

Hypertension service flowchart - GP practice referrals process for BP Checks in Hertfordshire



Service delivery resources and support for the service are available on the [PSNC website](#).

The GP practice identifies patient/s that require a blood pressure clinic check or Ambulatory Blood Pressure Monitoring (ABPM) for referral to Community Pharmacy as part of the hypertension service.

GP practice refers the patient/s with their consent to a local pharmacy of their choice that is registered for the service (either by nhs.net email, Ardens template or via EMIS to PharmOutcomes - Hertsmere and Dacorum activated only)
It is important that the pharmacy team regularly check PharmOutcomes or the nhs.net shared mailbox for GP practice blood pressure check or ABPM referrals.

GP practice sends a text message to a patient to attend a local pharmacy of their choice that is registered for the service.

Pharmacy contacts patient and arranges an appointment for the blood pressure check or ABPM depending upon request from GP practice. Pharmacy needs to proactively contact the patient (three attempts should be made).
Patients may present at the pharmacy before pharmacy contacts the patient – pharmacy team should be aware to check any referrals on PharmOutcomes and the shared nhs.net mailbox when getting requests from patients having been referred for a blood pressure check or ABPM..

Patient presents at pharmacy. Pharmacy staff arrange an appointment for the patient for a blood pressure check or ABPM depending upon request from GP practice.
Pharmacy checks text message to confirm referral from GP practice and records as evidence for audit.

Pharmacy completes blood pressure clinic check or ABPM.

All Pharmacies are recommended to record information on PharmOutcomes as this is available at no cost presently.
 By using PharmOutcomes the GP practice receives notification of the relevant information for this patient following service delivery by email.

Escalation

For very high BP (180/120mmHG or higher) as part of blood pressure clinic check OR Stage 2 Hypertension (150/95mmHg) as part of ABPM results

A. The pharmacy contacts GP practice by telephone for same day appointment

B. If unable to contact the GP practice refer the patient to A&E

C. Patient is notified of next steps by pharmacy

Please note: service should be operational during all your opening hours; all regular pharmacy team members should be aware of the service and know how to assess referrals and locum pharmacists must deliver the service and have a responsibility to action the service according to the specification.