***PHARMACY FIRST SERVICE TOP TIPS***

* ***Remember that all referrals from local surgeries should be via NHS Mail. If you are near a county border you may also get referrals direct to Pharmoutcomes from practices using PharmRefer. If you are getting verbal referrals let us know so we can help encourage electronic referrals!***
* ***Patients should contact the Pharmacy to arrange a consultation– but if you haven't heard from the patient after a few hours, please try and contact them.***
* ***If you are unable to provide the service for any reason, send the referrals on to another Pharmacy and let local surgeries know so they temporarily stop referring to you . Don’t send patients back to the surgery without an intervention.***
* ***No referrals are inappropriate! You are the clinical assessor not the receptionist or care navigator. With an electronic referral you can still provide a Minor Illness consultation and claim your funding even if you cannot provide treatment.***
* ***Build relationships with your surgeries—the most successful areas have good pharmacy/surgery communications.***
* ***Remember to link to other services e.g. HCFS where appropriate.***
* ***Train counter staff to screen walk in patients to identify those suitable for referral into Pharmacy First to maximise income from the service.***
* ***If the pharmacy needs the GP to do something for the patient following a referral/consultation/assessment then as well as the post event message on Pharmoutcomes they should call the surgery using the 'bypass' number, Surgery bypass numbers can be found on***[**NHS Service Finder - NHS England Digital**](https://digital.nhs.uk/services/nhs-service-finder)
* ***If the patient does not meet the gateway criteria on the first occasion, explain that to the patient and ask that they return to a Community Pharmacy instead of contacting their GP if the condition gets worse or has not improved for further treatment – you will be able to record as a Walk In consultation and the patient may then be suitable for treatment.***