



COMMUNITY PHARMACY – PHARMACY FIRST UPTAKE ACTION PLAN (2026–2027)

Pharmacy Name:	
Pharmacy Lead:	
Date Initiated:	
Review Date:	

Aim

Increase Pharmacy First activity, referrals, and consultation quality to meet or exceed threshold payments and improve patient access to care.

Key Objectives

- Increase GP and NHS 111 referrals
- Improve walk-in conversion to consultations
- Ensure high-quality, clinically appropriate consultations with robust record keeping
- Embed Pharmacy First into daily workflow and team roles

Action Plan

Objective	Actions	Lead	Timeline	Status (RAG)
Increase Referrals	Contact local GP practices to ensure that referrals are being sent to pharmacy and to identify any local issues			
	Contact PCN lead to arrange a visit and to help escalate any issues			
	Ensure NHS 111 DoS profile is updated regularly (including adjusted if temporary closure)			
	Ensure all colleagues have access to NHS mail, PharmOutcomes and other recording systems and systems are			

	being checked regularly- consider message alarm			
Improve Walk-in Conversion	Train team to proactively identify eligible patient, explain services and get them in consultation room			
	Train staff to use counter prompts and tools for assessing patient e.g. FeverPAIN assessment			
	Obtain and display posters/leaflets promoting Pharmacy First. Consider shelf wobblers or prompts next to specific products			
Embed into Workflow	Assign Pharmacy First champion			
	Ensure all colleagues have undertaken training appropriate to their role and are working at the top of their license			
	Review staffing skill mix			
	Ensure locums are trained and engaged and are not refusing service delivery			
Enhance Clinical Quality	Ensure pharmacists and locums have completed clinical records training and are making excellent clinical notes- request feedback from surgery			
	Use consultation checklists, sops and proformas to standardize services and records			
	Ensure TARGET leaflets and other resources for AMR are available and up to date			

Team Engagement & Ownership	Set weekly targets that are shared with whole team- monitor and review			
	Regularly share feedback and success with the whole team. Give praise.			
	Hold regular team meetings or huddles to inform of targets share information			
	Encourage staff to support each other and share best practice			
	Identify and promote learning opportunities			
Patient Awareness	Use national and local resources to promote services instore			
	Use pharmacy social media to share digital promotion and raise awareness			
	Identify and engage with local voluntary and community groups to promote services			

Review & Monitoring

- Weekly: Review activity and team feedback
- Weekly and Monthly: Track performance against targets
- Adjust actions based on performance and barriers identified

