

Pharmacy First

Helen Musson, Chief Officer, Community
Pharmacy Hertfordshire



The Pharmacy First service

- Pharmacy First will be a new Advanced service that will include **seven new clinical pathways** and will **replace** the Community Pharmacist Consultation Service (CPCS)
- The service will consist of **three elements**:

Clinical pathway consultations

- new element

Urgent supply of repeat meds and appliances

- previously part of CPCS

Referrals for minor illness consultations

- previously part of CPCS

What are the seven conditions?

Sinusitis

12 years and
over

Sore throat

5 years and
over

**Acute otitis
media**

1 to 17 years

**Infected
insect bite**

1 year and over

Impetigo

1 year and over

Shingles

18 years and
over

**Uncomplicated
UTI**

Women 16 to 64
years

The Pharmacy First service

Pharmacies opting-in must provide **all three elements** of the new service

Patients can **present to the pharmacy** for clinical pathways consultations (**only**)

Clinical pathways consultations can be provided **remotely**, except for the acute otitis media pathway (otoscope required)

Remote consultations must be **via high-quality video link**

DSPs can **only** provide clinical pathways consultations **remotely** (due to the link to Essential services)

They cannot provide the acute otitis media pathway (otoscope required)

There are no changes to the former CPCS elements of the service, e.g. referrals are still required and telephone consultations are still possible, where clinically appropriate

Pharmacy Owners: Getting Started

- Put a small amount of time (30 minutes) aside to plan approach.
- CPCS automatic migration when registered.
- Select your IT system if not registered with CPCS.
- Information expected from NHS England shortly on whether the IT systems will be ready to support the launch of the service.
- Agree your Pharmacy First SOP.
- Make a training plan for pharmacists and other staff.



[This Photo](#) by Unknown Author is licensed under [CC BY-NC-ND](#)

Pharmacists: Getting Started

- Read the service specification.
- Use the CPPE self assessment framework to identify your gaps in competence.
- Set aside time to achieve your competence for each of the seven pathways over a set time period.
- Assign one pathway to one time slot during the set time period.
- Read the PGD as you undertake your journey to competence on each clinical pathway.
- Sign the PGD authorisation sheet as you progress.
- Nationally they are looking at one authorisation sheet so that pharmacists can sign once rather than having to sign 23 PGDs and a protocol but this is not yet confirmed or published. CPH will keep you updated.



Getting Staff Competent



- There is no mandatory training.
- *“The pharmacy owner must ensure that pharmacists providing the service are competent to do so, including the use of an otoscope (except for DSPs) and be familiar with the clinical pathways, clinical protocol and PGDs. This may involve completion of training.”*
- *“The pharmacy owner must keep documentary evidence that pharmacy staff involved in the provision of the service are competent and remain up to date with regards to the specific skills and knowledge that are appropriate to their role, and to the aspects of the service they are delivering.”*
- CPH continue to work with HWE ICB to make local training available for all aspects of the seven pathways. **Join our whatsapp group or our weekly e-news (email info@hertsipc.org.uk)**

Communication and Promotion

- Communicate to your Community Pharmacy PCN Integration Lead when you will be ready to provide the Pharmacy First service or any challenges to delivery.
- Contact details of your PCN lead for your pharmacy is on the [HWE ICB website](#).
- Make local GP practices aware of when you will be ready to the deliver the service.
- Promote the service to patients when ready.
- CPH is working locally particularly with LMC and HWE ICB to ensure messages are right for patients and other providers that may refer for Pharmacy First.
- CPH will promote communications resources from NHS England and CPE when available.



Claiming and Retaining Payment

- The initial fixed payment of £2000 will be **reclaimed** if pharmacy owners do not provide **five** clinical pathways consultations by the end of March 2024 (minor illness and urgent medicines supply consultations do not count towards this minimum consultation requirement).
- From February 2024, in addition to the £15 consultation fee, a monthly fixed payment of £1,000 will be paid to pharmacy owners who meet a minimum activity threshold of clinical pathways consultations (the threshold will increase over time as set out).

Month	Minimum number of clinical pathways consultations
February 2024	1
March 2024	5
April 2024	5
May 2024	10
June 2024	10
July 2024	10
August 2024	20
September 2024	20
October 2024 onwards	30



Key Resources

- [Community pharmacy advanced service specification: NHS Pharmacy First Service](#)
- [CPE Pharmacy owner checklist: getting going with the Pharmacy First service](#)
- [CPE Pharmacist checklist: getting going with the Pharmacy First service](#)
- [CPPE Pharmacy First self-assessment framework](#)
- [Pharmacy First Webinars explaining full details of the service](#)
- [CPE website](#)
- [CPE drop in sessions and additional resources](#)
- [CPH website](#)