

## **Pharmacy First Service Referrals from NHS111**

There will be times when the pharmacist will need additional advice or will need to escalate the patient to a higher acuity care location (e.g., a GP, UTC or ED).

The pharmacist should use their clinical judgement to decide the urgency, route and need for referral and then choose one of the options below:

- **Option A** – Refer the patient for an urgent in-hours appointment with their own GP. After agreeing this course of action with the patient, the pharmacist should contact the patient's general practice to secure them an appointment.
- **Option B** – Call the NHS 111 service when the patient's own general practice is not available. The pharmacist should call NHS 111 using the **healthcare professionals' line for access to a clinician, to seek advice.**

<b>Health professionals telephone number:</b>	<ol style="list-style-type: none"><li>1. Ring NHS 111</li><li>2. Select Option 3 for Healthcare Professional (HCP)</li><li>3. Again presented with options : 1- paramedic 2- other healthcare professional</li></ol> <p><b>SELECT THE OTHER HEALTHCARE PROFESSIONAL OPTION</b> and you will be routed to the HCP line, and someone will answer to direct your query.</p>
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- **Option C** – Signpost the patient to A&E or call 999. If the patient presents with severe symptoms indicating the need for an immediate medical consultation, the pharmacist should tell the patient to attend A&E immediately or call an ambulance on behalf of the patient.

**Pharmacists must not refer a patient back to NHS 111 or the IUC CAS by asking the patient to call back directly.**