies

Scratches and Grazes - Grazes  
Scratches and Grazes - Scratches  
Shoulder Pain  
Sinusitis  
Skin, Rash  
Sleep Difficulties  
Sore Throat and Hoarse Voice - Hoarse voice  
Sore Throat and Hoarse Voice - Sore throat  
Teething  
Tiredness  
Toe Pain or Swelling - Toe pain  
Toe Pain or Swelling - Toe swelling  
Vaginal Discharge  
Vaginal Itch or Soreness - Vaginal itch  
Vaginal Itch or Soreness - Vaginal soreness  
Vomiting  
Wound Problems – Management of Dressings  
Wrist, Hand or Finger Pain or Swelling - Finger pain  
Wrist, Hand or Finger Pain or Swelling - Finger swelling  
Wrist, Hand or Finger Pain or Swelling - Hand pain  
Wrist, Hand or Finger Pain or Swelling - Hand swelling  
Wrist, Hand or Finger Pain or Swelling - Wrist pain  
Wrist, Hand or Finger Pain or Swelling - Wrist swelling

Community Pharmacist + Patient to buy items  
to give advice Over the counter



# PFS - Minor Illness Service



CONDITIONS	What conditions are SUITABLE for referral to pharmacists?			Do NOT refer in these circumstances	
<b>BITES / STINGS</b>	•Bee sting •Wasp sting	•Stings with minor redness	•Stings with minor swelling	•Drowsy / fever •Fast heart rate	•Severe swellings or cramps
<b>COLDS</b>	•Cold sores •Coughs	•Flu-like symptoms	•Sore throat	•Lasted +3 weeks •Shortness of breath	•Chest pain •Unable to swallow
<b>CONGESTION</b>	•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
<b>EAR</b>	•Earache	•Ear wax •Blocked ear	•Hearing problems	•Something may be in the ear canal •Discharge	•Severe pain. •Deafness •Vertigo
<b>EYE</b>	•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
<b>GASTRIC / BOWEL</b>	•Constipation •Diarrhoea •Infant colic	•Heartburn •Indigestion	•Haemorrhoids •Rectal pain, •Vomiting or nausea	•Severe / on-going •Lasted +6 weeks	•Patient +55 years •Blood / Weight loss
<b>GENERAL</b>	•Hay fever	•Sleep difficulties	•Tiredness	•Severe / on-going	
<b>GYNAE / THRUSH</b>	•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
<b>PAIN</b>	•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
<b>SKIN</b>	•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?
<b>MOUTH / THROAT</b>	•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
<b>SWELLING</b>	•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

# Messaging Template – Minor Illness Service



## SMS/NHS App/Email Message Template 9

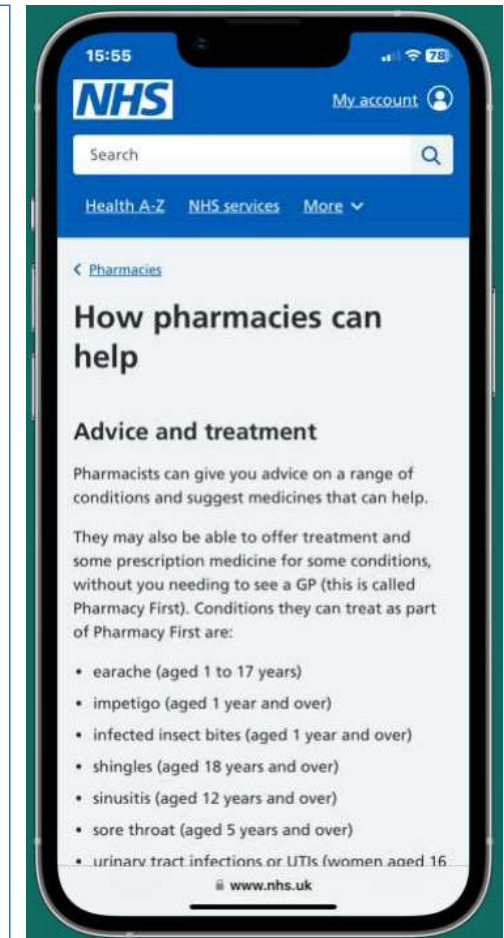
Dear <title><forename><surname>,

Following our discussion, you have been referred to your chosen pharmacy for further assessment.

You can also find their contact details at: <https://bit.ly/nhsfindpharmacy/>

If you encounter any issues, please contact us back. Regards

Regards <Organisation\_name>



# PFS - Contraceptive Service

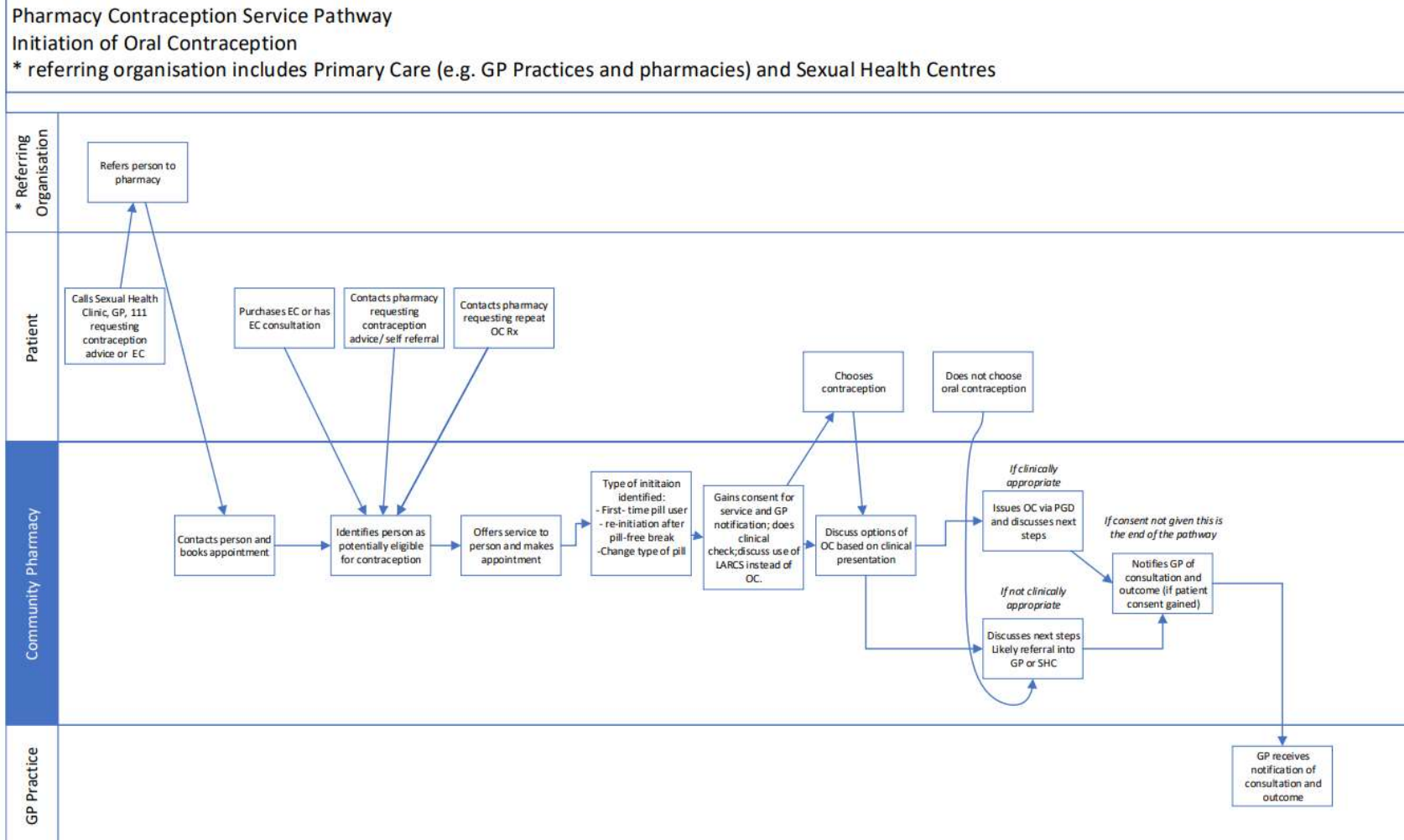


## Resources:

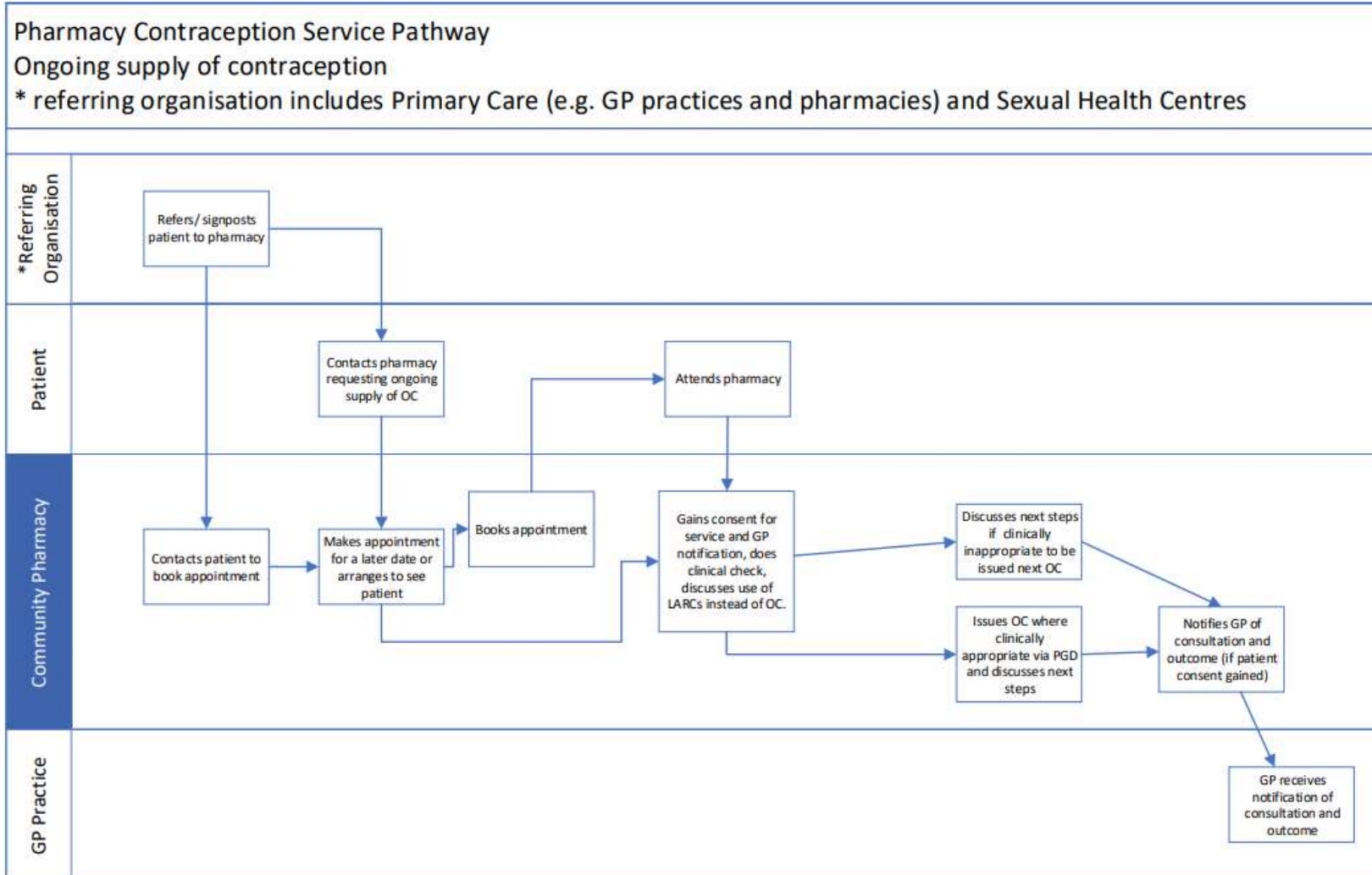
- [NHS England » NHS Pharmacy Contraception Service](#)
- [Pharmacy Contraception Service - Community Pharmacy England \(cpe.org.uk\)](#)



# Contraceptive Service – Initiation (3m supply)



# Contraceptive Service – Review (12m supply)



# Messaging Template – Contraceptive Service



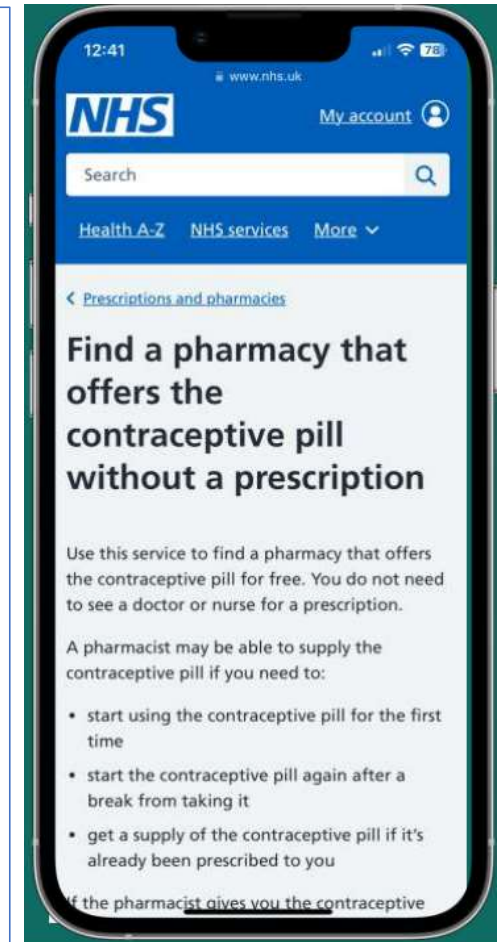
## SMS/NHS App/Email Message Template 10

Dear <title><forename><surname>,

You can find a local pharmacy that offers the contraceptive pill without a prescription using this link: [www.nhs.uk/pharmacycontraceptionservice](http://www.nhs.uk/pharmacycontraceptionservice)

If you encounter any issues, please contact us back.

Regards <Organisation\_name>





# Blood Pressure Service

[Advanced service specification: NHS community pharmacy hypertension case-finding advanced service \(NHS community pharmacy blood pressure check service\) \(england.nhs.uk\)](#)



- A community pharmacist will opportunistically measure the blood pressure of consenting adults who come into the pharmacy, by offering anyone a free blood pressure check who:
  - is over the age of 40;
  - has not previously been identified as having hypertension or a related condition; and
  - has not had their blood pressure measured by a health professional within the previous six months.
- At the end of a consultation, where readings indicate:
  - 90/60–139/89mmHg (Normal blood pressure):** the pharmacist will promote healthy behaviours.
  - 140/90–179/119mmHg (High blood pressure):** the pharmacist will offer Ambulatory Blood Pressure Monitoring (ABPM) from the pharmacy and will also promote healthy behaviours.
  - >=180/120mmHg (very high blood pressure):** the pharmacist will urgently refer the patient to see their GP within 24 hours and the pharmacist will inform the patient's GP practice by NHS mail or via another locally agreed platform.
  - <90/60mmHg (low blood pressure):** the pharmacist will provide appropriate advice and may also refer the patient to emergency services e.g. A&E if there are any concerns.
- All blood pressure readings are sent to the general practice from the community pharmacy so records can be updated and appropriate action taken.
- General practices can refer patients to a participating community pharmacy for a clinic blood pressure reading or for 24 hour ambulatory blood pressure monitoring.

# Messaging Template – Blood Pressure Service



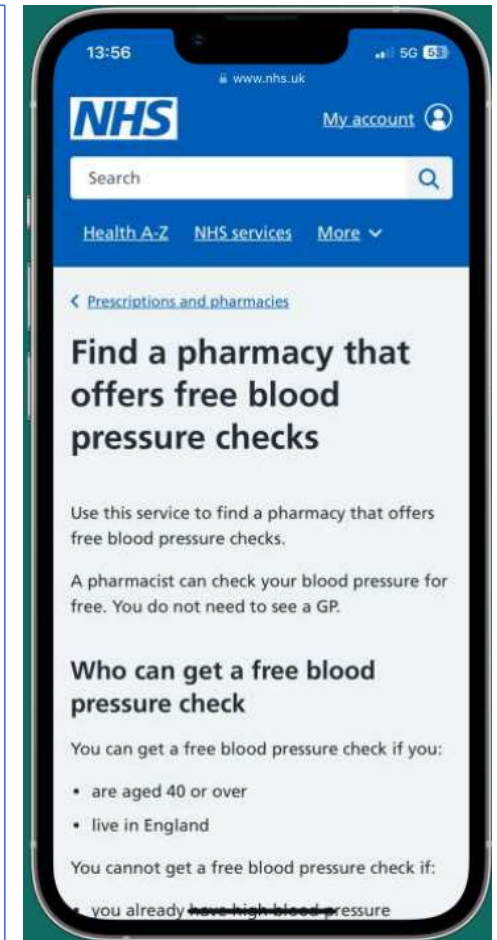
## SMS/NHS App/Email Message Template 11

Dear <title><forename><surname>,

You can find a local pharmacy that offers free blood pressure (BP) checks using this link:  
[www.nhs.uk/pharmacybloodpressurecheck](http://www.nhs.uk/pharmacybloodpressurecheck)

If you encounter any issues, please contact us back. Regards

Regards <Organisation\_name>



# Finding Pharmacy Services

## Resources:

- [NHS England » Community Pharmacy advanced service specification: NHS Pharmacy First Service](#)
- [Pharmacy First clinical pathways resources - Community Pharmacy England \(cpe.org.uk\)](#)

# Finding Pharmacy Services



[Find Pharmacy Services - NHS \(www.nhs.uk\)](https://www.nhs.uk/service-search/pharmacy)

- Signposting patients to 'Find pharmacy services' webpages helps them find local pharmacies which offer the service they require
- Helps explain to patients who is eligible for service and what to expect



The screenshot shows a web browser window displaying the NHS 'Find pharmacy services' page. The browser address bar shows the URL <https://www.nhs.uk/service-search/pharmacy>. The page features the NHS logo, a 'Menu' button, and a search bar. Below the navigation, the breadcrumb trail reads 'Home > NHS Services > Prescriptions and pharmacies'. The main heading is 'Find pharmacy services'. A list of links is provided:

- [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](#)
- [Find a pharmacy that offers the contraceptive pill without a prescription](#)
- [Find a pharmacy that offers free COVID-19 rapid lateral flow tests](#)



# PFS - Referral

## Resources:

- [Articles | A guide to Pharmacy First for general practice | EMIS \(emishealth.com\)](#)

# PFS – Referral



**Local Services** Powered by **EMIS X** MS

TEST, Emis (Miss) Born 1-Jan-1971 (53y) Gender Female NHS no. 999 000 5249

Preferred name Emis

**Local Services dashboard**

- Pharmacy BP clinic check**

Tasks (0)
- Pharmacy Ambulatory BP check**

Tasks (0)
- Pharmacy First - formerly NHS Community Pharmacist Minor Illness Service**

Tasks (0)
- Referral to Pharmacy for Contraception service**

Tasks (0)

NHS number  
9990005249

Date of birth  
01-Jan-1971

Please enter the condition this referral relates to

Please enter any more details you want to (optional)

It will help assessing patient and won't allow referral for unsuitable patients

This bypass the assessment but much quicker way of referral

# PFS - What happens in pharmacy?

## Resources:

- [pharmacy-first-user-guide.pdf \(sonarhealth.org\)](#)
- [Help - PharmOutcomes](#)

# What happens in pharmacy?

e.g. Acute Sore Throat Consultation@ Pharmoutcomes

## Tick all that apply

- Existing medical conditions  
E.g. any LTC such as asthma, heart disease, respiratory conditions.
- Allergies and sensitivities  
E.g. penicillin
- Patient has a family history of medical conditions
- Currently taking any medication  
Consider prescription and OTC
- Breastfeeding
- Clinical observations, tests or algorithms conducted  
[FeverPAIN](#)  
[NEWS2](#)
- Other
- None of the above

Patient temperature

 °C

*If not recorded leave blank*

Does the patient have an established pregnancy?

pregnancy

 Yes  No  N/A

'Red Flags' such as symptoms associated with sepsis, meningitis or cancer identified?

Red Flags Identified

 Yes  No

## Treatment Options

### PGD considered

- Phenoxymethylpenicillin

### If reported penicillin allergy:

- Clarithromycin

## Criteria for Exclusion

### Phenoxymethylpenicillin exclusions

- Consent refused and documented in the individual's clinical notes
- Individuals under 5 years of age
- Pregnancy or suspected pregnancy in individuals under 16 years of age
- Severely immunosuppressed individuals (as defined in Chapter 28a Green book)  
*(As defined in Chapter 28a Green book)*
- Individuals with primary or acquired immunodeficiency states due to conditions  
*(See PGD)*
- Individuals on immunosuppressive or immunomodulating therapy  
*(See PGD)*
- Individuals with chronic immune mediated inflammatory disease who are receiving or have received immunosuppressive therapy  
*(See PGD)*
- FeverPAIN score of 0 or 1:  
Do not offer an antibiotic. Ask the individual to return to Community Pharmacy after 1 week if no improvement for pharmacist reassessment.
- FeverPAIN score of 2 or 3:  
Do not offer an antibiotic. Ask the individual to return to Community Pharmacy within 3-5 days if no improvement for pharmacist reassessment.
- FeverPAIN score of 4 or 5 with mild symptoms:  
Ask the individual to return to Community Pharmacy within 3-5 days if no improvement for pharmacist reassessment.
- Failed previous antibiotic for this episode of sore throat



# What happens in pharmacy?

e.g. Acute Sore Throat Consultation@ Pharmoutcomes

## Consultation Outcome

**Consultation outcome**

Advice given only (no medicine supply)  
 Medicines supply  
 Referral into an appropriate locally commissioned NHS service, such as a patient group direction  
 Non-urgent signposting to another service  
 Urgent escalation to another service  
 Other

## Consultation Outcome

**Consultation outcome**

Advice given only (no medicine supply)  
 Medicines supply  
 Referral into an appropriate locally commissioned NHS service, such as a patient group direction  
 Non-urgent signposting to another service  
 Urgent escalation to another service  
 Other



**Medicine Supply**

Phenoxymethylpenicillin supplied

Quantity

Days supplied

Levy status

## Advice & Support

**Information and Advice**  
*Discuss the following advice with the patient*

- Provide **patient information leaflet** (PIL) provided with the original pack.
- Provide the **TARGET RTI leaflet**.
- Use **TARGET antibiotic checklist** to counsel patient.
- Explain that the tablets or suspension are to be taken orally, on an empty stomach (30 minutes before food or 2 hours after food). Reconstituted solutions may need to be stored in the fridge.
- Advise to take medicine at regular intervals and complete the course, even if symptoms improve.
- Seek medical attention immediately if condition deteriorates and/or individual becomes systemically unwell, or if symptoms worsen rapidly or significantly at any time.
- Advise to seek medical advice if no improvement after completion of the treatment course.
- Advise individual that if signs of hypersensitivity occur, stop taking the medicine and seek immediate medical advice.
- Inform patient or representative of possible side effects and their management.
- If the individual is affected by dizziness or drowsiness advise them not to drive or operate machinery.
- Advise individual/carer/parent/guardian to seek immediate medical attention (by calling 999 or going to A&E) if the individual develops **signs or symptoms of sepsis**.
- Advise safe disposal of medicines.



## Adverse Event Reporting

Has the patient suffered an adverse reaction to the medicine supplied?

Adverse reaction  Yes  No

**Manual completion of provision status**

This provision *will* be marked as completed automatically. You may choose "Not finished yet (Pending)" if you do not wish to make it completed yet

Not finished yet (Pending)  
 Provision Complete

# PFS – Receiving Consultations

## Resources:

- [EMIS Web - GP Connect Update Record \(emisnow.com\)](https://emisnow.com)

# Receiving Consultation – GP Connect

(**NOT** live yet for some platforms)



## EMIS – Receiving Consultation Messages



- [EMIS Web - GP Connect Update Record \(emisnow.com\)](https://emisnow.com)

- Workflow then select Workflow Manager
- In the left-hand pane, click Document Management.

The sender will always be 'EXTERNAL, USER'.

The screenshot shows the EMIS Web Health Care System interface. The patient record for YUNO, Clover (Dr) is displayed, showing a document titled 'Inbound Document Awaiting Coding' sent on 24-Nov-2023. The document details include the title 'GP Connect Update Record (24-Nov-2023)', type 'Inbound document', and letter date '24-Nov-2023'. The sender is listed as 'EXTERNAL, USER'.

The screenshot shows the consultation text for the inbound document. The text is as follows:

Date	Consultation Text	Status
24-Nov-2023 14:57	Community Pharmacy Contraception Service [Provisional] Uses contraceptive sponge and spermicide (12-May-2023) [Procedures and therapies] [Provisional] (12-May-2023) A description detailing a patient's reason for attendance, any red flags, results from the diagnostic and treatment process., [Clinical Summary]	HOLDEN, GREG (Dr)
	Comment: [Provisional] Face-to-face encounter Sender Name: Automation Organisation, ODS Code: EBK1F   Practitioner Name: HOLDEN, GREG (Dr)	
	Medication: Amoxicillin 250mg capsules (15-Aug-2021) As previously advised 9 capsule	
	Document: [Provisional] Inbound document @ GP Connect Update Record (24-Nov-2023)	

**Thank you  
Any Questions?**