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

Service delivery resources and support for the service are available on the CPE 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 or Ardens template) It is important that the pharmacy team regularly check their IT system or the nhs.net shared mailbox for GP practice blood pressure check or ABPM referrals.

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 the IT system and the shared nhs.net mailbox when getting requests from patients having been referred for a blood pressure check or ABPM..



Pharmacy completes blood pressure clinic check or ABPM.

All Pharmacies are required to record information via their IT provider or platform.

By completing the record using the IT provider platform the GP practice receives notification of the relevant information for this patient following service delivery by email. GPs may then need to upload the data to local systems.

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

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.

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.