



# Pharmacy First & Pharmacy Services

Guidance for London GP Practices

Pharmacy & Digital Transformation teams – Primary Care  
NHS England (London)

*Please check you have latest version  
as content subject to ongoing change.*

*Contains contributions from Midlands region.*

8th March 2024

## Think pharmacy first

From treating an earache to soothing shingles, your pharmacist can now provide some prescription medicine, if needed, without seeing a GP.

See your  
pharmacist



Help us  
help you



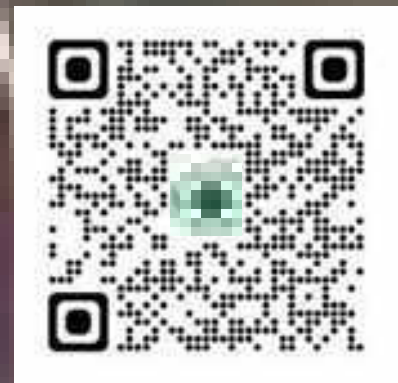
THINK

PHARMACY

FIRST

NHS

<https://youtu.be/Idmaxo7Ez-w>



# Pharmacy First



Clinical Pathways

Minor Illness  
(Referral required)

Emergency  
Prescriptions

# Pharmacy Services

Blood Pressure Check

Contraceptive Pill

Emergency Contraception

New Medicines Service

Covid-19 Lateral Flow Test

Flu vaccination

**Content:**

**1) Pharmacy First: Overview**

**2) Referral & Signposting**

**3) Receiving Consultations**

**4) Digital Promotional Materials**



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# Primary Care Access and Recovery Plan (PCARP)



On 9<sup>th</sup> May 2023, NHS England (NHSE) and Department of Health and Social Care (DHSC) published: [Delivery plan for recovering access to primary care.](#)

The plan includes a commitment to:

- Commission community pharmacies to deliver a **Pharmacy First** service by enabling the supply of NHS medicines for 7 conditions and
- Increase provision of the community pharmacy
  - NHS Pharmacy Contraception Service (PCS)
  - Blood Pressure Checks Service
- Invest to improve the digital infrastructure between general practice and community pharmacy.



# Pharmacy First – Useful Links:

[Pharmacy First letter to contractors - GOV.UK  
\(www.gov.uk\)](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/612222/Pharmacy-First-Letter-to-Contractors-2020.pdf)



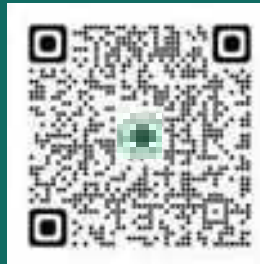
Launch of Pharmacy First / Service Specification / Clinical Pathways / Patient Group Directives:

[NHS England » Community Pharmacy advanced service specification: NHS Pharmacy First Service](https://www.nhs.uk/communities/2020/07/16/nhs-pharmacy-first-service-advanced-specification/)



FAQs for Patients:

[NHS Pharmacy First Service Frequently Asked Questions for Patients \(via cloudfront\)](https://www.cloudfront.net/asset-upload/Pharmacy-First-FAQs-for-Patients.pdf)



# Pharmacy First: Overview

- Rebranding, extension & relaunch (31<sup>st</sup> Jan 2024) of Community Pharmacy Services (started 2019):
  - Incorporating what was previously 'Community Pharmacist Consultation Service' (CPCS)
- Patients can now **self-refer** to most Services, without needing GP referral

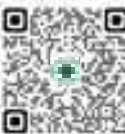


## Think pharmacy first

From treating an infected insect bite to relieving impetigo, your pharmacist can now provide some prescription medicine, if needed, without seeing a GP.

See your  
pharmacist

Help us  
help you



# Pharmacy First: 3 elements

- Pharmacy First includes 7 new clinical pathways. The previous Community Pharmacist Consultation Service (CPCS) has become part of Pharmacy First too.
- This means the full Pharmacy First service consists of 3 elements:

## 1. Clinical Pathways (new element)

- 7 clinical pathways
- Patients can self-refer

## 2. Minor Illness Referral

- previously commissioned as CPCS

## 3. Urgent Repeat Medicines supply

NB Not from general practices but from NHS 111 and UEC settings

- previously commissioned as CPCS

- Community pharmacy contractors must provide all 3 elements
- Only exception is that Distance Selling Pharmacies (sometimes called internet or online pharmacies) will not provide the otitis media pathway (because they can only do remote consultations so cannot use otoscopes)
- General practices cannot refer patients to pharmacies for urgent medicines supply using Pharmacy First but should refer appropriate patients for the other two elements (clinical pathways and minor illness)

# Clinical Pathways:

- 7 common health conditions, where Pharmacist can offer advice to patients and supply NHS medicines (including some prescription-only medicines under patient group directions (PGDs)):

## 1) Uncomplicated UTI

Includes: Women aged 16-64yrs with suspected lower UTI

Excludes: Pregnant individuals, urinary catheters, recurrent UTI (2 episodes in last 6mths, 3 episodes in last 12mths)

## 2) Sore Throat

Includes: Adults and children aged 5yrs and over

Excludes: Pregnant individuals under 16yrs

## 3) Sinusitis

Includes: Adults and children aged 12yrs and over

Excludes: immunosuppressed individuals, chronic sinusitis (sinusitis that causes symptoms that last for more than 12wks), pregnant individuals under 16yrs



Think pharmacy first

From treating a UTI to relieving sinusitis, your pharmacist can now provide some prescription medicine, if needed, without seeing a GP.

See your pharmacist

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# Clinical Pathways:

## 4) Acute Otitis Media

Includes:	Children aged 1 to 17yrs
Excludes:	Recurrent acute otitis media (3 or more episodes in 6mths or four or more episodes in 12mths), pregnant individuals under 16yrs

## 5) Infected Insect Bites

Includes:	Adults and children aged 1yr and over
Excludes:	Pregnant individuals under 16yrs

## 6) Shingles

Includes:	Adults aged 18yrs and over
Excludes:	Pregnant individuals

## 7) Impetigo

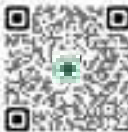
Includes:	Non-bullous impetigo for adults and children >1yr old
Excludes:	bullous impetigo, recurrent impetigo (defined as 2 or more episodes in same yr), pregnant individuals under 16yrs



### Think pharmacy first

From treating an earache to soothing shingles, your pharmacist can now provide some prescription medicine, if needed, without seeing a GP.

See your pharmacist



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# Pharmacy First: 7 clinical pathways

Please note these are the main exclusions to support referrals. The community pharmacist will review specific symptoms during the consultation

Urinary tract infection	Shingles*	Impetigo	Infected insect bites	Acute sore throat	Acute sinusitis	Acute otitis media
A UTI is an infection in any part of the urinary system.	Shingles is an infection that causes a painful rash	Impetigo is a common infection of the skin. It is contagious, which means it can be passed on by touching.	Insect bites and stings can become infected or cause a reaction.	Sore throat is a symptom resulting from inflammation of the upper respiratory tract	Sinusitis is swelling of the sinuses, usually caused by an infection. The sinuses are small, empty spaces behind your cheekbones and forehead that connect to the inside of the nose.	An infection of the middle ear.
<b>Inclusion:</b> <ul style="list-style-type: none"> <li>Female</li> <li>Aged between 16 - 64</li> <li>Suspected lower UTI</li> </ul>	<b>Inclusion:</b> <ul style="list-style-type: none"> <li>18 years and over</li> <li>Suspected case of shingles.</li> <li>Rash appeared within the last 72 hours - 7 days</li> </ul>	<b>Inclusion:</b> <ul style="list-style-type: none"> <li>1 year and over</li> <li>Signs and symptoms of impetigo</li> <li>Localised (4 or fewer lesions/clusters present)</li> </ul>	<b>Inclusion:</b> <ul style="list-style-type: none"> <li>1 year and over</li> <li>Infection that is present or worsening at least 48 hours after the initial bite(s) or sting(s)</li> </ul>	<b>Inclusion:</b> <ul style="list-style-type: none"> <li>5 years and over</li> <li>Suspected sore throat</li> </ul>	<b>Inclusion:</b> <ul style="list-style-type: none"> <li>12 years and over</li> <li>Suspected signs and symptoms of sinusitis</li> <li>Symptom duration of 10 days or more</li> </ul>	<b>Inclusion:</b> <ul style="list-style-type: none"> <li>Aged between 1 – 17</li> <li>Suspected signs and symptoms of acute otitis media</li> </ul>
<b>Exclusion:</b> <ul style="list-style-type: none"> <li>Male</li> <li>&lt;16 or &gt;64</li> <li>Pregnant</li> <li>Breastfeeding</li> <li>Recurrent UTI (2 in last 6 months or 3 in last 12 months)</li> <li>Catheter</li> <li>Type 1 or 2 Diabetic</li> </ul>	<b>Exclusion:</b> <ul style="list-style-type: none"> <li>&lt; under the age of 18</li> <li>Pregnant or suspected pregnancy</li> <li>Breastfeeding with shingle sores on the breasts</li> <li>Shingles rash onset over 7 days ago</li> </ul>	<b>Exclusion:</b> <ul style="list-style-type: none"> <li>&lt; under 1 year of age</li> <li>Pregnancy or suspected pregnancy in individuals under 16 years of age</li> <li>Breastfeeding with impetigo lesion(s) present on the breast</li> <li>Recurrent impetigo (2 or more episodes in the same year)</li> <li>Widespread lesions/clusters present</li> <li>Systemically unwell</li> </ul>	<b>Exclusion:</b> <ul style="list-style-type: none"> <li>&lt; under 1 year of age</li> <li>Pregnancy or suspected pregnancy in individuals under 16 years of age</li> <li>Systemically unwell</li> <li>Bite or sting occurred while travelling outside the UK</li> </ul>	<b>Exclusion:</b> <ul style="list-style-type: none"> <li>Individuals under 5 years of age</li> <li>Pregnancy or suspected pregnancy in individuals under 16 years of age</li> <li>age</li> <li>Recurrent sore throat/tonsillitis (7 or more significant episodes in the preceding 12 months or 5+ in each of the preceding 2 years, or 3+ in the preceding three years)</li> <li>Previous tonsillectomy</li> </ul>	<b>Exclusion:</b> <ul style="list-style-type: none"> <li>Individuals under 12 years of age</li> <li>Pregnancy or suspected pregnancy in individuals under 16 years of age</li> <li>Symptom duration of less than 10 days</li> <li>Recurrent sinusitis ((4 or more annual episodes of sinusitis)</li> </ul>	<b>Exclusion:</b> <ul style="list-style-type: none"> <li>Individuals under 1 year of age or over 18 years of age</li> <li>Pregnancy or suspected pregnancy in individuals under 16</li> <li>Recurrent infection (3+ episodes in preceding 6 months, or 4+ episodes in the preceding 12 months with at least one episode in the past 6 months.)</li> </ul>

# Pharmacy First: Minor illnesses referrals

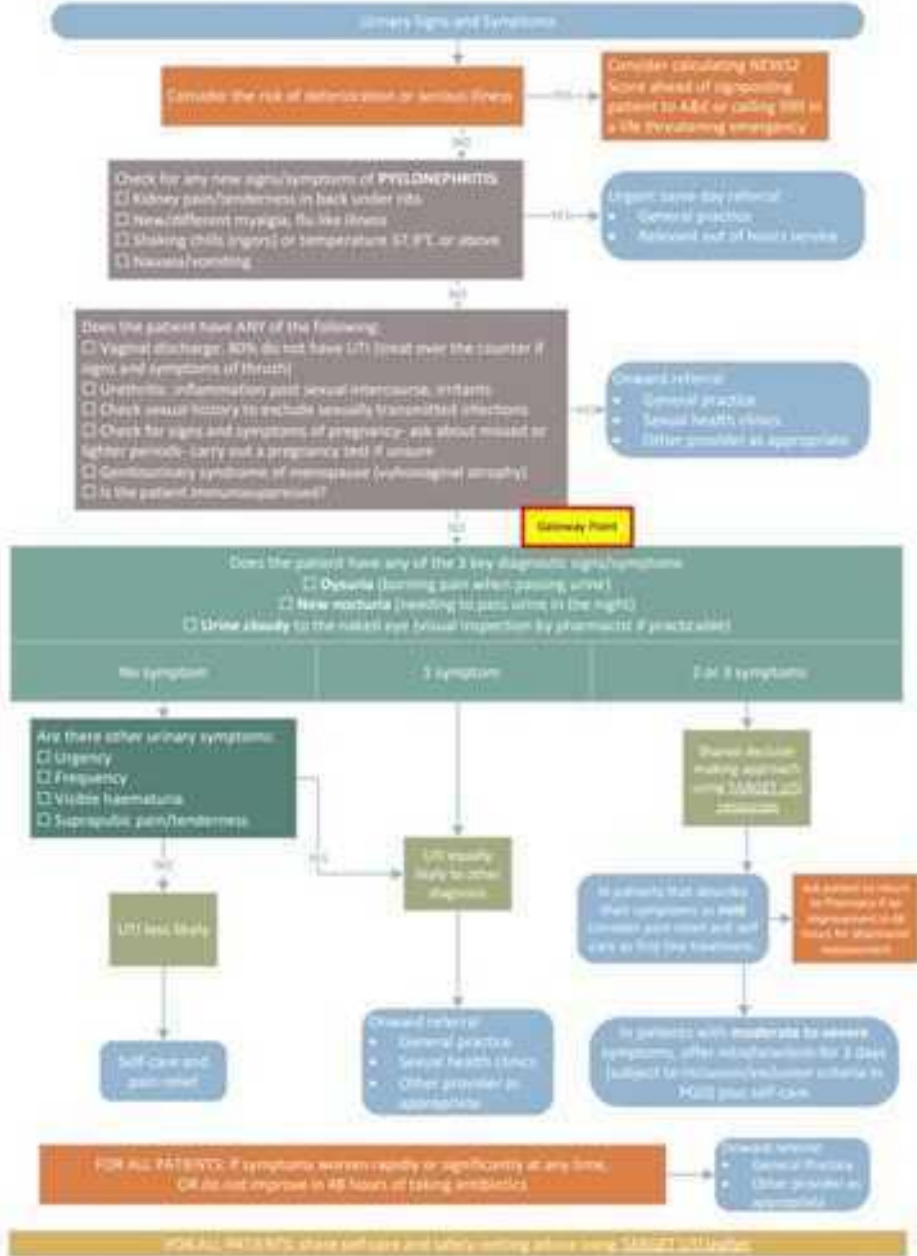
Service suitability

The service is only for patients aged over 1 year.

CONDITIONS	What conditions are SUITABLE for referral to pharmacists?			Do NOT refer in these circumstances	
BITES/ STINGS	<ul style="list-style-type: none"> <li>Bee sting</li> <li>Wasp sting</li> </ul>	<ul style="list-style-type: none"> <li>Stings with minor redness</li> </ul>	<ul style="list-style-type: none"> <li>Stings with minor swelling</li> </ul>	<ul style="list-style-type: none"> <li>Drowsy/ fever</li> <li>Fast heart rate</li> </ul>	<ul style="list-style-type: none"> <li>Severe swellings or cramps</li> </ul>
COLDS	<ul style="list-style-type: none"> <li>Cold sores</li> <li>Coughs</li> </ul>	<ul style="list-style-type: none"> <li>Flu-like symptoms</li> </ul>	<ul style="list-style-type: none"> <li>Sore throat</li> </ul>	<ul style="list-style-type: none"> <li>Lasted +3 weeks</li> <li>Shortness of breath</li> </ul>	<ul style="list-style-type: none"> <li>Chest pain</li> <li>Unable to swallow</li> </ul>
CONGESTION	<ul style="list-style-type: none"> <li>Blocked or runny nose</li> </ul>	<ul style="list-style-type: none"> <li>Constant need to clear their throat</li> </ul>	<ul style="list-style-type: none"> <li>Excess mucus</li> <li>Hay fever</li> </ul>	<ul style="list-style-type: none"> <li>Lasted +3 weeks</li> <li>Shortness of breath</li> </ul>	<ul style="list-style-type: none"> <li>1 side obstruction</li> <li>Facial swelling</li> </ul>
EAR	<ul style="list-style-type: none"> <li>Earache</li> </ul>	<ul style="list-style-type: none"> <li>Ear wax</li> <li>Blocked ear</li> </ul>	<ul style="list-style-type: none"> <li>Hearing problems</li> </ul>	<ul style="list-style-type: none"> <li>Something may be in the ear canal</li> <li>Discharge</li> </ul>	<ul style="list-style-type: none"> <li>Severe pain.</li> <li>Deafness</li> <li>Vertigo</li> </ul>
EYE	<ul style="list-style-type: none"> <li>Conjunctivitis</li> <li>Dry/sore tired eyes</li> <li>Eye, red or Irritable</li> </ul>	<ul style="list-style-type: none"> <li>Eye, sticky</li> <li>Eyelid problems</li> </ul>	<ul style="list-style-type: none"> <li>Watery / runny eyes</li> </ul>	<ul style="list-style-type: none"> <li>Severe pain</li> <li>Pain 1 side only</li> </ul>	<ul style="list-style-type: none"> <li>Light sensitivity</li> <li>Reduced vision</li> </ul>
GASTRIC / BOWEL	<ul style="list-style-type: none"> <li>Constipation</li> <li>Diarrhoea</li> <li>Infant colic</li> </ul>	<ul style="list-style-type: none"> <li>Heartburn</li> <li>Indigestion</li> </ul>	<ul style="list-style-type: none"> <li>Haemorrhoids</li> <li>Rectal pain,</li> <li>Vomiting or nausea</li> </ul>	<ul style="list-style-type: none"> <li>Severe / on-going</li> <li>Lasted +6 weeks</li> </ul>	<ul style="list-style-type: none"> <li>Patient +55 years</li> <li>Blood / Weight loss</li> </ul>
GENERAL	<ul style="list-style-type: none"> <li>Hay fever</li> </ul>	<ul style="list-style-type: none"> <li>Sleep difficulties</li> </ul>	<ul style="list-style-type: none"> <li>Tiredness</li> </ul>	<ul style="list-style-type: none"> <li>Severe / on-going</li> </ul>	
GYNAE / THRUSH	<ul style="list-style-type: none"> <li>Cystitis</li> <li>Vaginal discharge</li> </ul>	<ul style="list-style-type: none"> <li>Vaginal itch or soreness</li> </ul>		<ul style="list-style-type: none"> <li>Diabetic / Pregnant</li> <li>Under 16 / over 60</li> <li>Unexplained bleeding</li> </ul>	<ul style="list-style-type: none"> <li>Pharmacy treatment not worked</li> <li>Had thrush 2x in last 6 months</li> </ul>
PAIN	<ul style="list-style-type: none"> <li>Acute pain</li> <li>Ankle or foot pain</li> <li>Headache</li> <li>Hip pain or swelling</li> <li>Knee or leg pain</li> </ul>	<ul style="list-style-type: none"> <li>Lower back pain</li> <li>Lower limb pain</li> <li>Migraine</li> <li>Shoulder pain</li> </ul>	<ul style="list-style-type: none"> <li>Sprains and strains</li> <li>Thigh or buttock pain</li> <li>Wrist, hand or finger pain</li> </ul>	<ul style="list-style-type: none"> <li>Condition described as severe or urgent</li> <li>Conditions have been on- going for +3 weeks</li> </ul>	<ul style="list-style-type: none"> <li>Chest pain / pain radiating into the shoulder</li> <li>Pharmacy treatment not worked</li> <li>Sudden onset</li> </ul>
SKIN	<ul style="list-style-type: none"> <li>Acne, spots and pimples</li> <li>Athlete's foot</li> <li>Blisters on foot</li> <li>Dermatitis / dry skin</li> <li>Hair loss</li> </ul>	<ul style="list-style-type: none"> <li>Hay fever</li> <li>Nappy rash</li> <li>Oral thrush</li> <li>Rash - allergy</li> <li>Ringworm/ threadworm</li> </ul>	<ul style="list-style-type: none"> <li>Scabies</li> <li>Skin dressings</li> <li>Skin rash</li> <li>Warts/verrucae</li> <li>Wound problems</li> </ul>	<ul style="list-style-type: none"> <li>Condition described as severe or urgent</li> <li>Conditions have been on- going for +3 weeks</li> </ul>	<ul style="list-style-type: none"> <li>Pharmacy treatment not worked</li> <li>Skin lesions / blisters with discharge</li> <li>Diabetes related?</li> </ul>
MOUTH / THROAT	<ul style="list-style-type: none"> <li>Cold sore blisters</li> <li>Flu-like symptoms</li> <li>Hoarseness</li> </ul>	<ul style="list-style-type: none"> <li>Mouth ulcers</li> <li>Sore mouth</li> <li>Sore throat</li> </ul>	<ul style="list-style-type: none"> <li>Oral thrush</li> <li>Teething</li> <li>Toothache</li> </ul>	<ul style="list-style-type: none"> <li>Lasted +10 days</li> <li>Swollen painful gums</li> <li>Sores inside mouth</li> </ul>	<ul style="list-style-type: none"> <li>Unable to swallow</li> <li>Patient has poor immune system</li> <li>Voice change</li> </ul>
SWELLING	<ul style="list-style-type: none"> <li>Ankle or foot swelling</li> <li>Lower limb swelling</li> </ul>	<ul style="list-style-type: none"> <li>Thigh or buttock swelling</li> <li>Toe pain or swelling</li> </ul>	<ul style="list-style-type: none"> <li>Wrist, hand or finger swelling</li> </ul>	<ul style="list-style-type: none"> <li>Condition described as severe or urgent</li> <li>Condition ongoing for +3 weeks</li> </ul>	<ul style="list-style-type: none"> <li>Discolouration to skin</li> <li>Pharmacy treatment not worked</li> <li>Recent travel abroad</li> </ul>

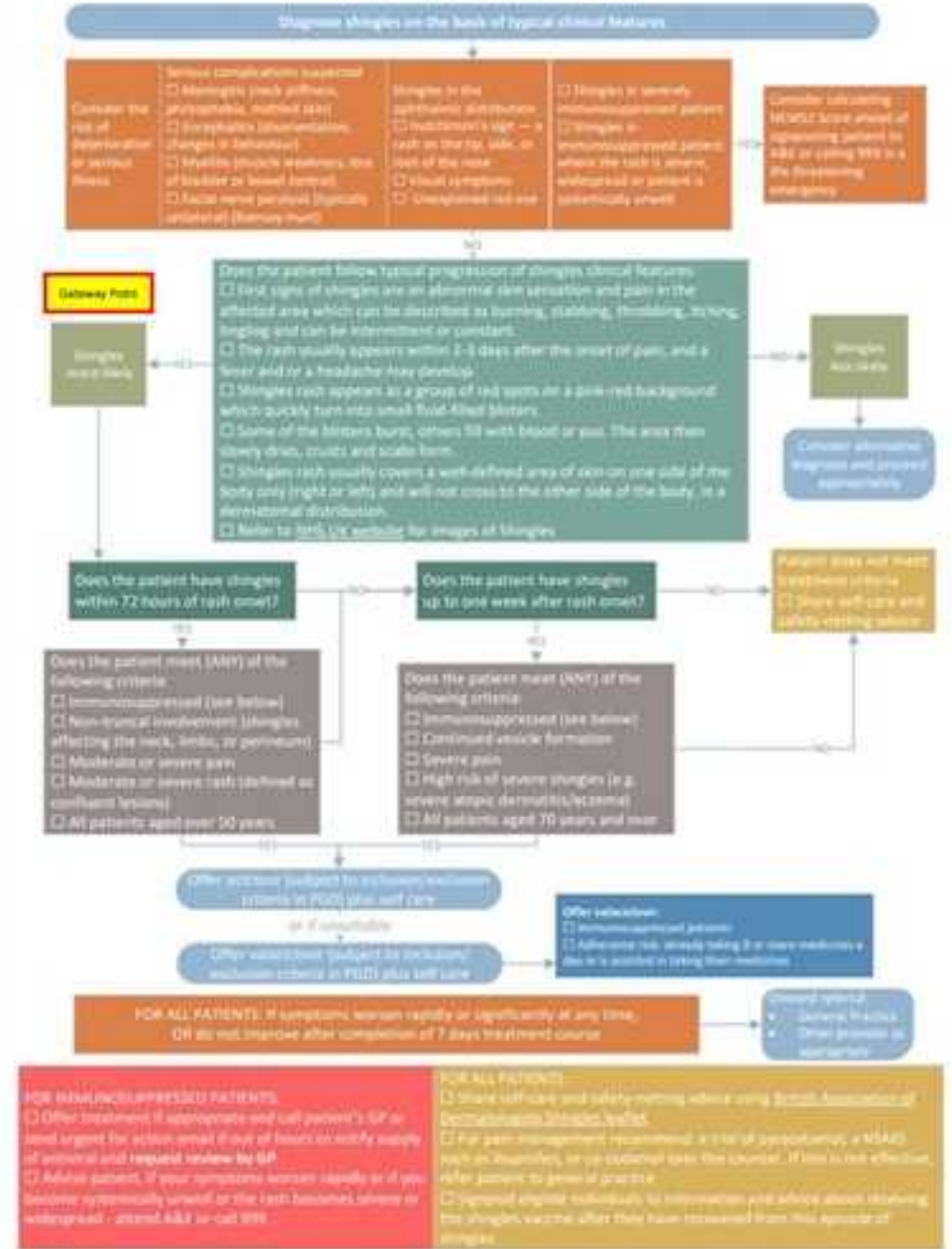
Uncomplicated Urinary Tract Infection  
(For women aged 16 to 64 years with suspected lower UTIs)

Exclude pregnant individuals, urinary catheter, recurrent UTI (≥ episodes in last 6 months, or 3 episodes in last 12 months)



Shingles  
(for adults aged 16 years and over)

Exclude pregnant individuals



Clinical Pathways



### Impetigo (Non-bullous impetigo, for adults and children aged 1 year and over)

Exclude bullous impetigo, eczematous impetigo (defined as 2 or more episodes in the same year), pregnant individuals above 35 years

Confirm the diagnosis of impetigo through visual examination

Consider the risk of debridement or without them

Patient is immunosuppressed and infection is widespread

Severe complications suspected (such as deeper soft tissue infection)

Consider calculating WHO's Score sheet of appropriate patient to A&E or calling 999 if a life threatening emergency

Does the patient follow typical progression of impetigo clinical features:

- The initial lesion is a very thin walled vesicle or an erythematous base, which ruptures easily and is seldom observed
- The vesicles fill to form golden yellow or yellow brown crusts, which gradually thicken
- Lesions can develop anywhere on the body but are most common on exposed skin on the face (the peri-nasal and peri-oral areas), necks and flexures (such as the armpits)
- Satellite lesions may develop following autoinoculation
- Usually asymptomatic, but may be mildly itchy
- Refer to BSG/BSJ for images of impetigo

Gateway Point

Impetigo more likely

Impetigo less likely

Does the patient have 12 lesions/crusts present?

Does the patient have 24 lesions/crusts present?

Localized non-bullous impetigo

Widespread non-bullous impetigo

Offer hydrogen peroxide 2% cream for 5 days (subject to tolerance/exclusion criteria in PDD) plus self care

Offer fusidic acid 1% or mupirocin 2% cream for 5 days (subject to tolerance/exclusion criteria in PDD) plus self care

Offer fusidic acid cream for 5 days (subject to tolerance/exclusion criteria in PDD) plus self care

Offer carbamazepine for 5 days (subject to tolerance/exclusion criteria in PDD) plus self care

Offer erythromycin for 5 days (subject to tolerance/exclusion criteria in PDD) plus self care

If symptoms worsen rapidly or significantly at any time, OR do not improve after completion of treatment course

Consider referral

- General practice
- Other provider (if appropriate)

**FOR ALL INCIDENTS:**

- Offer advice on importance of good hygiene to reduce spread of impetigo
- Offer advice on how to take drug medicines to encourage adherence

Fusidic acid cream can be offered 2nd line if:

- Hydrogen peroxide unavailable, for example if impetigo is around eyes
- Hydrogen peroxide treatment has been ineffective and impetigo still remains localized

FOR ALL PATIENTS, visit self care and understanding more using <https://www.nhs.uk/conditions/impetigo>

### Infected Insect Bites (For adults and children aged 1 year and over)

Exclude pregnant individuals under 35 years

Does the patient present with signs and symptoms of infected insect bite? (For adults and children aged 1 year and over)

Consider the risk of debridement or without them

Signs of systemic hypersensitivity reaction or anaphylaxis

Severely immunosuppressed and have signs or symptoms of an infection

Signs where there is risk of wound infection (e.g. in the mouth or elbow) or presence of animal scratches from bite or sting around the eye

Consider calculating WHO's Score sheet of appropriate patient to A&E or calling 999 if a life threatening emergency

Does the patient meet ANY of the following criteria:

- Site or wound caused by animal
- Site caused by human
- Site caused by tick in the UK and signs of Lyme disease such as erythema migrans (bull's-eye rash)
- Bite or sting that occurred while travelling outside of UK with concern of insect-borne disease e.g. malaria, Zika virus, dengue
- Bite or sting caused by an outdoor or exotic insect

Has it been at least 48 hours after the initial insect bite or sting?

Is A&E the principal symptom? Is the absence of other signs or symptoms of infection?

Does the patient have acute onset of 4 or more of the following symptoms of an infected insect bite?

- Redness of skin
- Pain or tenderness to the area
- Swelling of skin
- Skin surrounding the bite feels hot to touch

Offer antibiotics and pain relief (subject to tolerance/exclusion criteria in PDD) plus self care

Does the patient meet any of the following criteria:

- Redness and swelling of skin surrounding the bite is worsening
- There is evidence of pus or discharge at site of bite/wound

Gateway Point

Does the patient meet ANY of the following criteria:

- Patient systemically unwell
- Eczematous dermatitis which may complicate or delay resolution of infection, for example peripheral arterial disease, chronic venous insufficiency, lymphoedema or morbid obesity
- Swere pain out of proportion to the wound (may indicate the presence of toxin producing bacteria)
- Patient has significant collection of fluid or pus at site of infection (the excess and drainage where appropriate)

Consider referral

- General practice
- Other provider (if appropriate)

Offer fusidic acid 1% or mupirocin 2% cream for 5 days (subject to tolerance/exclusion criteria in PDD) plus self care

Offer carbamazepine for 5 days (subject to tolerance/exclusion criteria in PDD) plus self care

Offer erythromycin for 5 days (subject to tolerance/exclusion criteria in PDD) plus self care

Consider referral

- General practice
- Other provider (if appropriate)

## Clinical Pathways







# Why is it important for practices to use Pharmacy First?

- To help with capacity in practices, so practice appointments can be used for patients who really need them
- To improve access for patients with minor illnesses
- To change patient behaviour so they go to community pharmacy as the 'first port of call' for minor illness and medicines advice
- To support the integration of community pharmacies into the PCN team
- To create improved relationships between practices and community pharmacies to deliver high quality and integrated care to patients
- To help patients self-manage their health more effectively with the support of community pharmacists

# Can community pharmacists do this?

- >95% Community pharmacies have registered to provide the service.
- Community pharmacy contractors are getting funding for Pharmacy First. Community pharmacy funding is very different from general practice funding and the two cannot be compared.
- Clinical services from community pharmacies have grown over the last 5 years and Pharmacy First is the next step.
- Many community pharmacists are already experienced in using PGDs for minor illnesses and training has been made available to all pharmacists (including locums).
- Workforce and workload remain a challenge for some community pharmacies (as for general practice).
- If you are wondering about your local pharmacies, then why not contact them and ask them? Pharmacy First will work best for patients when local practices and pharmacies work together.
- If you have particular concerns about a pharmacy that you can't resolve by contacting them, then your ICB Community Pharmacy Clinical Lead may be able to help

# What about patient 'bounce-backs' to the practice?

- Data shows that 9 out of 10 patients have their episode of care completed by the community pharmacist,
  - Pharmacists onward refer 1 out of 10 patients either back to the practice or to another setting such as an urgent treatment centre.
  - This is for many reasons (such as red flags identified or the patient may have deteriorated).
  - This does not mean the service has failed – rather that it is working as expected.
- The addition of the 7 clinical pathways is expected to reduce the percentage of onward referrals due to community pharmacists being able to supply specific prescription only medicines where clinically appropriate.
- Improving local relationships and agreeing local ways of working between practices and community pharmacists makes managing 'bounce-backs' better for practices, pharmacies and ultimately patients.

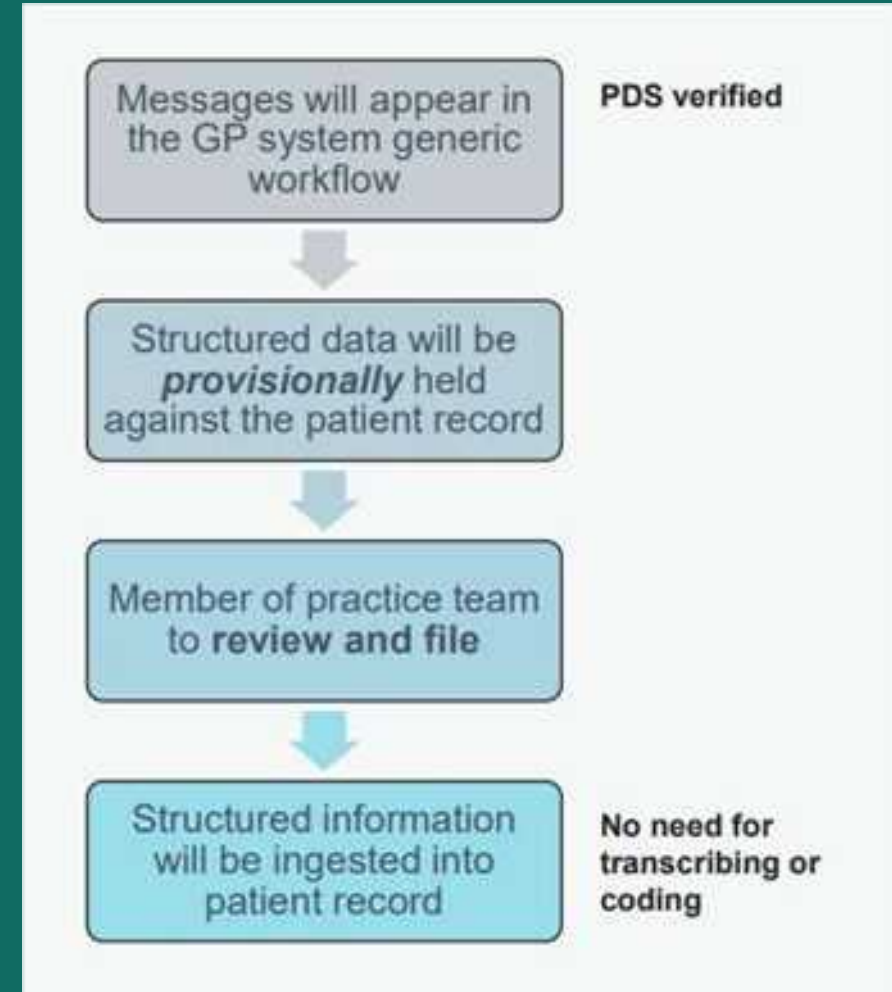
# Digital / IT Elements

## From 31 Jan 2024, when Pharmacy First launched:

- Pharmacies have new consultation templates for Pharmacy First from whichever of the 4 approved suppliers they contract with (PharmOutcomes, Sonar, Cegedim or Positive Solutions)
- Practice teams should continue to electronically refer how they do now. For most EMIS practices that is by the integrated EMIS Local Services/PharmaRefer option. SystemOne practices may use different choices of standalone platforms, whilst awaiting an integrated solution due to be developed by SystemOne. Practices can send referrals by NHS mail, but it is more time consuming for both practices and pharmacies.
- Information will be returned to practices from pharmacies in the same way it is now – from most pharmacies this is the post event message.

# Digital / IT Elements (exact date TBC):

- As part of the improved digital connectivity between practices and pharmacies, community pharmacists will be able to view parts of the patient records via GP Connect. They will also use GP Connect to send a structured message of the consultation record and any medicines supplied back to the practice using GP Connect.
- It is important that the structured message is saved into the patient record at the practice so if the patient visits another setting for the same episode of care (the practice or another pharmacy) then previous actions and medicine supplies can be seen.
- All structured messages will appear in the GP system generic workflow 'for action'. Messages must be acknowledged/ actioned by GP staff after which information will be ingested into record without the need for transcription or coding.



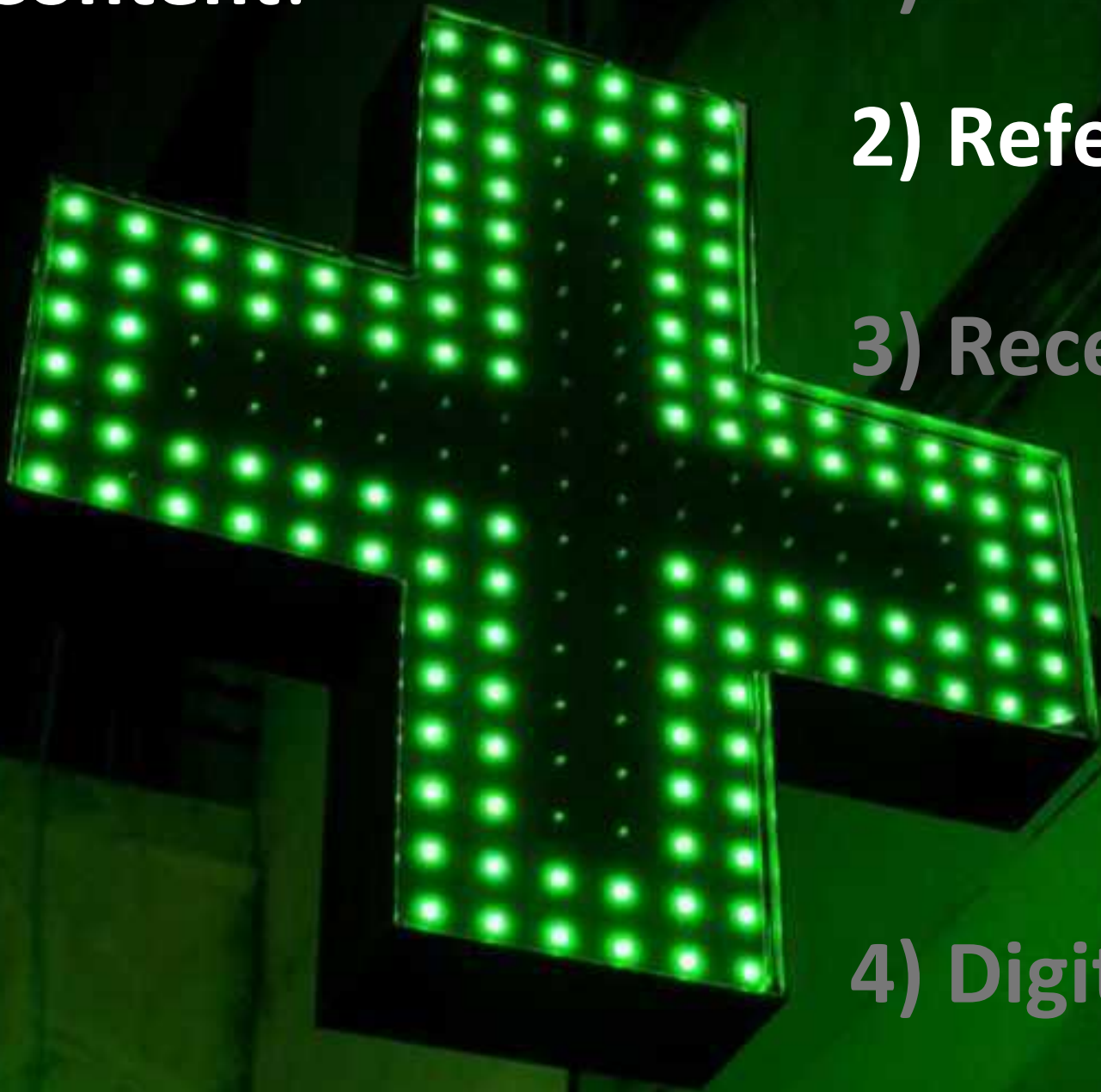
# Content:

1) Pharmacy First: Overview

2) Referral & Signposting

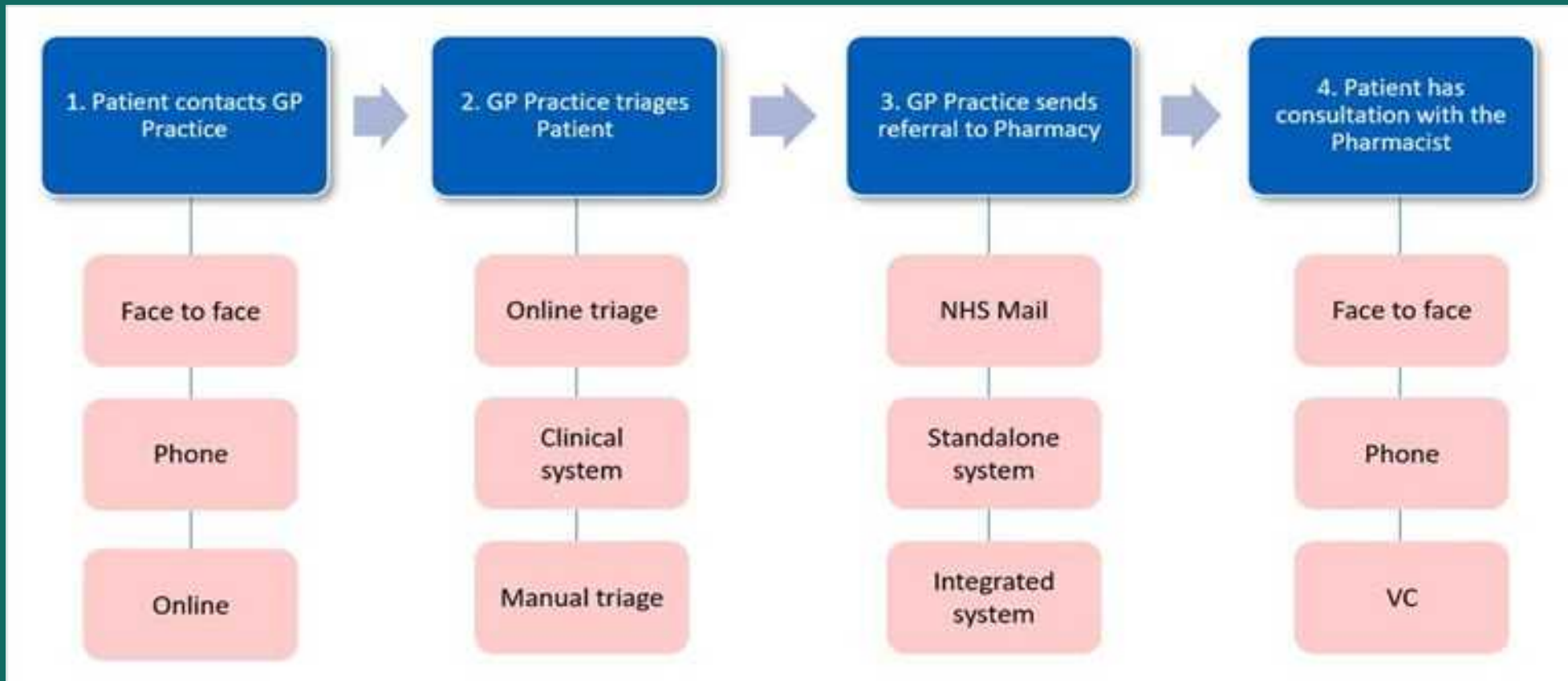
3) Receiving Consultations

4) Digital Promotional Materials



# How do I refer patients to Pharmacy First?

- You can refer patients to Pharmacy First whether they have contacted the practice by phone, online or in person.
- Everyone in the practice who makes appointments for patients should know how to refer patients to Pharmacy First



# How do I refer patients to Pharmacy First?

Where a patient is suitable:

- Ask them which pharmacy they would like the referral to be sent to (see next slide too)
- Send a referral to the pharmacy using EMIS Local, PharmRefer or NHS mail. The referral contains information about why the patient is being referred, for the pharmacist to review ahead of or during the patient's consultation.
- When the referral is made, the patient initiates contact with the pharmacy. Please say something to the patient such as: ***'Please contact the pharmacy to discuss your treatment and advise that you have been referred by your practice. The telephone number and address are as follows....'***

Other phrases you may find useful when explaining the service to your patients:

- ***'Having listened to your symptoms, I am arranging a same day consultation for you with an NHS community pharmacist working with our practice.'***
- ***'Pharmacists can now do more assessments and issue prescription only medications for particular conditions if needed'***
- ***'You can telephone or visit the pharmacy to have a discussion with the pharmacist in their confidential consultation room. The pharmacist will ask questions about your health and your symptoms, including any allergies or any medications you're currently taking. In some cases, based on your symptoms, they may need to do a quick examination such as if you have earache they may look in your ear with an otoscope.'***

# Offering Choice of Pharmacy: Avoid 'Prescription direction'

Practices cannot exert undue influence on choice of pharmacy

→ If patient has Nominated pharmacy, mention this pharmacy first

→ If patient not able to suggest pharmacy, offer

→ pharmacies closest to preferred location



The screenshot shows the BMA website with a navigation bar at the top. The main article is titled "Prescription direction to certain pharmacies". The text explains that "Prescription direction" is when a patient is directed to a specific pharmacy. It includes a sub-heading "You might also be interested in" and a QR code. The article also mentions that patients have a free choice between any community pharmacy and a GP dispensary, and that actions by practices that influence a patient's choice can undermine relationships with patients and damage trust and cooperation.

[Prescription direction to certain pharmacies \(bma.org.uk\)](https://www.bma.org.uk)



The NHS leaflet features the NHS logo at the top right. The title is "Your prescription: your choice". Below the title is a photograph of several prescriptions in a red basket. The text on the leaflet states: "You have the right to collect medicines that have been prescribed for you from any pharmacy you choose. Your choice should not be influenced by letters you receive in the post, or by any doctor or pharmacist. Please contact NHS England if someone is trying to influence your decision on which pharmacy you would like to use. You can contact NHS England in the following ways: Call: 0300 31122 33 Email: england.contactus@nhs.net (with 'your prescription: your choice' in the subject line) Post: NHS England, PO Box 16738, Redditch, B97 9PT".

# How do I know which pharmacies I can refer to?

- More than 97% community pharmacies across London provide Pharmacy First.
- If you have been sending GP referrals to CPCS then you will already know the details of your local pharmacies and if not, your ICB Community Pharmacy Lead or Local Pharmaceutical Committee (LPC) can help with this information (see contact details in final slides)
- If you are using the integrated EMIS Local option or PharmRefer to send your referrals, then participating pharmacies are shown. This may be helpful if a patient wants to use a pharmacy further afield.
- You can also use NHS Service Finder - <https://servicefinder.nhs.uk/> (explained in following slides)



# Service Finder: [Sign in to your account - NHS Service Finder](#)

-- Useful for Community Pharmacies & GP Practices to register and use to find non-public Contact Details (e.g. GP Practice/Pharmacy Bypass Phone Numbers or NHSmail addresses)

Sign in to your account - NHS

https://servicefinder.nhs.uk/signin

**NHS** Service Finder Help

Sign in

Email address  
demo@nhs.net

Password  
\*\*\*\*\*

Remember email

[Forgot your password](#)

**Sign in** >

New to NHS Service Finder?

**Create an account** >

If you created an account, but did not verify it from the email we sent you within 24 hours, you must [request a new verification link](#).

You must verify your account before you can use the service.

Cookies Privacy Policy Terms and Conditions Accessibility statement

Build date: 30/11/2023 (17:01:30+0000) **NHS**

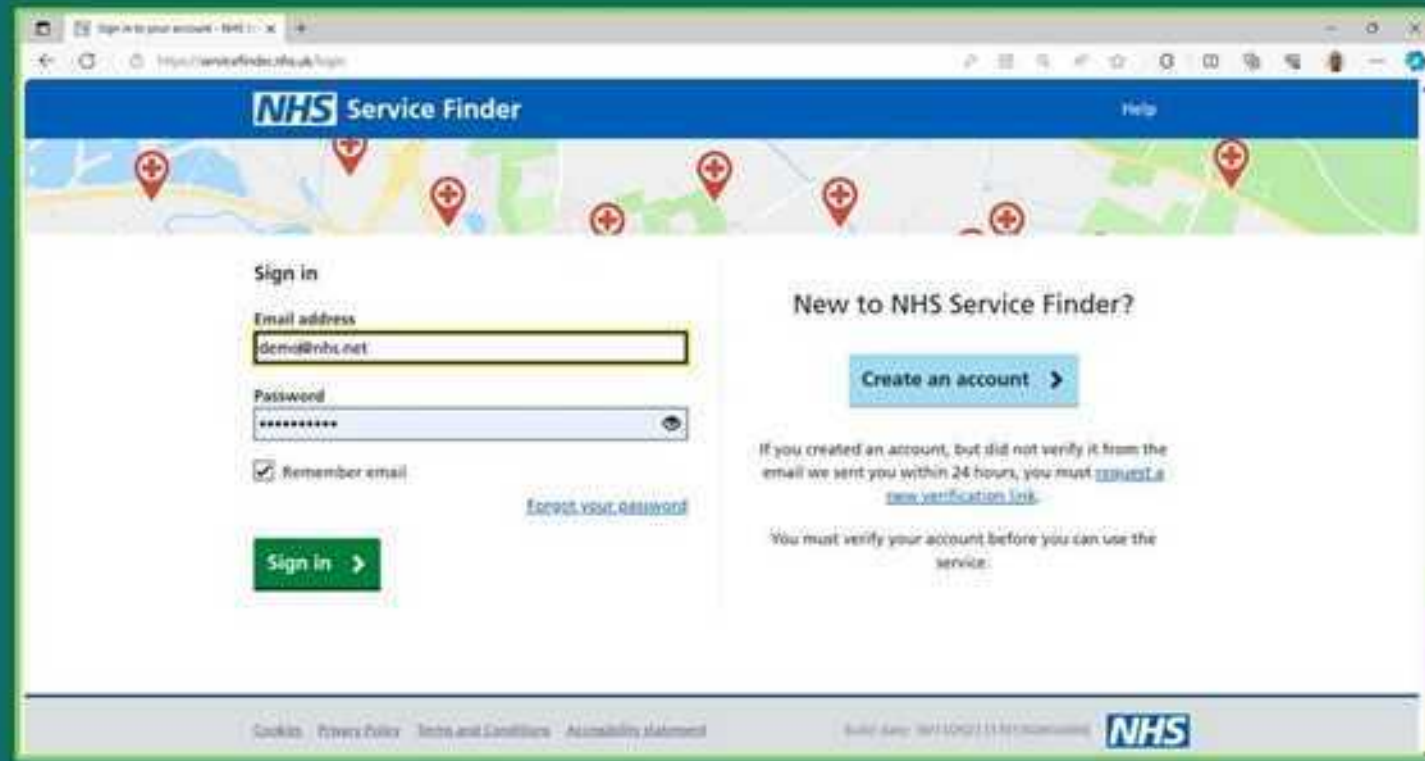


# Service Finder: [Demo Video for GP Practices & Pharmacies](#)

Demo for GP Practices & Pharmacies

**NHS**

NHS Service Finder - Using it for Pharmacy Services



NHS Service Finder



servicefinder.nhs.uk



[https://youtu.be/8nz\\_h9AvwnI](https://youtu.be/8nz_h9AvwnI)

# What happens next/what is the patient journey?



## Patient contacts the Pharmacy

Patient will have a 1-2-1 private consultation with the community pharmacist in the pharmacy consultation room or via a secure remote platform



## Patient contacts the Pharmacy

The pharmacist will ask the patient questions about their health.

This may include their previous medical history, any allergies, any medicines they are taking and the symptoms they are currently experiencing.

For some conditions, the pharmacist may request to perform a quick examination, such as using an otoscope for patients presenting with acute otitis media symptoms.



## Minor Illness Referrals

For minor illness referrals, the patient outcomes can be:

- advice;
  - advice and recommend self-care products;
- or (in a small percentage of cases)
- onward referral by the community pharmacist back to the GP practice or to another setting such as an urgent treatment centre



## 7 clinical pathways

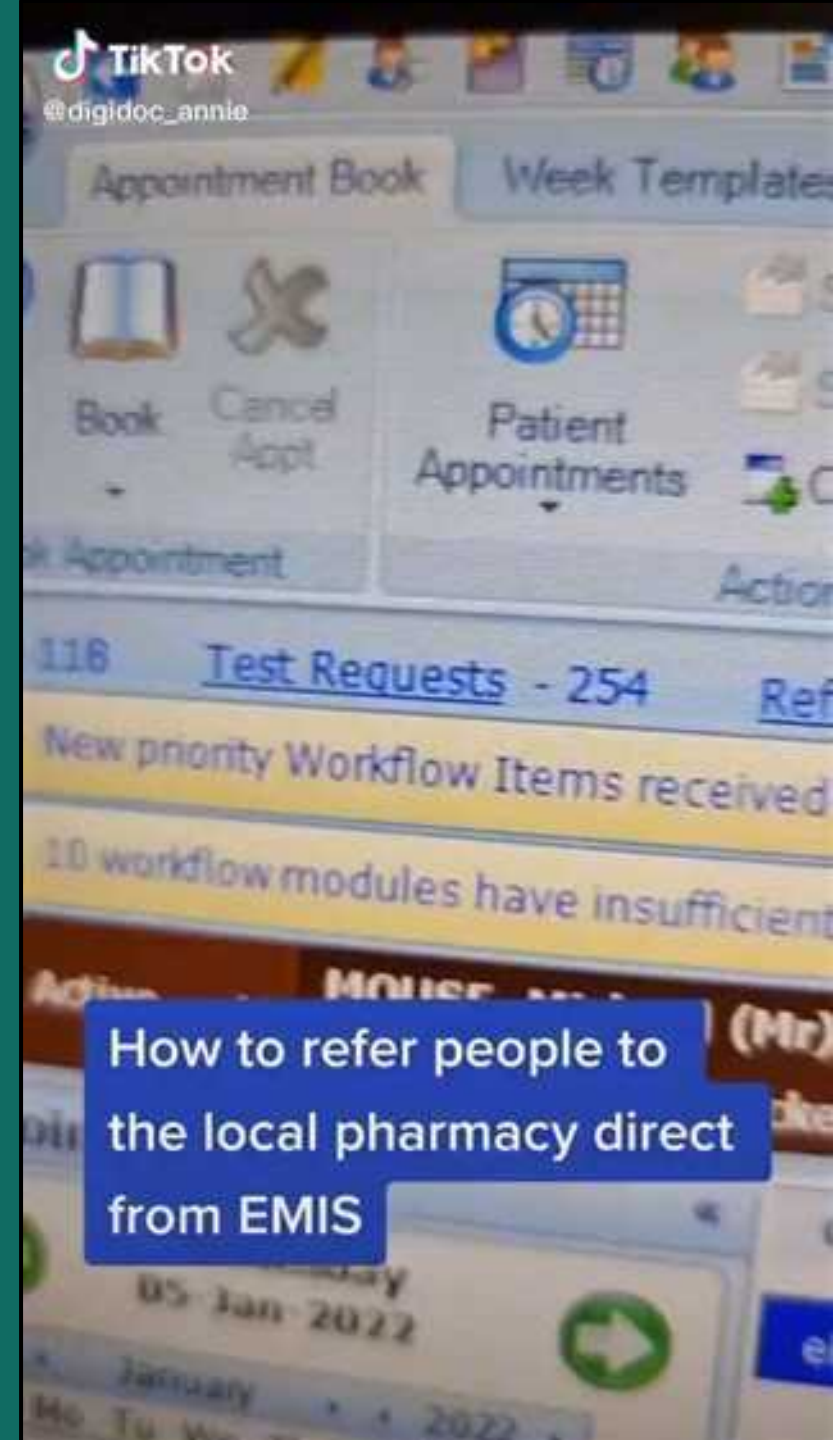
If the referral is for one of the 7 clinical pathways, the patient outcomes also include the supply of certain prescription only medicines when appropriate e.g. antibiotics if needed

# EMIS Local Services → PharmaRefer

<https://vm.tiktok.com/ZGekcEsHT/>



Let's hope  
Dr Annie Murphy  
will help all EMIS  
users with further  
updated videos!



# EMIS Local Services → PharmaRefer (Demo – South West London Training Hub)

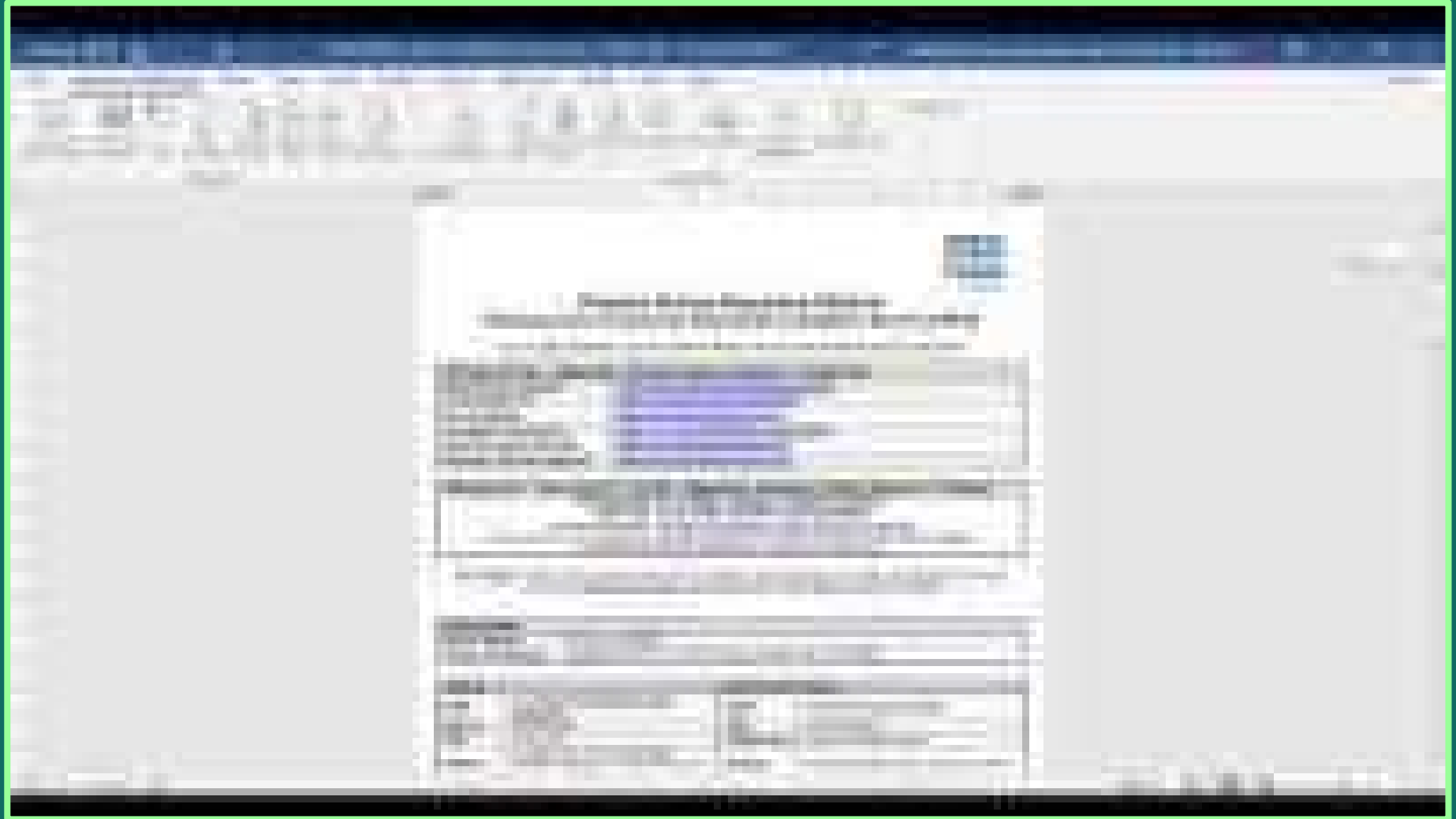
[SWL Training Hub](#) – From 26min40sec



A screenshot of a presentation slide titled "Implementation of Pharmacy First". The slide features a large teal speech bubble on the right side containing text. On the left side, there is a list of bullet points and a blue button at the bottom. The slide is displayed within a video player interface, with a vertical sidebar on the right showing several small video thumbnails of participants.

# NWL ICB: SystmOne Demo – Pharmacy Services

- Interim process  
which will evolve  
further over time



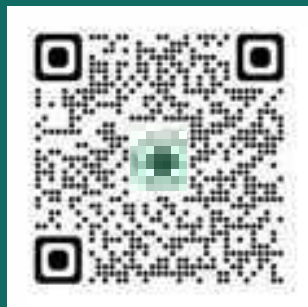
<https://youtu.be/G40xWUQAwwU4>



# Pharmacy Services Referral Form

S1 Demo video:  
(bit dated)

<https://youtu.be/G4OxWUQAuU4>



Contingency  
option using  
NHSmail?

Post Event Message to GP Practice – For use by pharmacist if unable to send via GP Connect:

- Contact patient the same working day as receipt of this referral form
- Watch <https://youtu.be/G4OxWUQAuU4> to see how to complete section below to email back to GP Practice.
- Alternatively, you can simply email the practice with the information below in the subject/body of your email.
- You can use [NHS Service Finder](#) to find contact details for GP Practices

Response Details	
Date of Consultation:	
Patient Name:	<Patient name>
Pharmacist Name:	
Pharmacy Name:	<Recipient Address>
Pharmacy NHSmail:	

Outcome of Consultation with Pharmacist	
History of Problem / Issue:	
Support / Advice given to patient:	
Medication advised / supplied:	
Follow up required from GP Practice:	

# Sending Referrals - BaRS: [Booking and Referral Standard - NHS Digital](https://digital.nhs.uk/services/booking-and-referral-standard)

Booking and Referral Standard

<https://digital.nhs.uk/services/booking-and-referral-standard>

NHS Digital > Services > Booking and Referral Standard

## Booking and Referral Standard

The Booking and Referral Standard (BaRS) is an interoperability standard that enables digital patient journeys or operational processes for patients, healthcare workers and carers. It allows relevant information to be shared quickly, safely and in a format that is useful. It will eventually be available in all care settings.

**Page contents**

- [Top of page](#)
- [About BaRS](#)
- [Who this service is for](#)
- [National usage policy](#)
- [Benefits](#)
- [Status, service level and current usage](#)
- [Roadmap](#)
- [Supplier status](#)
- [Implementation guide](#)
- [Request a BaRS use case](#)
- [Related services](#)
- [Contact us](#)
- [Further information](#)

**Latest news**

**v1.4.0 BaRS Implementation Guide released**

[v1.4.0 of the BaRS Implementation Guide](#) incorporating a 'preview' (alpha) of Referrals into an Ambulance Service Trust (AST) Emergency Operation Centre (EOC) (Application 6) for 'Computer aided dispatch (CAD) to CAD' use cases has been released. It also includes a stable v1.0.0 release available for [Referral into UEC \(Application 3\)](#) and [Referral into UEC for Validation \(Application 4\)](#) for '999 to clinical assessment services (ICAS)' use cases for wide use and adoption. [This release note](#) provides further detail.

The guide provides all the necessary detail required to scope, design and develop to BaRS.

## About BaRS

A patient journey - from the patient presenting with symptoms, to appropriate treatment then discharge - often involves two or more NHS services. Booking, clinical and administrative information need to follow the patient at all stages of this journey. This frequently requires paper processes and multiple healthcare IT systems which can be inefficient.

The BaRS ensures healthcare professionals receive the information they need, in a format they can use, integrated into their existing healthcare IT systems.

The BaRS is an integral part of digital transformation policy across the NHS, for example: the Government's Plan

# Sending Referrals: Supplier status: GP to Pharmacy First Minor Illness

Supplier status: GP to Pharmacy

http://digital.nhs.uk/services/booking-and-referral-standard/supplier-status/supplier-stat...

Page contents

- [Top of page](#)
- [Use cases covered by Referrals into pharmacy \(Application 5\)](#)
- [Sender](#)
- [Receiver](#)

## Use cases covered by Referrals into pharmacy (Application 5)

GP to Pharmacy CPCS Minor illness

> [Status key](#)

### Sender

Supplier	Product name	Product version	BaRS version	Status
<a href="#">EMIS Health</a>	PharmaRefer		<a href="#">APP 5 1.0.0-beta</a>	Assurance
<a href="#">TPP</a>	SystemOne			Engagement

### Receiver

Supplier	Product name	Product version	BaRS version	Status
<a href="#">Cegedim Healthcare Solutions</a>	Pharmacy Services		<a href="#">APP 5 1.0.0-beta</a>	Assurance
<a href="#">EMIS Health</a>	PharmOutzones		<a href="#">APP 5 1.0.0-beta</a>	Assurance
<a href="#">Positive Solutions</a>	HxConsult		<a href="#">APP 5 1.0.0-beta</a>	Assurance
<a href="#">Sonar Informatics</a>	SonarHealth		<a href="#">APP 5 1.0.0-beta</a>	Assurance

Last edited: 4 December 2023 3:06 pm

EMIS – EMIS Local Services/  
PharmaRefer (additional cost) due to  
add BaRS into EMIS Web/X

TPP S1 – Due to add BaRS into S1 at no  
extra cost

Vision (Cegedim) – Only standalone  
'Pharmacy Services' platform?



# Signposting

Patient Health-seeking behaviour – Contact 'Pharmacy First' rather than GP

Easier & quicker for practice staff

Easier for patient to navigate Pharmacy choices/capacity

National Care Record Service reduces need to share medical info

Higher chance of 'bounceback' to GP Practices from inappropriate signposting

VS

# Referral

Digital Exclusion / Health inequalities

Essential for 'Minor Illness' service

Improved Patient Experience if appropriate referral (see next slide)

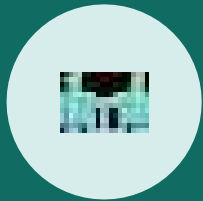
Pharmacies receive £15 payment even if 'inappropriate' referral that does not pass Gateway in Clinical Pathway

Increased practice workload & Needs more staff training: Clinical & IT

Need to manage any Pharmacy capacity / service disruption issues etc

# What is the benefits of Referral rather than Signposting patients to 'go to the pharmacy'?

GP practices should digitally refer patients (as much as possible) to Pharmacy First rather than signposting and this is essential for the 'Minor Illness' pathway.



Patients will receive a confidential consultation. If signposted, may be treated as self-care support and possibly seen by another pharmacy team member.

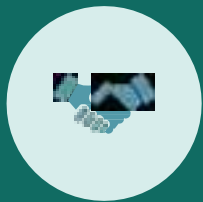
Patients are reassured that their concern has been taken seriously and the pharmacist will be expecting them



If the patient does not contact the pharmacy, the pharmacist will follow up based upon clinical need.



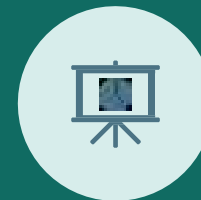
Referrals enable the pharmacy to plan and manage workload, thereby meaning patients are seen in a timely manner.



Clinical responsibility for that episode of patient care passes to the pharmacy until it is completed or referred on.



Provides audit trail of referral and clinical treatment, which will support onward patient care.



Referral data can evidence that patients are actively being supported to access appropriate treatment, evidencing that GP practices are supporting the PCARP.

# Find pharmacy services: [Find Pharmacy Services - NHS \(www.nhs.uk\)](https://www.nhs.uk/service-search/pharmacy)

- Signposting patients to 'Find pharmacy services' webpages helps them find local pharmacies which offer the service they require
- Helps explain to patients who is eligible for service and what to expect

A screenshot of a web browser showing the NHS 'Find Pharmacy Services' page. The browser address bar shows 'https://www.nhs.uk/service-search/pharmacy'. The page features the NHS logo, a 'Menu' button, and a search bar. Below the navigation, there are breadcrumb links: 'Home > NHS Services > Prescriptions and pharmacies'. The main heading is 'Find pharmacy services'. Below this, there is a list of seven underlined links: 'Find a pharmacy', 'Find an internet pharmacy', 'Find a dispensing contractor service', 'Find a pharmacy that offers the NHS flu vaccine', 'Find a pharmacy that offers free blood pressure checks', and 'Find a pharmacy that offers the contraceptive pill without a prescription'.

Find Pharmacy Services - NHS

https://www.nhs.uk/service-search/pharmacy

NHS Menu Search

Home > NHS Services > Prescriptions and pharmacies

## Find pharmacy services

- [Find a pharmacy](#)
- [Find an internet pharmacy](#)
- [Find a dispensing contractor service](#)
- [Find a pharmacy that offers the NHS flu vaccine](#)
- [Find a pharmacy that offers free blood pressure checks](#)
- [Find a pharmacy that offers the contraceptive pill without a prescription](#)

# Clinical Pathways (Pharmacy First): SMS/NHS App/Email Message Template 1

Dear <title> <forename> <surname>,

Pharmacies may be able to offer treatment for the following conditions, without you needing to see a GP: sinusitis, sore throat, earache, impetigo, infected insect bites, shingles, urinary tract infections (UTIs)

For more info, visit <https://bit.ly/pharmacyservice>

If you encounter any issues, please contact us back.

Regards <organisation\_name>



**12/02/2024: NHS webpage does not yet link well to  
'Find a pharmacy' for clinical pathways**

# Clinical Pathways: Sinusitis

## SMS/NHS App/Email Message Template 2

Dear <forename> <surname>,

Pharmacies may be able to offer treatment for Sinusitis, without you needing to see a GP.

For more info, visit [www.nhs.uk/conditions/sinusitis-sinus-infection/](http://www.nhs.uk/conditions/sinusitis-sinus-infection/)

If you encounter any issues, please contact us back.

Regards <organisation\_name>



**12/02/2024: NHS webpage does not yet link well to 'Find a pharmacy' for clinical pathways**

# Clinical Pathways: Sore Throats

## SMS/NHS App/Email Message Template 3

Dear <forename> <surname>,

Pharmacies may be able to offer treatment for Sore Throats, without you needing to see a GP.

For more info, visit [www.nhs.uk/conditions/sore-throat/](http://www.nhs.uk/conditions/sore-throat/)

If you encounter any issues, please contact us back.

Regards <organisation\_name>



**12/02/2024: NHS webpage does not yet link well to 'Find a pharmacy' for clinical pathways**

# Clinical Pathways: Earache

## SMS/NHS App/Email Message Template 4

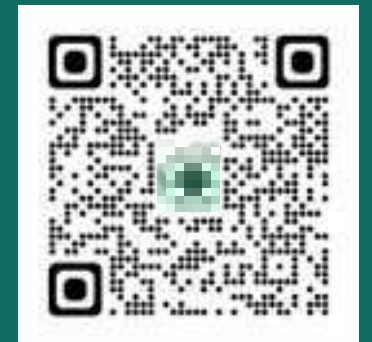
Dear <forename> <surname>,

Pharmacies may be able to offer treatment for children with Earache, without you needing to see a GP.

For more info, visit [www.nhs.uk/conditions/earache/](http://www.nhs.uk/conditions/earache/)

If you encounter any issues, please contact us back.

Regards <organisation\_name>



**12/02/2024: NHS webpage does not yet link well to 'Find a pharmacy' for clinical pathways**

# Clinical Pathways: Impetigo

## SMS/NHS App/Email Message Template 5

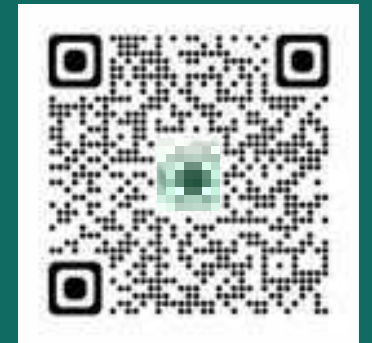
Dear <forename> <surname>,

Pharmacies may be able to offer treatment for Impetigo, without you needing to see a GP.

For more info, visit [www.nhs.uk/conditions/impetigo/](http://www.nhs.uk/conditions/impetigo/)

If you encounter any issues, please contact us back.

Regards <organisation\_name>



**12/02/2024: NHS webpage does not yet link well to 'Find a pharmacy' for clinical pathways**

# Clinical Pathways: Infected Insect Bites

## SMS/NHS App/Email Message Template 6

Dear <forename> <surname>,

Pharmacies may be able to offer treatment for infected Insect Bites, without you needing to see a GP.

For more info, visit [www.nhs.uk/conditions/insect-bites-and-stings/](http://www.nhs.uk/conditions/insect-bites-and-stings/)

If you encounter any issues, please contact us back.

Regards <organisation\_name>



**12/02/2024: NHS webpage does not yet link well to 'Find a pharmacy' for clinical pathways**

# Clinical Pathways: Shingles

## SMS/NHS App/Email Message Template 7

Dear <forename> <surname>,

Pharmacies may be able to offer treatment for Shingles, without you needing to see a GP.

For more info, visit [www.nhs.uk/conditions/shingles/](http://www.nhs.uk/conditions/shingles/)

If you encounter any issues, please contact us back.

Regards <organisation\_name>



**12/02/2024: NHS webpage does not yet link well to 'Find a pharmacy' for clinical pathways**

# Clinical Pathways: Urinary Tract Infections

## SMS/NHS App/Email Message Template 8

Dear <forename> <surname>,

Pharmacies may be able to offer treatment for women with Urinary Tract Infections (UTIs), without you needing to see a GP.

For more info, visit [www.nhs.uk/conditions/urinary-tract-infections-utis/](http://www.nhs.uk/conditions/urinary-tract-infections-utis/)

If you encounter any issues, please contact us back.

Regards <organisation\_name>



**12/02/2024: NHS webpage does not yet link well to 'Find a pharmacy' for clinical pathways**

# Minor Illness (Pharmacy First): SMS/NHS App/Email Message Template 9

Dear <title> <forename> <surname>,

Following our discussion, you have been referred to your chosen pharmacy for further assessment. You can also find their contact details at:

<https://bit.ly/nhsfindpharmacy>

If you encounter any issues, please contact us back.

Regards <organisation\_name>



**No self-referral available for 'Minor illness' –  
Requires a GP referral (no relevant NHS webpage yet)**

# Blood Pressure (BP) Checks: SMS/NHS App/Email Message Template 10

Dear <title> <forename> <surname>,

You can find a local pharmacy that offers free blood pressure (BP) checks using this link: [www.nhs.uk/pharmacybloodpressurecheck](http://www.nhs.uk/pharmacybloodpressurecheck)

If you encounter any issues, please contact us back.

Regards <organisation\_name>



**NHS website explains service to patient and helps them find pharmacy that offers this service**

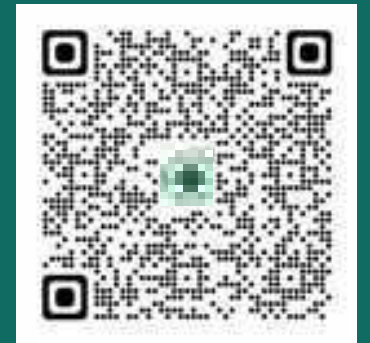
# Contraceptive Pill from Pharmacy: SMS/NHS App/Email Message Template 11

Dear <title> <forename> <surname>,

You can find a local pharmacy that offers the contraceptive pill without a prescription using this link: [www.nhs.uk/pharmacycontraceptionservice](http://www.nhs.uk/pharmacycontraceptionservice)

If you encounter any issues, please contact us back.

Regards <organisation\_name>



**NHS website explains service to patient and helps them  
find pharmacy that offers this service**

# Emergency Contraception: SMS/NHS App/Email Message Template 12

Dear <title> <forename> <surname>,

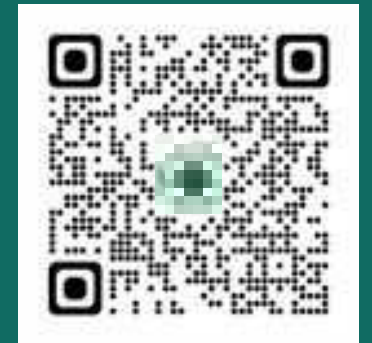
You can get the emergency contraceptive pill from most local pharmacies.

Get more information by visiting:

<https://bit.ly/3SPI3G2>

If you encounter any issues, please contact us back.

Regards <organisation\_name>



**Hoping to produce a better short NHS website URL!**

# New Medicine Service from Pharmacy: SMS/NHS App/Email Message Template 13

Dear <title> <forename> <surname>,

If you're prescribed a medicine to treat a long-term condition for the first time, you may be able to get help and advice about your medicine from a local pharmacist. Visit this link for more details:

<https://bit.ly/pharmacynewmedicineservice>

If you encounter any issues, please contact us back.

Regards <organisation\_name>



**Useful for certain patients/new medicines to help  
reduce practice workload?**

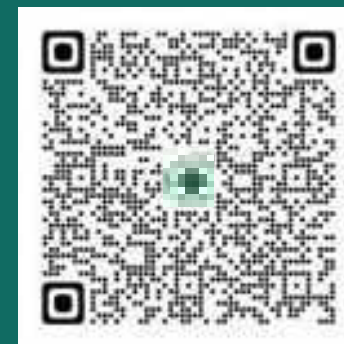
# Covid-19 Lateral Flow Test at Pharmacy: SMS/NHS App/Email Message Template 14

Dear <title> <forename> <surname>,

Use this link <https://bit.ly/nhscovid19test> to check if you are eligible to get a free Covid-19 Lateral Flow test and how to find a local pharmacy that offers this service.

If you encounter any issues, please contact us back.

Regards <organisation\_name>



**NHS webpage explains who is eligible for free Covid-19  
test on NHS**

# Flu vaccination at Pharmacy: SMS/NHS App/Email Message Template 15

Dear <title> <forename> <surname>,

You can find a local pharmacy that offers NHS Flu vaccination using this link:  
<https://bit.ly/pharmacyfluvaccine>

If you encounter any issues, please contact us back.

Regards <organisation\_name>



**Perhaps backup message if practice unable to offer patient  
flu vaccination (if lack of stock/appointments)?**

# Pharmacy Service (General): SMS/NHS App/Email Message Template 16

Dear <title> <forename> <surname>,

Visit this link for services that you can receive from local pharmacies:

<https://bit.ly/nhspharmacyhelp>

If you encounter any issues, please contact us back.

Regards <organisation\_name>



Likely this general NHS webpage for pharmacy services will continue to evolve.

# Accurx: Template Pharmacy Messages

- Default messages from Accurx, but may wish to add further ones for your organisation.

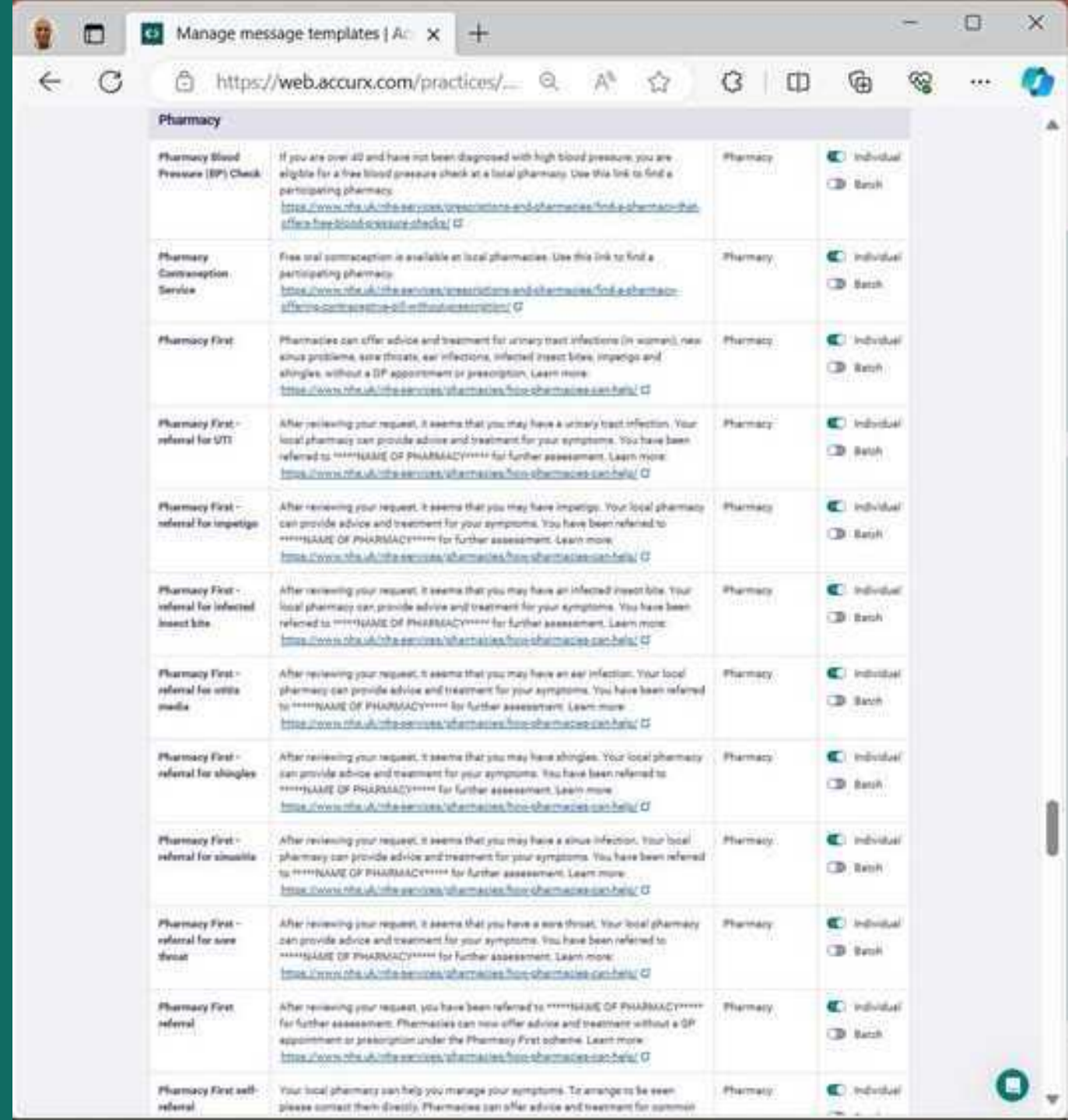
- Add suitable SNOMED codes linked to each template:

**‘Signposting to community pharmacy’**  
(1084461000000101)

**‘Pharmacy First service’**  
(983341000000102)

- Raised need for more specific SNOMED codes, including to track referrals & update legacy CPCs codes

?need to adjust codes used if new codes emerge



# TPP Communication Annexe – e.g. For NWL ICB, Search ‘Pharmacy’ messages

The screenshot displays the TPP Communications Annexe interface. The main window shows a patient record for 'XXTESTPATIENT-TEMQ-TESTPATIENT, Donotuse (Mrs) 13 Jul 1991 (32 y) F'. The patient's contact details are listed as follows:

Type	Details	Verified
E-mail	dummy@nhs.net	<input checked="" type="checkbox"/>
Mobile number	07999111999	<input checked="" type="checkbox"/>
Airmid	No Airmid account	<input type="checkbox"/>

Additional details include: Preferred contact method: Unknown; SMS consent: Consent recorded.

The 'Message' section shows a 'Preset' button highlighted with a red box. Below it are options for 'Add Code', 'Questionnaire', and 'Allow reply'.

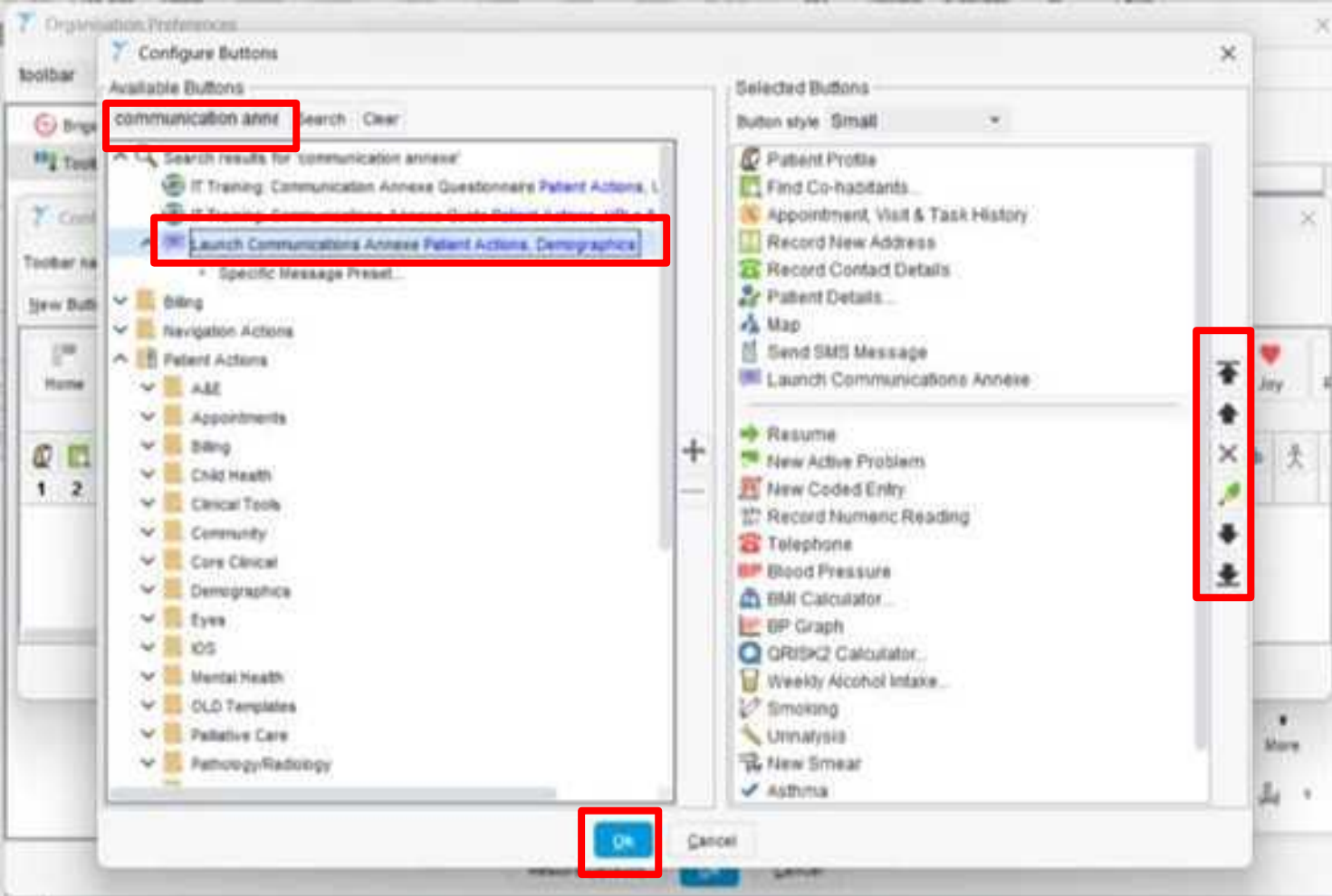
A 'Select Message Preset' dialog box is open, with 'pharmacy' entered in the search field. The 'Pharmacy' category is expanded, showing a list of message presets:

- Blood Pressure (BP) Checks at Pharmacy
- Clinical Pathways (Pharmacy First)
- Clinical Pathways (Pharmacy First): Earache
- Clinical Pathways (Pharmacy First): Impetigo
- Clinical Pathways (Pharmacy First): Insect Bites
- Clinical Pathways (Pharmacy First): Shingles
- Clinical Pathways (Pharmacy First): Sinusitis
- Clinical Pathways (Pharmacy First): Sore Throat
- Clinical Pathways (Pharmacy First): UTIs
- Contraceptive Pill from Pharmacy
- Covid-19 Lateral Flow Test at Pharmacy
- Emergency Contraception from Pharmacy
- Emergency Prescription (Pharmacy First)
- Flu vaccination at Pharmacy
- Minor illness (Pharmacy First)
- New Medicine Service from Pharmacy
- Pharmacy Services

The 'Patient Plan' window is also visible on the right side of the screen.

# TPP SystemOne - Add 'Communication Annexe' to your Toolbar (if not present)

Organisational Preferences → Toolbars → Amend Toolbar → Amend Button Set → Search for 'Communication Annexe' in Available Buttons → Double click on it to add to Toolbar → Use Arrows to move to Preferred Position → OK



# NHS Community Pharmacy Blood Pressure Check Service

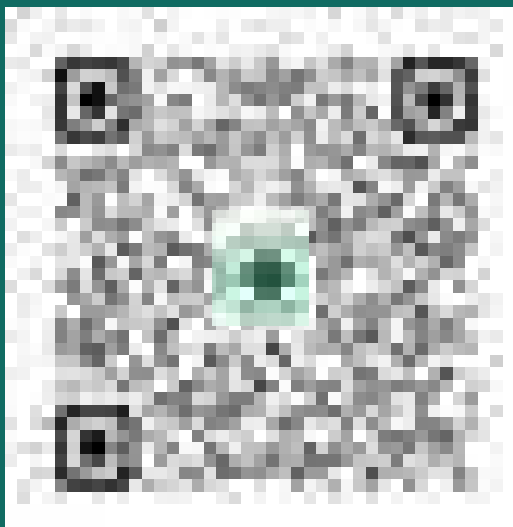
- Community pharmacy teams can offer people over the age of 40, without a diagnosis of hypertension, a BP check to find those with undiagnosed hypertension. In addition, they can also carry out BP checks at the request of practices.
- Practices can ask pharmacies to complete clinic and ambulatory checks
- It may be useful for practices who have patients on their hypertension registers without an up-to-date BP reading
- It may be useful for practices with patients with a high initial reading who need ambulatory follow up
- All readings will be returned to the practice for updating patient records
- There is an [NHS website postcode search tool](#) to enable patients to find local pharmacies who deliver the Blood Pressure Check Service.

General practices can refer patients to community pharmacies for both clinic and ambulatory measurements

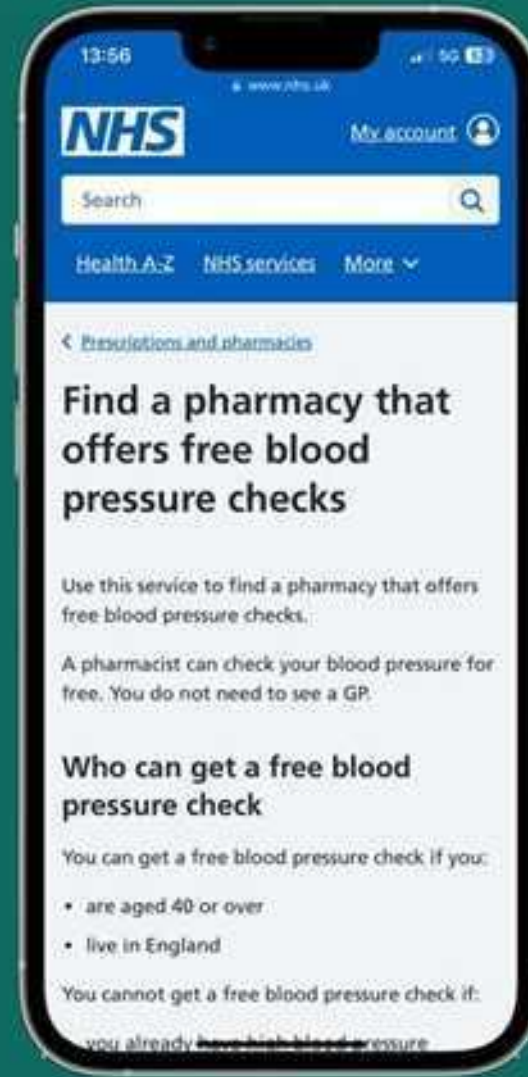


# Direct patients to 'Find a Pharmacy' on NHS website

Watch video to understand the patient experience & how it works



Find a local Pharmacy that offers free **Blood Pressure Checks**



[https://youtu.be/MqR\\_a1DitOE](https://youtu.be/MqR_a1DitOE)

# NHS Community Pharmacy Oral Contraception Service

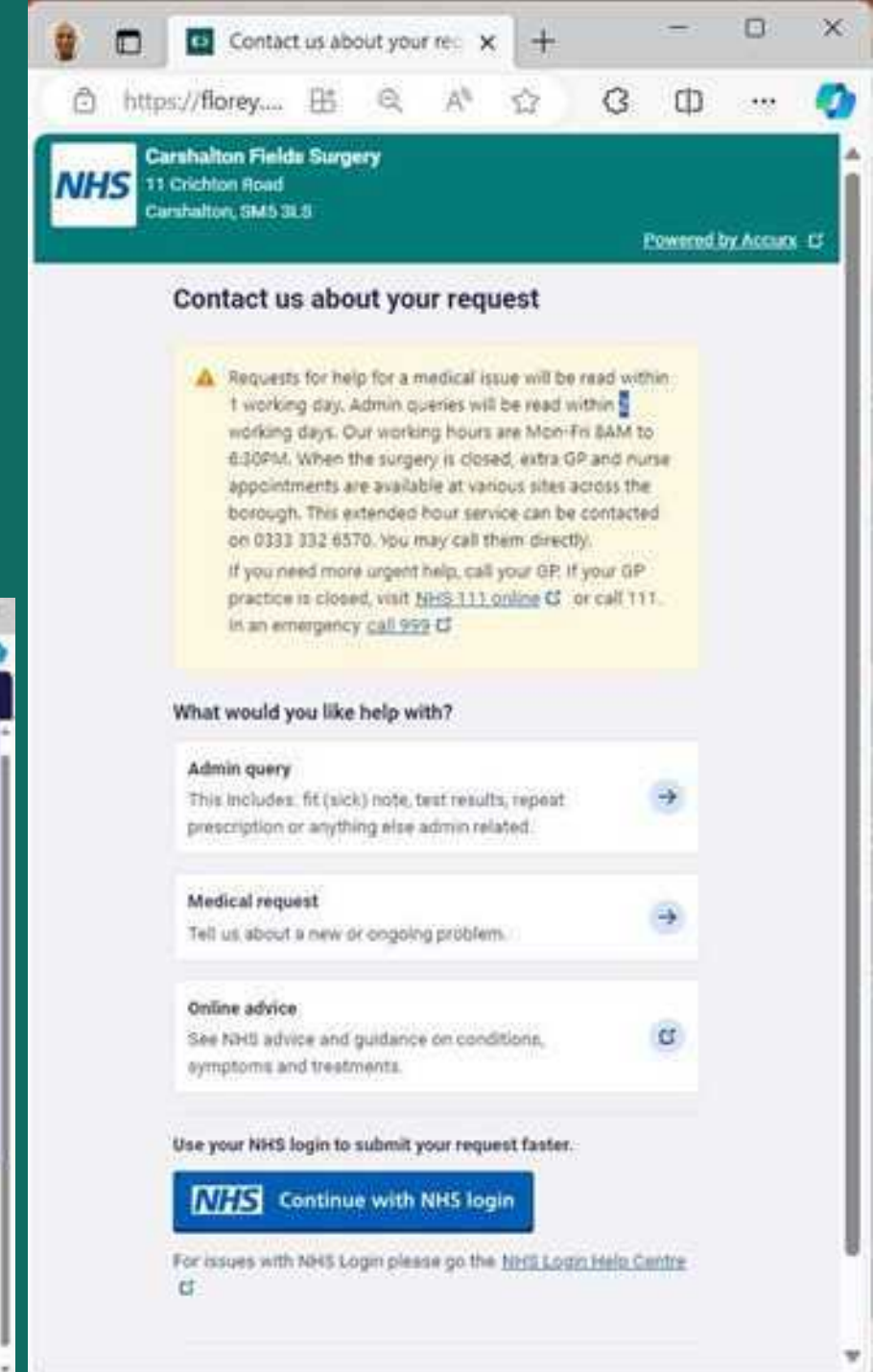
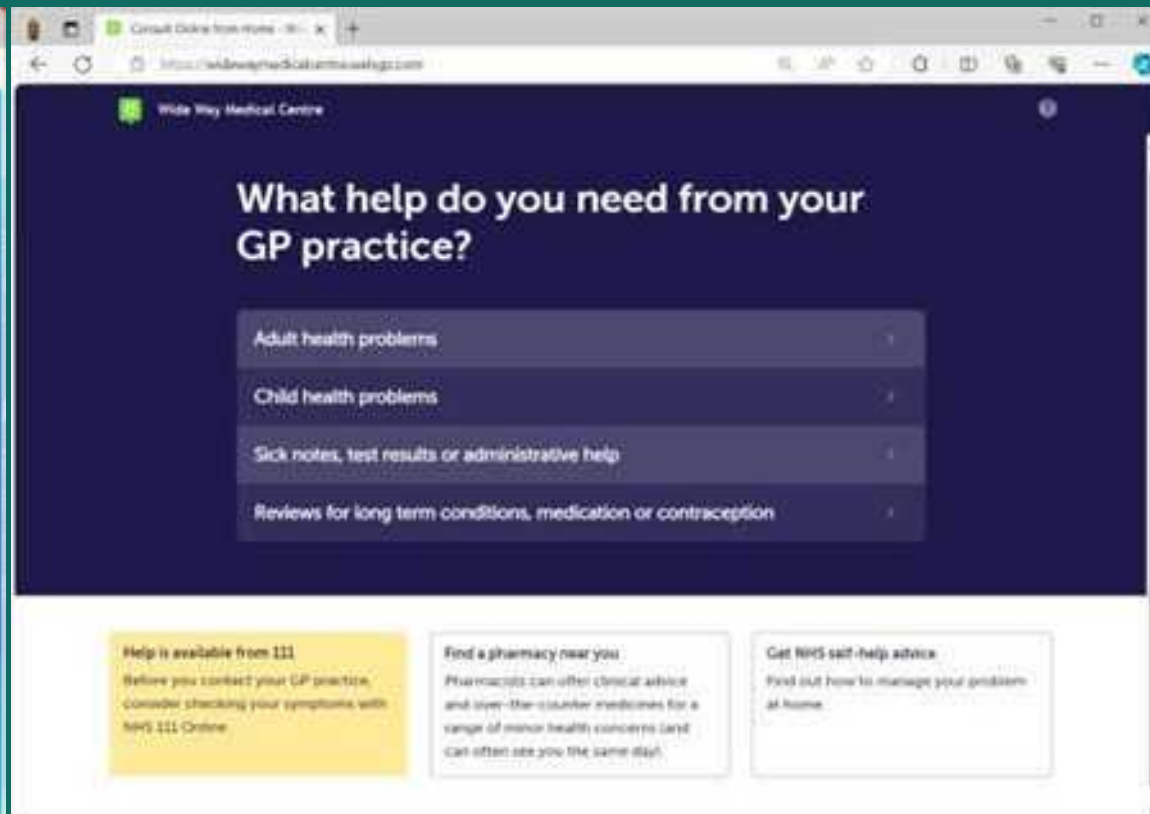
- This service enables community pharmacies to initiate and continue supplies of oral contraception.
- From 1 March 2024, all participating pharmacies will be initiating and continuing supply.
- There is an [NHS website postcode search tool](#) to enable patients to find local pharmacies who deliver the contraception service.
- Practices can refer people into this service or women can self-present at the pharmacy



# Online Consultation Platforms:

Signposting: Menu level / Form level

Future: Referrals? But MHRA Medical Device?



## **Content:**

**1) Pharmacy First: Overview**

**2) Referral & Signposting**

**3) Receiving Consultations**

**4) Digital Promotional Materials**



# GP Connect: Update Record

- Due to be rolled out during Mar 2024  
(by GP System supplier)
- Over time, expected to become the standard for all consultation outcomes sent from outside

<b>Linked to Patient</b> <ul style="list-style-type: none"><li>• No manual matching</li><li>• No mismatches</li><li>• Minimal delay</li></ul>	<b>Via Workflow</b> <ul style="list-style-type: none"><li>• Nothing missed</li><li>• Approval prior to filing (still visible in notes)</li></ul>	<b>Not a Document</b> <ul style="list-style-type: none"><li>• No attaching files</li><li>• Details directly in patient record</li></ul>
<b>Structured Content</b> <ul style="list-style-type: none"><li>• No manual coding</li><li>• Contributes to QOF</li><li>• Clear pathways</li></ul>	<b>Structured Medication</b> <ul style="list-style-type: none"><li>• Safer prescribing</li><li>• Reduce duplication</li><li>• Can be re-issued</li></ul>	<b>Clear Attribution</b> <ul style="list-style-type: none"><li>• Filed as an external consultation</li><li>• Clinician details given</li></ul>



# Access to patient's GP record

## Current State

- Currently **no change** to the patient information that pharmacies can access
- Pharmacists will continue to use the National Care Record Service (**NCRS**) and established processes to manage patients safely
- Pharmacists will gather any additional patient information they need during the consultation, and exercise **clinical judgement** on the appropriate course of action
- Once the practice has added pharmacy consultation to patient record, details of any medication supplied will be available via NCRS

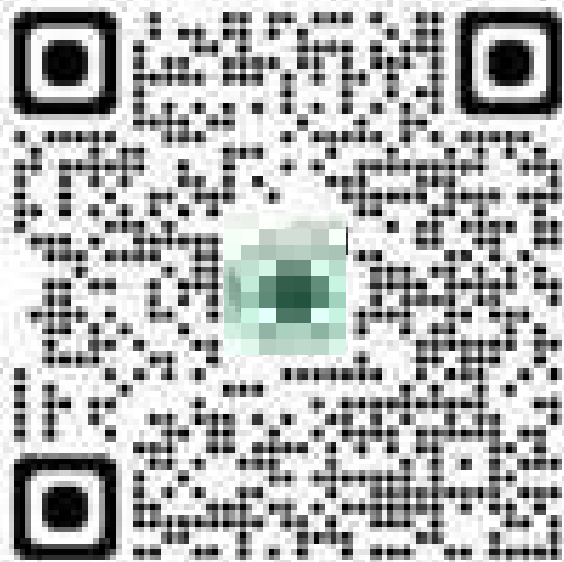


## Future Functionality

- The upcoming Update Record functionality will **speed up** the filing of messages and the surfacing of medicines information in NCRS
- Developments to streamline access to **relevant health information** for pharmacists to support consultations

# EMIS – Receiving Consultation Messages

[EMIS Web - GP Connect Update Record \(emisnow.com\)](https://www.emisnow.com/csm?id=kb_article&sysparm_article=KB5001632)

A screenshot of the EMIS Now website. At the top, there is a blue navigation bar with the EMIS Now logo and menu items: My News, Service Status, Knowledge, Release News, Products, Support, and Community. A search bar is located on the right. Below the navigation bar, a breadcrumb trail reads: Home > Knowledge > EMIS Web (Knowledge Base) > Interoperability - GP Connect. The main content area features a blue notice banner at the top with the text: "Notice We are working to improve our user experience by tracking your in-app activity, including your interaction with our app, to improve performance and user experience." Below the notice, the article title "GP Connect Update Record" is displayed in large blue font, with a sub-header "KB5001632" and a timestamp "6d ago" and view count "812 Views". A dark blue banner with a white leaf logo and text states: "THIS SOFTWARE IS IN PILOT / RELEASED INACTIVE. Sometimes functionality is included in a release but it may be released inactive or as part of an early adopter phase which means it isn't immediately available for all organisations. Organisations will be informed once this product feature is available on general release." Below this banner, the article text begins: "GP Connect Update Record is part of [NHS England's Pharmacy First](#) project, encouraging patients to use community pharmacies for minor ailment advice and medication." The left sidebar contains "Page Contents" with links to "Activation" and "Actioning a pharmacy consultation message", and "Also in GP Connect" with links to "GP Connect Configuration" (19671 Views) and "Configuration for NHS111 referral appointments using GP Connect" (15720 Views). At the bottom, there are links for "Terms and Conditions" and "Privacy Policy".

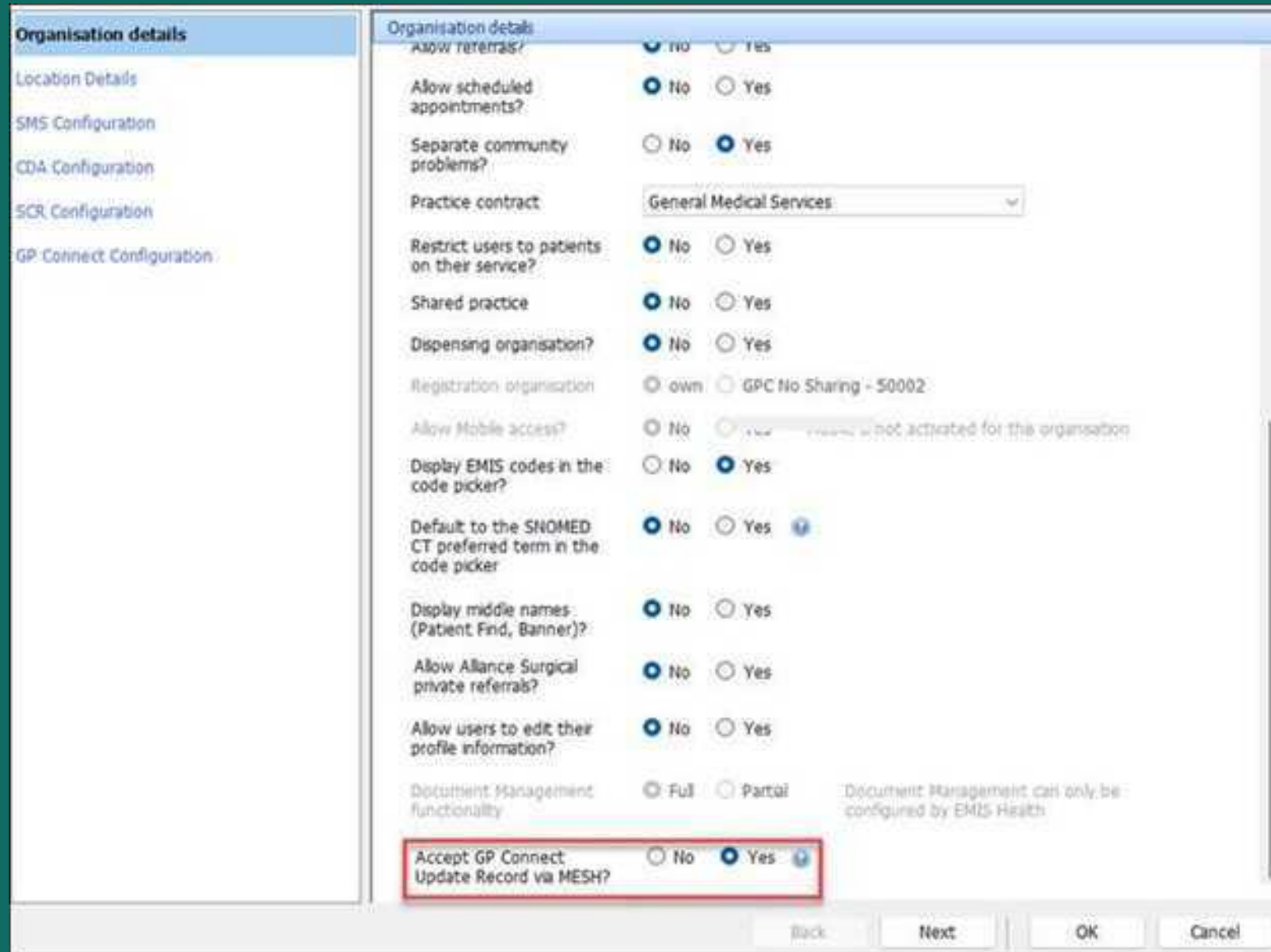
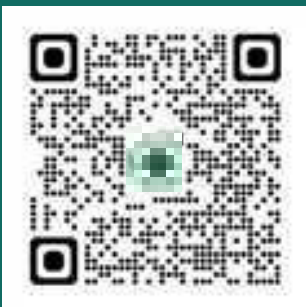
# EMIS – Receiving Consultation Messages

- [EMIS Web - GP Connect Update Record \(emisnow.com\)](#)

For pilot organisations only:

To activate the GP Connect Update Record functionality, in Organisation Configuration, select Edit Organisation, then scroll down to the option Accept GP Connect Update Record via MESH and select Yes. Click OK to save.

You will be prompted to restart EMIS Web to complete the activation.



The screenshot displays the 'Organisation details' configuration page in EMIS Web. The left sidebar lists various configuration categories, with 'GP Connect Configuration' highlighted. The main content area shows a list of settings with radio buttons for selection. The 'Accept GP Connect Update Record via MESH?' option at the bottom is highlighted with a red box, with the 'Yes' radio button selected. Other visible options include 'Allow referrals?', 'Allow scheduled appointments?', 'Separate community problems?', 'Practice contract', 'Restrict users to patients on their service?', 'Shared practice', 'Dispensing organisation?', 'Registration organisation', 'Allow Mobile access?', 'Display EMIS codes in the code picker?', 'Default to the SNOMED CT preferred term in the code picker', 'Display middle names (Patient Find, Banner)?', 'Allow Alliance Surgical private referrals?', and 'Allow users to edit their profile information?'. The 'Document Management functionality' section is partially visible at the bottom right.

# EMIS – Receiving Consultation Messages



- [EMIS Web - GP Connect Update Record \(emisnow.com\)](https://emisnow.com)

- Workflow then select Workflow Manager

- In the left-hand pane, click Document Management.

The sender will always be 'EXTERNAL, USER'.

The screenshot displays the EMIS Web Health Care System interface. The top navigation bar includes 'Workflow Manager' and various icons for document management and consultation. The main area shows a patient record for 'YUNO, Clover (Dr)' with details such as 'Born 23-Feb-1994 (29y)', 'Gender Male', and 'NHS No. 776 545 2533'. Below the patient record is a table of documents:

Created	Patient	Document Type	Sender	Source	Clinical Document
24-Nov-2023	YUNO, Clover (Dr)	Inbound document	EXTERNAL USER, ()		Not Set

The selected document details are shown in the right pane:

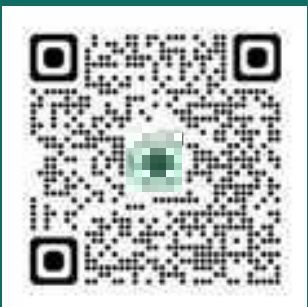
**Inbound Document Awaiting Coding**  
System User ()  
Sent: 24-Nov-2023 14:57  
To: Not Assigned

Title : GP Connect Update Record (24-Nov-2023)  
Type : Inbound document  
Letter Date : 24-Nov-2023  
Clinical Document : Not Set

# EMIS – Receiving Consultation Messages

- [EMIS Web - GP Connect Update Record \(emisnow.com\)](https://emisnow.com)

Clover (Dr)		Born	23-Feb-1994 (29y)	Gender	NHS No.	Usual GP	NURSE, Community (Ms)
ed Name		Yuno					
Date	Consultation Text	Status					
24-Nov-2023 14:57	Community Pharmacy Contraception Service	HOLDEN, GREG (Dr)					
Additional	[Provisional] Uses contraceptive sponge and spermicide (12-May-2023) [Procedures and therapies] [Provisional] (12-May-2023) A description detailing a patient's reason for attendance, any red flags, results from the diagnostic and treatment process., [Clinical Summary]						
Comment	[Provisional] Face-to-face encounter Sender Name: Automation Organisation, ODS Code: E8K1F   Practitioner Name: HOLDEN, GREG (Dr)						
Medication	Amoxicillin 250mg capsules (15-Aug-2021) As previously advised 9 capsule						
Document	[Provisional] Inbound document 📄 GP Connect Update Record (24-Nov-2023)						



# TPP SystemOne – Pharmacy First

- [Pharmacy First – TPP \(tpp-uk.com\)](https://tpp-uk.com)



The image shows a screenshot of a web browser displaying the Pharmacy First website. The browser's address bar shows the URL <https://tpp-uk.com/pha...>. The website's navigation menu includes links for HOME, ABOUT US, PRODUCTS, NEWS, VIDEO, CONTACT US, and CAREERS. The main heading is "Pharmacy First".

The text on the page describes the service: "The 'Pharmacy First' service, currently undergoing a pilot phase with the NHS, represents a transformative initiative poised to replace the existing Community Pharmacist Consultation Service (CPCS). This pioneering service aims to provide an enhanced and streamlined approach to healthcare accessibility, positioning community pharmacies as pivotal hubs for front-line care. 'Pharmacy First' expands the scope of services offered by pharmacies, allowing individuals to seek professional advice and treatment directly from trained pharmacists for a range of minor health concerns. Through this service, patients can efficiently access necessary healthcare interventions without the need for a general practitioner's appointment, relieving pressure on primary care services. The pilot phase marks a critical step toward integrating community pharmacies more comprehensively into the healthcare ecosystem, reinforcing their role as accessible and essential healthcare providers."

Below the text, there is a section titled "Video details:" which includes a video player. The video player shows a screenshot of a software interface with a yellow highlight over a text box. The highlighted text reads: "TPP SystemOne will be used to support the Pharmacy First service. The Pharmacy First service will be used to support the Pharmacy First service. The Pharmacy First service will be used to support the Pharmacy First service."

# TPP SystemOne – Receiving Consultation Messages

- Arrive as incoming Tasks with different Task Types

SystemOne GP: Mr Bob Wilson (General Medical Practitioner) at Dr Porter and Partners - Task List

Search Task Record Store Details Mail Alerts Files Apps Home Overview Apps

Create Breakdown Settings Refresh

All Tasks Summary Mr Bob Wilson

- Electronic Referral Received (25)
- Electronic Referral Rejected (12)
- Electronic Referrals Received (2)
- Email Verification Failure (14)
- **GP Connect Update Record Message Received (18)**
- Hospital Correspondence (4)
- Incorrect NHS Number (7)
- Letter Incomplete (3)
- MKA rule test (1)
- Mark in Error Response (4)
- Medication Change Request (8)
- Medication start request (4)
- Merged Patient Record Check (46)
- Misc (156)
- Miscellaneous (47)
- NCO Test (4)
- NHS Mail Message Sending Failure (1)
- New Patient Record Check (91)
- New organisation group membership approved (3)
- New patient address (8)
- Online Access After Patient Merge (2)
- Online Consultation (27)
- Online Consultation - Admin (Miscellaneous) (3)
- Online Consultation - Clinical (Miscellaneous) (2)
- Online Consultation - Existing Condition (9)
- Online Consultation - Follow Up (4)
- Online Consultation - Health Review (3)
- Online Consultation - Medication Query (1)
- Online Consultation - New Condition (7)
- Online Consultation - Registration Request (8)

Updated	By	For	Patient	Task	Status	Due
30 Nov 2023			Ms Kirsty Clayton	GP Connect Update Record Message Received - Community Pharmacist Consultation Service for minor illness	Not Started	
30 Nov 2023			Ms Kirsty Clayton	GP Connect Update Record Message Received - Community Pharmacist Consultation Service for minor illness	Not Started	
30 Nov 2023			Ms Kirsty Clayton	GP Connect Update Record Message Received - Community Pharmacy Contraception Service	Not Started	
30 Nov 2023			Ms Kirsty Clayton	GP Connect Update Record Message Received - Community Pharmacy Contraception Service	Not Started	
20 Nov 2023			Mr Gary James Brennan	GP Connect Update Record Message Received - Community Pharmacy Blood Pressure Check Service	Not Started	
20 Nov 2023			Mr Graham Robinson	GP Connect Update Record Message Received - Community Pharmacy Blood Pressure Check Service	Not Started	
20 Nov 2023			Mr Graham Robinson	GP Connect Update Record Message Received - Community Pharmacy Contraception Service	Not Started	
20 Nov 2023			Mr Gary James Brennan	GP Connect Update Record Message Received - Community Pharmacy Contraception Service	Not Started	
17 Nov 2023			Mr Gary James Brennan	GP Connect Update Record Message Received - Community Pharmacy Blood Pressure Check Service	Not Started	
17 Nov 2023			Mr Gary James Brennan	GP Connect Update Record Message Received - Community Pharmacy Blood Pressure Check Service	Not Started	
17 Nov 2023			Mr Gary James Brennan	GP Connect Update Record Message Received - Community Pharmacy Contraception Service	Not Started	

18 Tasks

**Thu 30 Nov 13:26 - Sent automatically by SystemOne**  
A new Community Pharmacist Consultation Service for minor illness message has been received.

**Sender:** Unrecognised.

This message was automatically filed to the patient record. The consultation will remain NOT visible to the patient via online services unless access is changed.

**Please review the consultation by actioning this task.**

Show empty staff, groups and teams

ORQ

0 0 0 0 0 0 0 0 57 8 265 330 532 0 0 0 0 0 0 0 0 0 0 0 0 19 21 1999 11:38



# TPP SystemOne – Receiving Consultation Messages

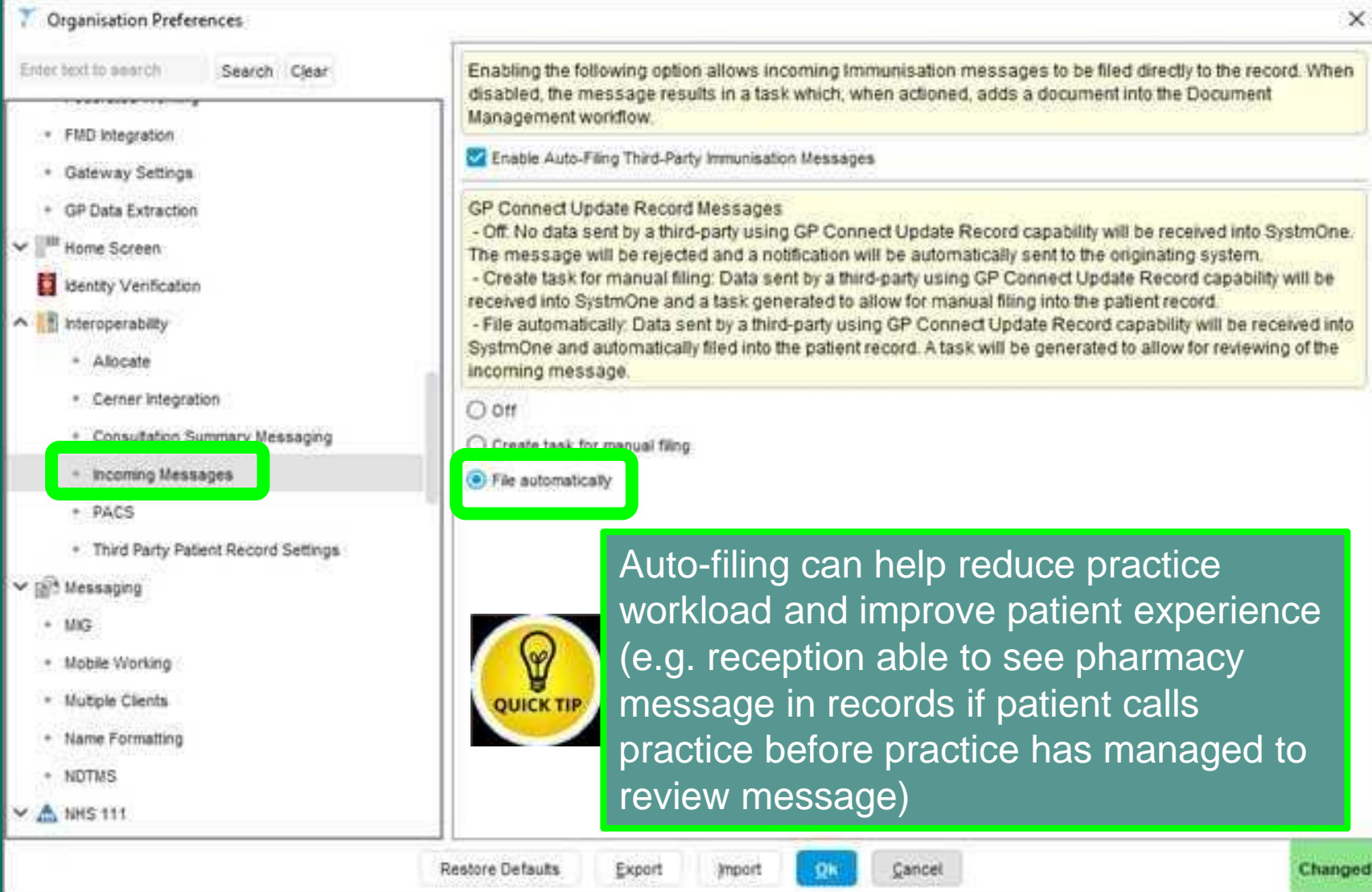
Structured  
with Coded  
Information

The screenshot displays the TPP SystemOne interface for a patient record. The patient's name is Ms Kirsty Clayton, born 20 Mar 1942 (81 y), residing at 11 Westburn Avenue, Keighley BD22 6AL. The interface includes a top navigation bar with icons for Search, Task, Discard, Save, Details, Next, Acute, Note, Apps, Home, Timeline, and Apps. Below this is a menu with options like Start Consultation, Read Event, Event Details, Pathology, Drawing, Auto-Consultation, and Settings. The main area is divided into 'Patient Home' and 'Consultation to Review'. The 'Patient Home' section shows a 'Continue' button and a 'Configure' button, along with a list of tasks including 'GP Conned Update Record'. The 'Consultation to Review' window, dated Tue 28 Aug 2023, details a consultation with Dr Meda Kai-Chun (Pharmacist) regarding an insect bite. The consultation text includes: 'Presenting complaints or issues: Insect bite - wound', 'History: Not allergic to penicillin', 'Clinical summary: Patient has had localised redness in skin and complains that had an insect bite on the site. Site is tender and swollen.', 'Social context: Non-smoker', 'Information and advice given: Keep the site clean, if the symptoms do not improve, contact 111.', 'BP 118 / 73 mmHg (Lying) Body Site: Left upper arm structure', 'Non-smoker (SNOMED: 6032000)', 'Heart rate (SNOMED: 364075005) 82 BPM - Body Site: Right upper arm structure', 'Insect bite - wound (SNOMED: 275433004)', 'Seen in primary care establishment (SNOMED: 307778003)', 'Community Pharmacist Consultation Service for minor illness (SNOMED: 1577041000000109)', 'DE - temperature (SNOMED: 763421000) 37.4 degC', and 'Flucloxacillin 500mg capsules (A H H Pharmaceuticals Ltd) - 20 Capsule - Four times a day for 5 days (to be taken at least 1 hour before or 2 hours after meals)'. At the bottom of the consultation window, there are buttons for 'Mark as Reviewed and Save Record' and 'Go to Record'. The system tray at the bottom shows the time as 11:51 on 19/21/1999.



# TPP SystemOne – Receiving Consultation Messages

- S1 GP Practice can choose how to file Third-party incoming messages
- **Organisation Preferences** → **Interoperability** → **Incoming Messages**
- Default is Automatically filing into the patient record and automatically marked as 'Hidden from Online Services'. A task will be generated to allow users to review the incoming message and amend the online visibility where appropriate.



The screenshot shows the 'Organisation Preferences' window. On the left, a tree view shows 'Interoperability' expanded to 'Incoming Messages', which is highlighted with a green box. On the right, the 'Enable Auto-Filing Third-Party Immunisation Messages' checkbox is checked. Below it, the 'GP Connect Update Record Messages' section has three radio button options: 'Off', 'Create task for manual filing', and 'File automatically'. The 'File automatically' option is selected and highlighted with a green box. A yellow tip box explains that enabling this option allows incoming immunisation messages to be filed directly to the record. At the bottom, there are buttons for 'Restore Defaults', 'Export', 'Import', 'OK', and 'Cancel', along with a 'Changed' indicator.

Enabling the following option allows incoming immunisation messages to be filed directly to the record. When disabled, the message results in a task which, when actioned, adds a document into the Document Management workflow.

Enable Auto-Filing Third-Party Immunisation Messages

GP Connect Update Record Messages

- Off: No data sent by a third-party using GP Connect Update Record capability will be received into SystemOne. The message will be rejected and a notification will be automatically sent to the originating system.
- Create task for manual filing: Data sent by a third-party using GP Connect Update Record capability will be received into SystemOne and a task generated to allow for manual filing into the patient record.
- File automatically: Data sent by a third-party using GP Connect Update Record capability will be received into SystemOne and automatically filed into the patient record. A task will be generated to allow for reviewing of the incoming message.

Off

Create task for manual filing

File automatically

**QUICK TIP**

Auto-filing can help reduce practice workload and improve patient experience (e.g. reception able to see pharmacy message in records if patient calls practice before practice has managed to review message)

Restore Defaults Export Import **OK** Cancel **Changed**

# **Content:**

**1) Pharmacy First: Overview**

**2) Signposting & Referral,**

**3) Receiving Consultations**

**4) Digital Promotional Materials**



# Promotional Materials - DHSC

[Pharmacy assets](#) | [Help Us Help You - Primary Care Services](#) | [Campaign Resource Centre \(dhsc.gov.uk\)](#)



Department of Health & Social Care

Search for resources


Sign out Account

Campaigns Resources Campaign planning About

Home > Campaigns > Help Us Help You - Primary Care Services

**BETA** This is a new service

## Think Pharmacy First



The 'Think pharmacy first' campaign will increase public awareness that pharmacists can provide some prescription medicines if needed, without seeing a GP. Campaign materials feature earache, insect bites and urinary tract infections (UTIs) for women 65 and under. Further assets coming soon.

Downloadable resources are available here from 19 February, with more being added soon.

### Campaign details

Target audience: Adults

Topics: NHS

Campaign start date: 19 February 2024

# Promotional Materials - DHSC

[Help Us Help You -  
Primary Care |  
Campaigns |  
Campaign Resource  
Centre \(dhsc.gov.uk\)](#)



Department of Health & Social Care

Search for resources:

Campaigns Resources Campaign planning About

[Home](#) > [Campaigns](#) > [Help Us Help You - Primary Care Services](#)

**BETA** This is a new service

## NHS Pharmacy Contraception Service



**NHS**

Need your next supply of oral contraception?

You can now arrange to get your supply directly from our pharmacist in confidence.

The aim of the Pharmacy Contraception Service (PCS) is to offer greater choice from where people can access contraception services and create additional capacity in primary care and sexual health clinics (or equivalent) to support meeting the demand for more complex assessments.

### Campaign details

Target audience: Women, Young adults  
Topics: NHS

# Promotional Materials - CPE

[Pharmacy First: resources to promote the service - Community Pharmacy England \(cpe.org.uk\)](#)



Most pharmacies can help you with **seven common conditions** without needing a GP appointment



- Sinusitis
- Sore throat
- Earache (children)
- Infected insect bite
- Impetigo
- Shingles
- Urinary tract infection (women)

Ask your pharmacy for more information about this free\* NHS service

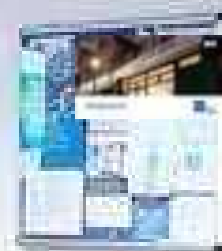
**Visit your Pharmacy First!**

\*NHS prescription charge rules apply where a medicine is supplied



Media  
Screen  
Versions

Promotion  
in Waiting  
Rooms



THINK

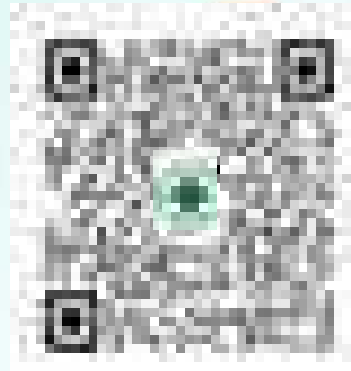
PHARMACY

FIRST

NHS

<https://youtu.be/Idmaxo7Ez-w>



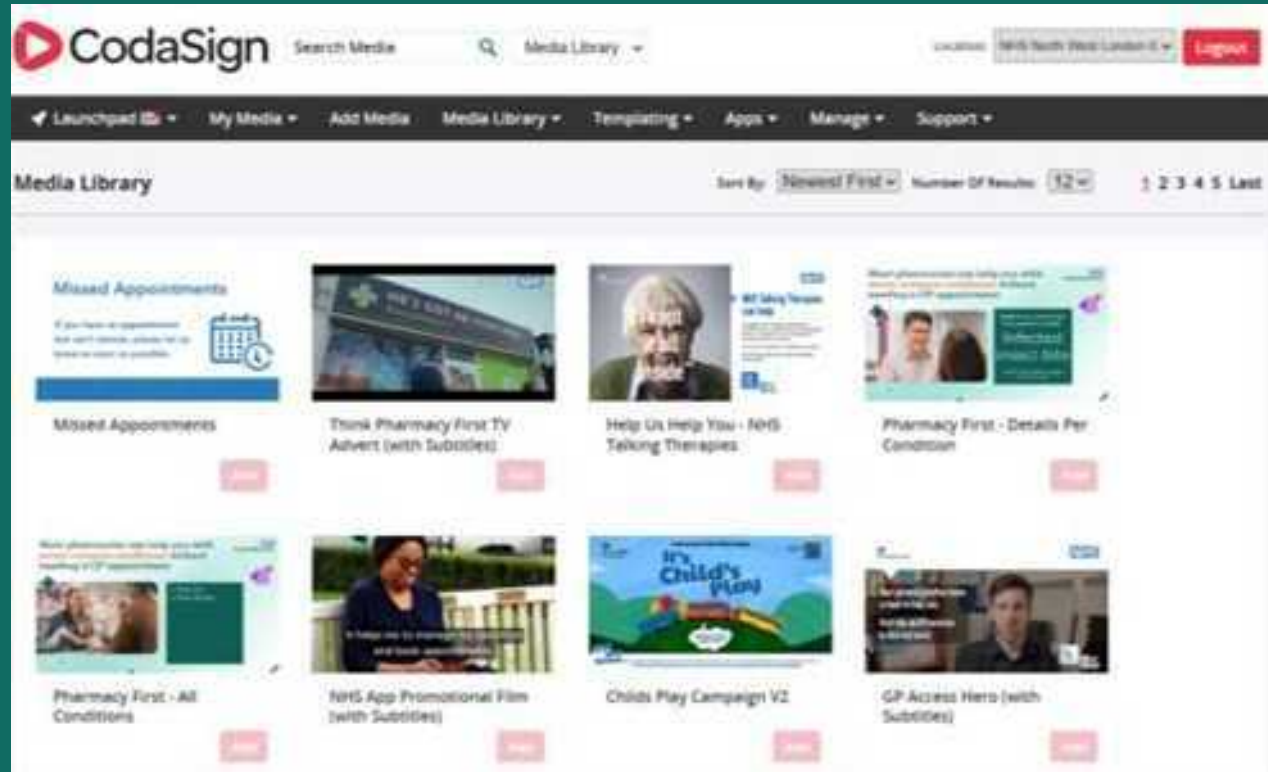


# DHSC/CPE Pharmacy First videos

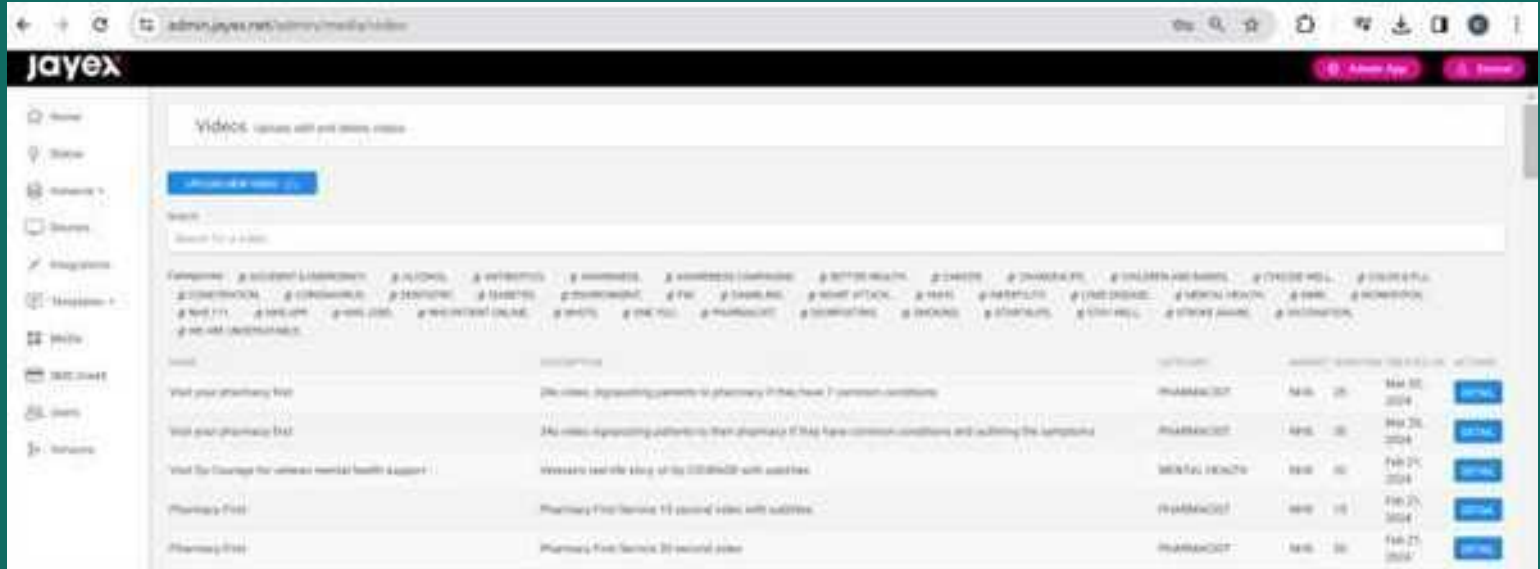
Find in Numed & Jayex Media Libraries

Or download from DHSC / CPE links:

[Pharmacy assets | Help Us Help You - Primary Care Services | Campaign Resource Centre \(dhsc.gov.uk\)](#)



[Pharmacy First: resources to promote the service - Community Pharmacy England \(cpe.org.uk\)](#)



# Promotional Materials: Efforts on Social Media

<https://vm.tiktok.com/ZGekWu5JT/>



# Promotional Materials: Efforts on Social Media

<https://youtu.be/-CyLDZA05Do>





## Think pharmacy first

From treating an earache to soothing shingles, your pharmacist can now provide some prescription medicine, if needed, without seeing a GP.

See your  
pharmacist



Help us  
help you



## Think pharmacy first

From treating an infected insect bite to relieving impetigo, your pharmacist can now provide some prescription medicine, if needed, without seeing a GP.

See your  
pharmacist



Help us  
help you

HM Government



NHS

IT BURNS WHEN I PEE  
PHARMACY



## Think pharmacy first

From treating a UTI to relieving sinusitis, your pharmacist can now provide some prescription medicine, if needed, without seeing a GP.

See your pharmacist



Help us help you



# Free Blood Pressure Checks at a Pharmacy

Find a pharmacy offering service





# Free Blood Pressure Checks at a Pharmacy

Find a pharmacy offering service



Find a pharmacy offering service



Free Blood Pressure Checks at a Pharmacy



# Need the Contraceptive Pill? Visit a Pharmacy

**NHS**



Find a pharmacy  
offering service





Give pharmacies posters to promote NHS App, which also helps patients find pharmacy services



Order repeat prescriptions on the NHS App



# Next steps

- A national toolkit for general practices and PCNs containing lots of helpful, more detailed information about the Pharmacy First service is in development [Link to be shared once published](#)
- Talk to your local community pharmacists about the Pharmacy First service
- Local community pharmacists, ICB Community Pharmacy Clinical Leads and the LPCs are working together to support delivery of Pharmacy First. They may contact you to offer local support and to put you in touch with local community pharmacists who you may already be working with.
- You might find it helpful to print off slides which show the conditions that can be electronically referred to community pharmacies.
- For more information on any of the PCARP pharmacy services (Pharmacy First, Blood Pressure Checks and Oral Contraception) please contact your Community Pharmacy Clinical Lead (details on next slide).

# ICB Community Pharmacy Leads / Local Pharmaceutical Committee (LPC) Contacts:

ICB	Community Pharmacy Lead(s) Name(s)*	Community Pharmacy Lead(s) Emails	LPC	LPC Emails
South East London	Ashfaq Khan	<a href="mailto:ashfaq.khan@selondonics.nhs.uk">ashfaq.khan@selondonics.nhs.uk</a>	South East London LPC	<a href="mailto:LPC@communitypharmacysel.org">LPC@communitypharmacysel.org</a>
South West London	Dina Thakker*	<a href="mailto:dina.thakker@swlondon.nhs.uk">dina.thakker@swlondon.nhs.uk</a>	South West London LPC	<a href="mailto:amit.patel22@nhs.net">amit.patel22@nhs.net</a>
North Central London	Kristina Petrou*	<a href="mailto:kristina.petrou@nhs.net">kristina.petrou@nhs.net</a>	Camden & Islington LPC	<a href="mailto:ceo.cam.isl.lpc@gmail.com">ceo.cam.isl.lpc@gmail.com</a>
			Middlesex Group of LPCs	<a href="mailto:group@middlesexpharmacy.org">group@middlesexpharmacy.org</a>
North West London	Sangeeta Sharma	<a href="mailto:sangeeta.sharma@nhs.net">sangeeta.sharma@nhs.net</a>	Kensington, Chelsea & Westminster LPC	<a href="mailto:communitypharmacy.kcw@gmail.com">communitypharmacy.kcw@gmail.com</a>
	Sonali Patel	<a href="mailto:sonali.patel1@nhs.net">sonali.patel1@nhs.net</a>	Middlesex Group of LPCs	<a href="mailto:group@middlesexpharmacy.org">group@middlesexpharmacy.org</a>
North East London	Yogendra Parmar*	<a href="mailto:yogendra.parmar@nhs.net">yogendra.parmar@nhs.net</a>	North East London LPC	<a href="mailto:office@cpnel.org">office@cpnel.org</a>
	Rita Shah*	<a href="mailto:rita.shah4@nhs.net">rita.shah4@nhs.net</a>		
	*Note that from 31st March 2024 some of the ICB Community Pharmacy Leads may change			

# Closing Questions & Useful Links

Further support needed? Email  
your ICB Community Pharmacy lead

<b>Pharmacy First:</b>		<a href="#">NHS England » Community Pharmacy advanced service specification: NHS Pharmacy First Service</a>
<b>Promotional Materials (DHSC):</b>		<a href="#">Pharmacy assets   Help Us Help You - Primary Care Services   Campaign Resource Centre (dhsc.gov.uk)</a>
<b>Promotional Materials (CPE):</b>		<a href="#">Pharmacy First: resources to promote the service - Community Pharmacy England (cpe.org.uk)</a>
<b>Find a Pharmacy Service:</b>		<a href="#">Find Pharmacy Services - NHS (www.nhs.uk)</a>
<b>Blood Pressure Checks Demo Video:</b>		<a href="https://youtu.be/MqR_a1DitOE">https://youtu.be/MqR_a1DitOE</a>
<b>Profile Manager:</b>		<a href="https://organisation.nhswebsite.nhs.uk/">https://organisation.nhswebsite.nhs.uk/</a>
<b>Service Finder:</b>		<a href="#">NHS Service Finder</a>
<b>Service Finder Demo:</b>		<a href="https://youtu.be/8nz_h9Avwnl">https://youtu.be/8nz_h9Avwnl</a>
<b>EMIS Guidance:</b>		<a href="#">EMIS Web - GP Connect Update Record (emisnow.com)</a>
<b>SystemOne Guidance:</b>		<a href="#">Pharmacy First – TPP (tpp-uk.com)</a>



# Pharmacy First & Pharmacy Services

Digital Transformation (Primary Care) – NHS England (London)



t

[england.londondtt@nhs.net](mailto:england.londondtt@nhs.net)



## Guidance for Pharmacies

- 1) NHS Profile Manager
- 2) Directory of Services (DoS)
- 3) NHS Service Finder
- 4) NHSmail Tips



# Requirements from Pharmacy



- Be satisfactorily complying with their obligations under Schedule 4 of the NHS (Pharmaceutical and Local Pharmaceutical Services) Regulations (Terms of Service of NHS pharmacists) in respect of the provision of essential services and an acceptable system of clinical governance.
- Notify NHS England that intend to provide the Pharmacy First service by completion of an electronic registration declaration through the NHS Business Services Authority (NHSBSA) Manage Your Service (MYS) portal.
- An NHS assured Pharmacy First IT system which meets the minimum digital requirements of the service (as specified within the Community Pharmacy Clinical Services Standard and including an application programming interface (API) to facilitate transfer of data into the NHSBSA MYS portal) must be used by contractors. When choosing an IT supplier, contractors should refer to the [NHS CPCS IT Buyers Guide](#).


# 1) Profile Manager




# [NHS Profile Manager - Community Pharmacy England \(cpe.org.uk\)](https://cpe.org.uk)

https://cpe.org.uk/digital-and-technology/databases-of-pharmacies-and-services/nhs-profile-manager/

Learn more about community pharmacy  Search  Contact Us

 Our work Funding & Reimbursement Quality & Regulations Dispensing & Supply National Pharmacy Services Digital & Technology LPCs & Local


Home > Digital & Technology > NHS Profile Manager 

**Digital & Technology**

- Connectivity & comms
  - EPS home
- IT policy and development
  - IT systems & suppliers (pharmacy)
- NHS databases & profiles**
  - Keeping your pharmacy profile information up-to-date
    - NHS Profile Manager**
  - NHS IT ops, orgs and policy
  - Our Briefings: Digital & Technology
- Patient digital services
  - Records, Data security & IG
  - Technology and workflows

## NHS Profile Manager

Published on: 1st November 2021 | Updated on: 26th October 2023



**NHS Profile Manager** is a digital tool which went live in June 2022.

Community pharmacy contractors previously updated two different NHS service information updaters:

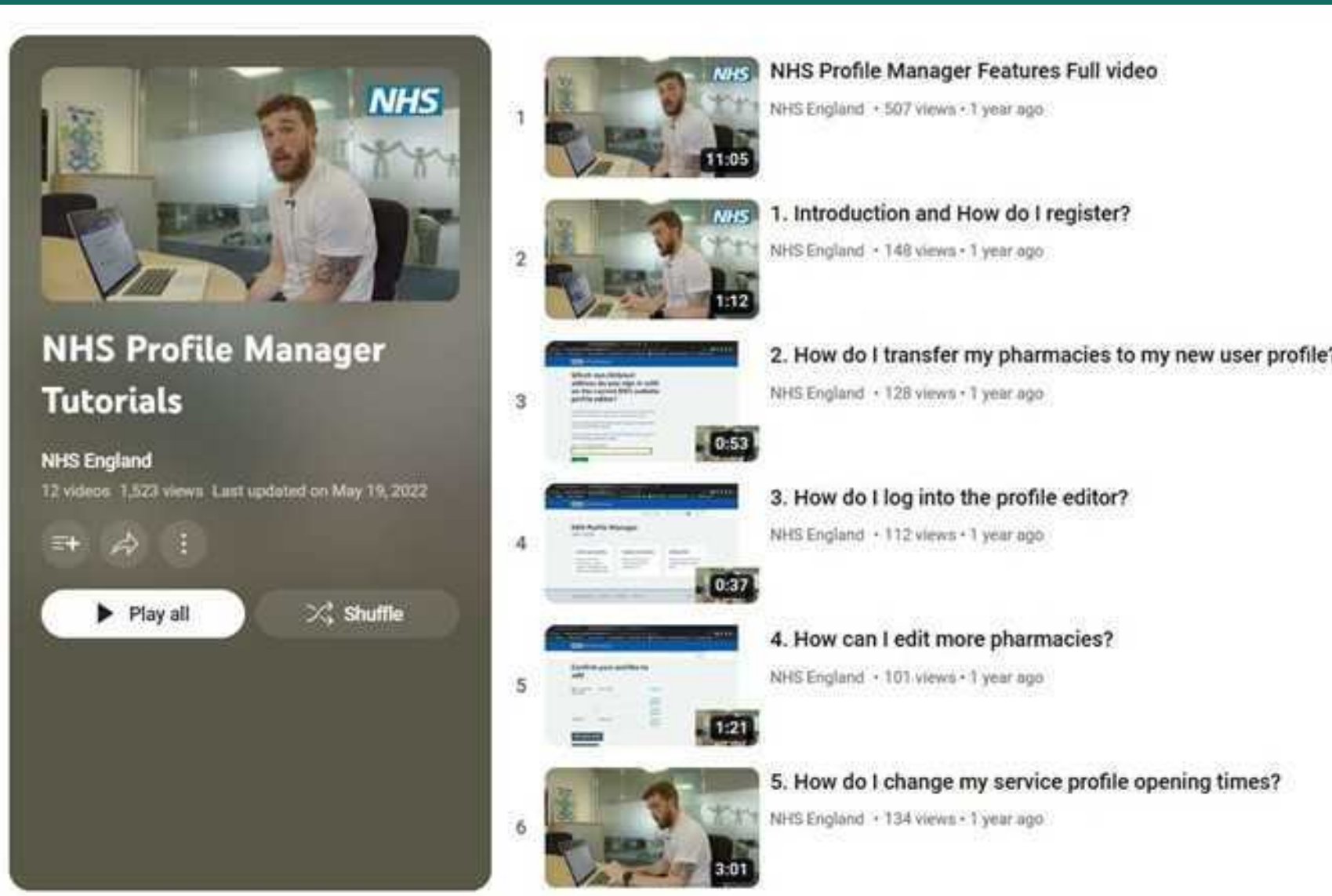
- The [NHS website](#) profile editor and
- Directory of Services ([DoS](#)) Profile Updater.

The NHS Profile Manager replaces the two older information updaters, thereby, preventing contractors from having to input the same information onto two different platforms.

Community Pharmacy England and the Community Pharmacy IT Group (CPITG), have long requested that the two current NHS service information updaters be merged, and development of the new NHS Profile Manager has been a joint effort between various stakeholders, including, Community Pharmacy England and NHS England.









# NHS Profile Manager Pharmacy Tutorials - YouTube

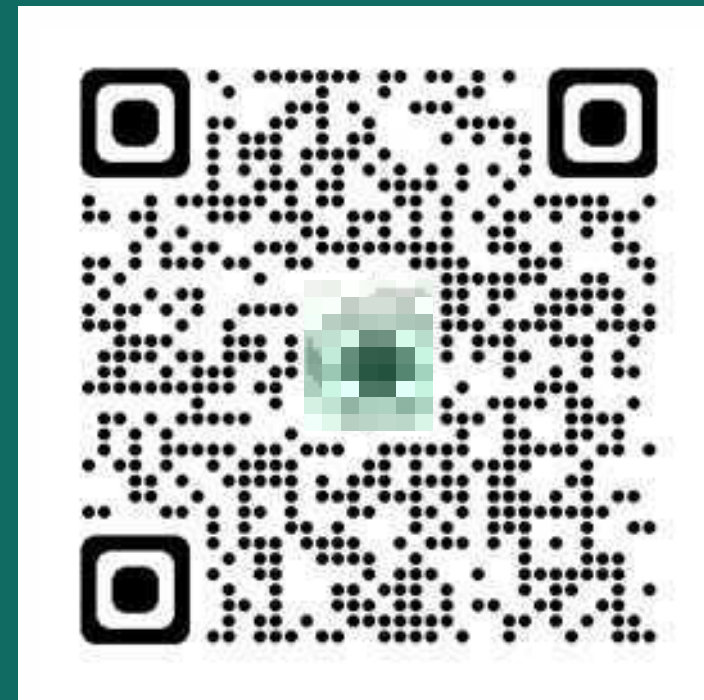


**NHS Profile Manager Tutorials**

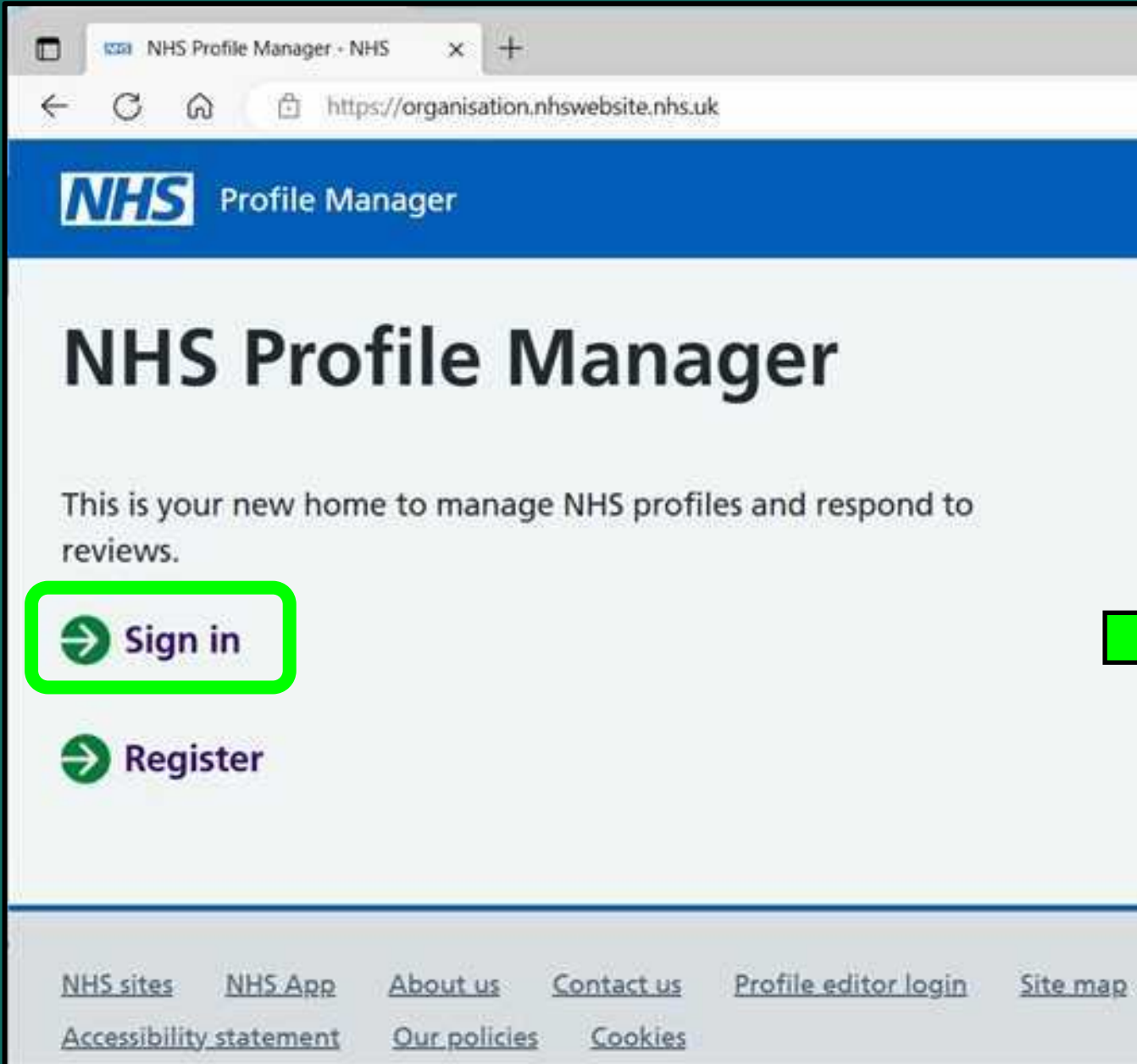
NHS England  
12 videos · 1,523 views · Last updated on May 19, 2022

Play all Shuffle

- **NHS Profile Manager Features Full video**  
NHS England · 507 views · 1 year ago · 11:05
- **1. Introduction and How do I register?**  
NHS England · 148 views · 1 year ago · 1:12
- **2. How do I transfer my pharmacies to my new user profile?**  
NHS England · 128 views · 1 year ago · 0:53
- **3. How do I log into the profile editor?**  
NHS England · 112 views · 1 year ago · 0:37
- **4. How can I edit more pharmacies?**  
NHS England · 101 views · 1 year ago · 1:21
- **5. How do I change my service profile opening times?**  
NHS England · 134 views · 1 year ago · 3:01



# i) Visit NHS Profile Manager



NHS Profile Manager - NHS

https://organisation.nhswebsite.nhs.uk

**NHS** Profile Manager

## NHS Profile Manager

This is your new home to manage NHS profiles and respond to reviews.

[→ Sign in](#)

[→ Register](#)

[NHS sites](#) [NHS App](#) [About us](#) [Contact us](#) [Profile editor login](#) [Site map](#)  
[Accessibility statement](#) [Our policies](#) [Cookies](#)

For service support, email:

[ssd.nationalservicedesk@nhs.net](mailto:ssd.nationalservicedesk@nhs.net)

or call **0300 303 5035**.


Support is available 24 hours a day, 7 days a week.

<https://organisation.nhswebsite.nhs.uk/>



Scan/Click for Profile Manager

## ii) Sign in with registered NHSmail account



**NHS** Profile Manager

### Sign in with your registered email address

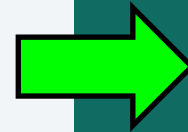
I registered with an NHSmail account, ending 'nhs.net'

I registered with a different type of email address, or a personal address

**Continue**

[< Go back](#)

[NHS sites](#) [NHS App](#) [About us](#) [Contact us](#) [Profile editor login](#) [Site map](#)  
[Accessibility statement](#) [Our policies](#) [Cookies](#)



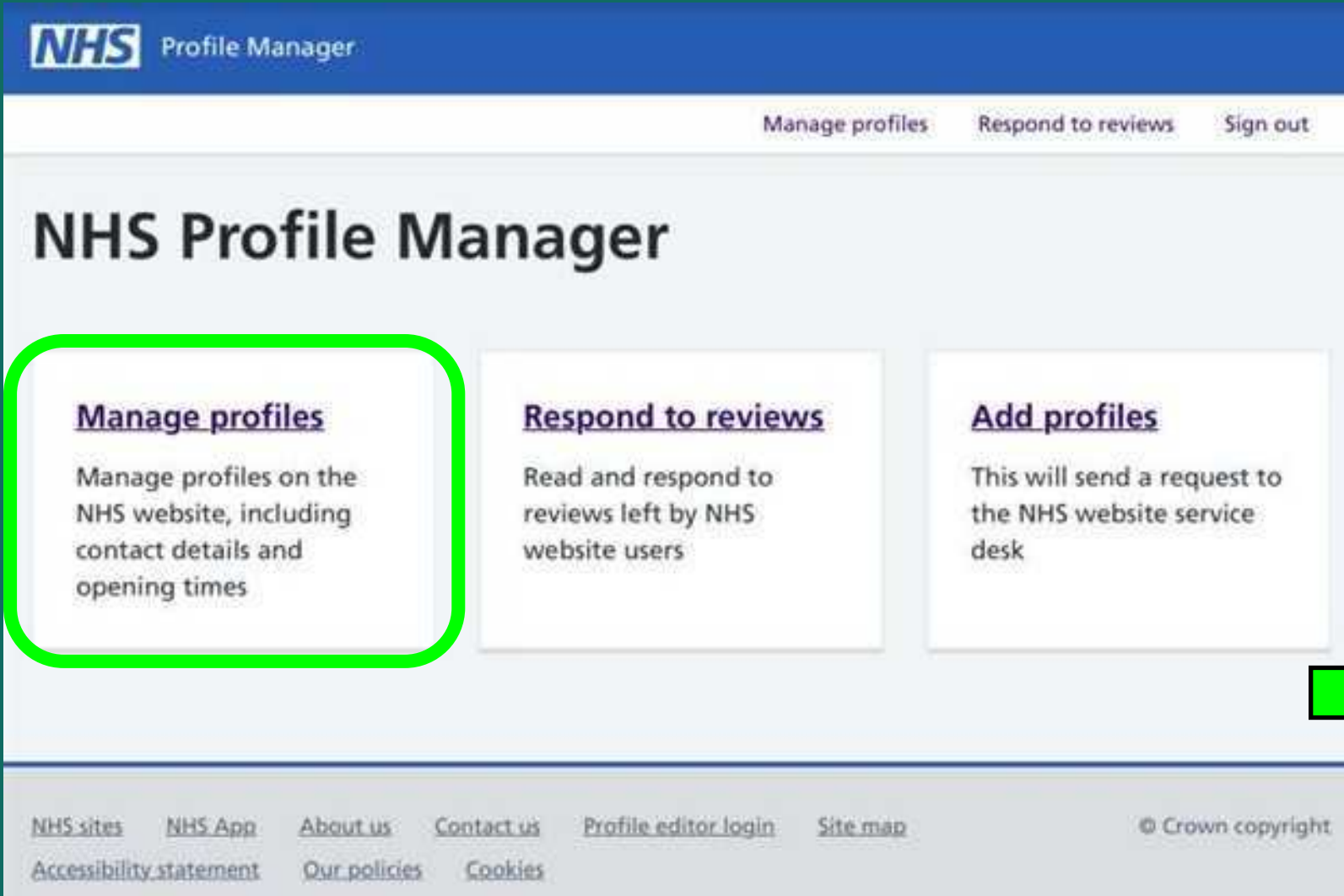
For service support, email: [ssd.nationalservicedesk@nhs.net](mailto:ssd.nationalservicedesk@nhs.net) or call **0300 303 5035**. Support is available 24 hours a day, 7 days a week.

<https://organisation.nhsweb.site.nhs.uk/>



**Scan/Click for Profile Manager**

# iii) Select 'Manage profiles'



**NHS Profile Manager**

Manage profiles    Respond to reviews    Sign out

## NHS Profile Manager

**Manage profiles**  
Manage profiles on the NHS website, including contact details and opening times

**Respond to reviews**  
Read and respond to reviews left by NHS website users

**Add profiles**  
This will send a request to the NHS website service desk

[NHS sites](#)   [NHS App](#)   [About us](#)   [Contact us](#)   [Profile editor login](#)   [Site map](#)   © Crown copyright

[Accessibility statement](#)   [Our policies](#)   [Cookies](#)

For service support, email:

[ssd.nationalservicedesk@nhs.net](mailto:ssd.nationalservicedesk@nhs.net)

or call **0300 303 5035**.

Support is available 24 hours a day, 7 days a week.

<https://organisation.nhswebsite.nhs.uk/>



Scan/Click for Profile Manager

# iv) Select 'Services'

**NHS** Profile Manager

Manage profiles   Respond to reviews   Sign out

This is a new service – your [feedback](#) (opens in a new window or tab) will help us to improve it.

Home > [Manage profiles](#)

## Manage your profile

Your Pharmacy Name  
Pharmacy Address  
[Manage your profile name or address](#)

**Contact details**  
Updated: 13 September 2023  
[Manage](#)

**Opening times**  
Updated: 13 September 2023  
[Manage](#)

**Services**  
Updated: 06 November 2023  
[Manage](#)

**Facilities**  
Updated: 13 September 2023  
[Manage](#)

For service support, email: [ssd.nationalservicedesk@nhs.net](mailto:ssd.nationalservicedesk@nhs.net) or call **0300 303 5035**.

Support is available 24 hours a day, 7 days a week.

<https://organisation.nhswebsite.nhs.uk/>



Scan/Click for Profile Manager

# v) Select 'NHS website services'

The screenshot shows the NHS Profile Manager interface. At the top, there is a blue header with the NHS logo and 'Profile Manager'. Below this, there are navigation links: 'Manage profiles', 'Respond to reviews', and 'Sign out'. The breadcrumb trail reads 'Home > Manage profiles > Manage your profile'. The main heading is 'Services'. There are three service cards: 'NHS website services' (updated 06 November 2023), 'Flu vaccination service details' (updated 22 September 2023), and 'Urgent and Emergency Care (UEC) services' (updated 13 September 2023). Each card has a 'Manage' button. The 'NHS website services' card is highlighted with a green rounded rectangle. A green arrow points from this card to a QR code on the right. At the bottom left, there is a '< Go back' link. The footer contains links for 'NHS sites', 'NHS App', 'About us', 'Contact us', 'Profile editor login', 'Site map', 'Accessibility statement', 'Our policies', 'Cookies', and '© Crown copyright'.

For service support, email: [ssd.nationalservicedesk@nhs.net](mailto:ssd.nationalservicedesk@nhs.net)

or call **0300 303 5035**.

Support is available 24 hours a day, 7 days a week.

<https://organisation.nhswebsite.nhs.uk/>



Scan/Click fo Profile Manager

# vi) Click on Services provided – Page 1

**NHS** Profile Manager

Manage profiles   Respond to reviews   Sign out

Home > Manage profiles > Manage your profile > Services

Step 1 of 2

## NHS website services

Select the services to display on your profile.

### Help and advice services

- Minor Ailment Service (NHS)
- New Medicine Service (NHS)

### Vaccination services

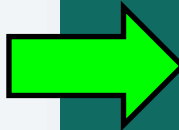
- Seasonal flu vaccination service: at-risk groups (NHS)
- Seasonal flu vaccination service: not at-risk groups (paid-for)
- Travel clinic (paid for)
- Walk-in COVID-19 vaccination service: ages 05 to 11 years
- Walk-in COVID-19 vaccination service: ages 12 to 15 years
- Walk-in COVID-19 vaccination service: ages 16 to 17 years
- Walk-in COVID-19 vaccination service: ages 18 to 64 years
- Walk-in COVID-19 vaccination service: ages 65 to 74 years

For service support, email:  
[ssd.nationalservicedesk@nhs.net](mailto:ssd.nationalservicedesk@nhs.net)

or call **0300 303 5035**.

Support is available 24 hours a day, 7 days a week.

<https://organisation.nhswebsite.nhs.uk/>



Warning: Draft Slide as need to confirm correct selections for CPCS/Minor illnesses etc



Scan/Click for rofile Manager

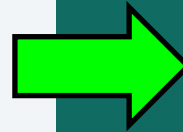
# Click on Services provided – Page 2

## Contraception services

- Condom supply (NHS)
- Emergency contraception (NHS)
- Emergency contraception (paid-for)
- NHS Pharmacy Contraception Service

## Healthy living services

- Health Check (paid-for)
- NHS Health Check
- Stop smoking service (NHS)
- Stop smoking service (paid-for)
- Stop smoking voucher service (NHS)
- Weight management (NHS)
- Weight management (paid-for)



For service support, email:

[ssd.nationalservicedesk@nhs.net](mailto:ssd.nationalservicedesk@nhs.net)

or call **0300 303 5035**.

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<https://organisation.nhswebsite.nhs.uk/>

Warning: Draft Slide as need to confirm correct selections for CPCS/Minor illnesses etc

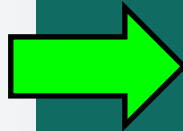


Scan/Click for rofile Manager

# Click on Services provided – Page 3

## Screening and test services

- Alcohol screening and intervention service (NHS)
- Chlamydia screening and treatment (NHS)
- Chlamydia screening and treatment (paid-for)
- COVID-19 lateral flow tests (eligible NHS patients)
- NHS Blood Pressure Check Service
- Pregnancy testing (NHS)
- Pregnancy testing (paid-for)
- Type 2 diabetes screening (NHS)



## Dispensing services

- Appliance dispensing (prescription charges apply)
- Appliance use review service (NHS)
- Mobile app to manage repeat prescriptions
- Prescription delivery service
- SMS repeat prescription reminders
- Stoma appliance customisation service (NHS)

For service support, email:

[ssd.nationalservicedesk@nhs.net](mailto:ssd.nationalservicedesk@nhs.net)

or call **0300 303 5035**.

Support is available 24 hours a day, 7 days a week.

<https://organisation.nhswebsite.nhs.uk/>



Scan/Click for Profile Manager

# Click on Services provided – Page 4

## Community pharmacy services

- Appointment booking available for consultations
- Appointment booking for consultations not required
- Inhaler recycling
- Multi-lingual staff
- Needle and syringe exchange
- Other health professionals onsite
- Private consultation room

Continue

< Go back

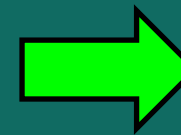
For service support, email:

[ssd.nationalservicedesk@nhs.net](mailto:ssd.nationalservicedesk@nhs.net)

or call **0300 303 5035**.

Support is available 24 hours a day, 7 days a week.

<https://organisation.nhswebsite.nhs.uk/>



Scan/Click for Profile Manager

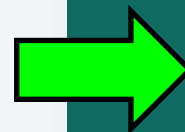
## vii) Click 'Continue'

### Community pharmacy services

- Appointment booking available for consultations
- Appointment booking for consultations not required
- Inhaler recycling
- Multi-lingual staff
- Needle and syringe exchange
- Other health professionals onsite
- Private consultation room

Continue

< Go back



For service support, email:  
[ssd.nationalservicedesk@nhs.net](mailto:ssd.nationalservicedesk@nhs.net)  
or call **0300 303 5035**.

Support is available 24 hours a  
day, 7 days a week.

[https://organisation.nhsweb  
site.nhs.uk/](https://organisation.nhsweb.site.nhs.uk/)



Scan/Click for Profile Manager

# viii) Check answers before confirming – Page 1

Home > Manage profiles > Manage your profile > Services > Edit Services

Step 2 of 2

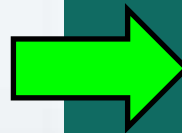
## Check your answers before confirming

### Help and advice services

Provided	Minor Ailment Service (NHS) New Medicine Service (NHS)	<a href="#">Change</a>
Not provided	All Help and advice services provided	<a href="#">Change</a>

### Vaccination services

Provided	Seasonal flu vaccination service: at-risk groups (NHS) Seasonal flu vaccination service: not at-risk groups (paid-for) Travel clinic (paid for) Walk-in COVID-19 vaccination service: ages 05 to 11 years Walk-in COVID-19 vaccination service: ages 12 to 15 years Walk-in COVID-19 vaccination service: ages 16 to 17 years	<a href="#">Change</a>
----------	--	------------------------



For service support, email: [ssd.nationalservicedesk@nhs.net](mailto:ssd.nationalservicedesk@nhs.net) or call 0300 303 5035.

Support is available 24 hours a day, 7 days a week.

<https://organisation.nhsweb.site.nhs.uk/>



Scan/Click for Profile Manager

# ix) Click 'Save and confirm' for any changes made

Not provided      All Dispensing services provided      [Change](#)

---

## Community pharmacy services

Provided      Appointment booking available for consultations      [Change](#)

Appointment booking for consultations not required

Inhaler recycling

Multi-lingual staff

Needle and syringe exchange

Other health professionals onsite

Private consultation room

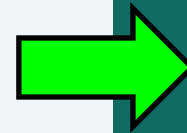
---

Not provided      All Community pharmacy services provided      [Change](#)

---

**Save and confirm**

< Go back



For service support, email: [ssd.nationalservicedesk@nhs.net](mailto:ssd.nationalservicedesk@nhs.net) or call 0300 303 5035.

Support is available 24 hours a day, 7 days a week.

<https://organisation.nhswebsite.nhs.uk/>





Scan/Click for Profile Manager

## 2) Directory of Services




# [Directory of Services \(DoS\) - Community Pharmacy England \(cpe.org.uk\)](https://cpe.org.uk)

Learn more about community pharmacy 


Search 

Contact Us



Our work: [Funding & Reimbursement](#) [Quality & Regulations](#) [Dispensing & Supply](#) [National Pharmacy Services](#) [Digital & Technology](#) [LPCs & Local](#)

Home > [Digital & Technology](#) > [Directory of Services \(DoS\)](#)


 Print Page

## Digital & Technology

- Connectivity & comms
  - EPS home
- IT policy and development
  - IT systems & suppliers (pharmacy)
- NHS databases & profiles**
  - Keeping your pharmacy profile information up-to-date
  - NHS Profile Manager
- NHS IT ops, orgs and policy
  - Our Briefings: Digital & Technology
- Patient digital services
  - Records, Data security & IG
  - Technology and workflows

## Directory of Services (DoS)

Published on: 26th January 2017 | Updated on: 8th October 2023



The Directory of Services (DoS) is a central directory of information, maintained by NHS Digital, which provides NHS 111 call handlers and others with real-time information about services available to support patients.

Pharmacies' services and opening hours are included within the DoS and it is important to the efficient working of NHS 111 and some other urgent care providers that information on pharmacy services is accurate to allow patients to be appropriately referred to community pharmacies, such as for the [Community Pharmacist Consultation Service](#).

DoS is not publicly available, as it contains some private information, such as telephone numbers for use only by healthcare professionals, but pharmacy teams can access DoS via various web-based systems.

---

*Click on a heading below for more information*



# Directory of Services (DoS): [www.directoryofservices.nhs.uk](http://www.directoryofservices.nhs.uk)

The screenshot shows the NHS Directory of Services (DoS) login page. At the top, there is a blue navigation bar with the NHS logo on the left and links for 'About', 'Feedback', 'Privacy', 'Request account', and 'Sign In' on the right. The main content area is divided into two columns. The left column contains a 'Sign in' form with fields for 'Username' and 'Password', and a teal 'Continue' button. Below the form, there are links for 'Forgot your username or password?' and 'Don't have access? Request an account'. The right column contains a heading 'This is the Urgent and Emergency Care (UEC) Directory of Services (DoS) login page for users with permissions to manage the UEC DoS database.' followed by two main sections: 'Service Finder' and 'Profile Manager'. Each section has a green arrow icon and a brief description of its function.

**Sign in**

Username

Password

Continue

Forgot your username or password?  
Don't have access? Request an account

This is the Urgent and Emergency Care (UEC) Directory of Services (DoS) login page for users with permissions to manage the UEC DoS database.

➔ **Service Finder**

Search for service information based on service type and clinical search terms.

➔ **Profile Manager**

Manage your service information shown on the UEC DoS and NHS.uk. Please note that NHS Profile Manager is currently restricted to community pharmacy services only.

Unlikely that Community Pharmacies would directly access the Directory of Services (DoS)



# How to contact your regional DoS team - NHS Service Finder

## Contact your regional DoS team

- [Get help with NHS Service Finder](#)
- [How to use this service](#)
- [How to create an account](#)
- [How to report a problem](#)
- **Contact your regional DoS team**
- [Where our data comes from](#)
- [National coverage of services](#)
- [What's new](#)

Contact a regional DoS team if you want to report an urgent problem with the service or if you think something is missing that should be included.

### East of England

- East of England  
[england.eastofenglanddos@nhs.net](mailto:england.eastofenglanddos@nhs.net)

### London

- London  
[london.dos@selondonics.nhs.uk](mailto:london.dos@selondonics.nhs.uk)

London DoS Team Contact Details:

[London.dos@selondonics.nhs.uk](mailto:London.dos@selondonics.nhs.uk)  
[pharmacy.londondos@selondonics.nhs.uk](mailto:pharmacy.londondos@selondonics.nhs.uk)

Tel: 020 8176 1275



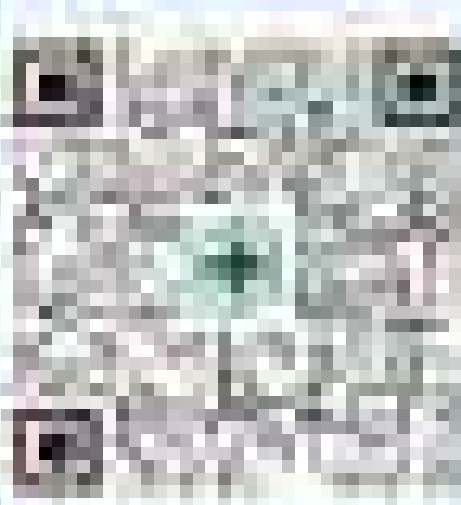
### 3) Service Finder



# NHS Service Finder - Using it for Pharmacy Services



Scan this QR code to find services



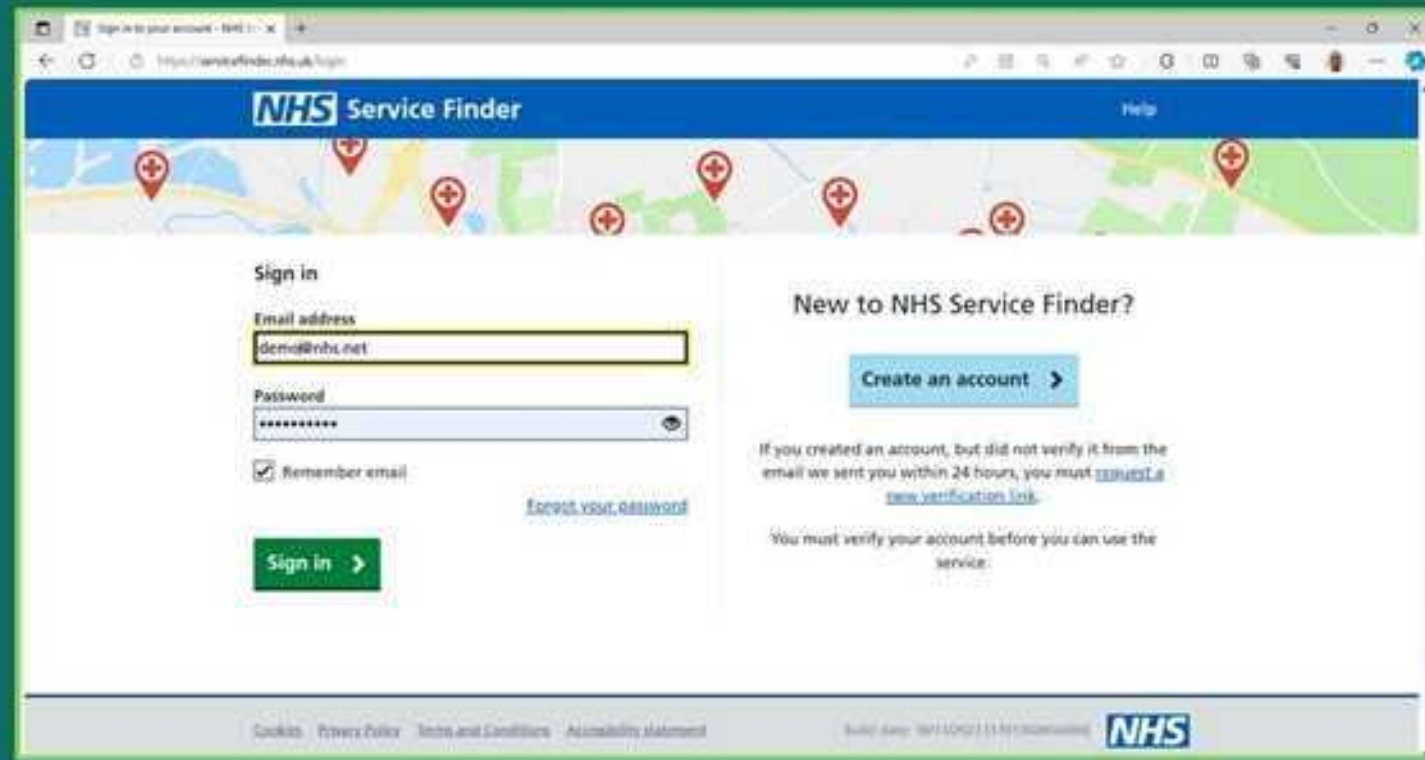
Download the NHS App

# Service Finder: [Demo Video for GP Practices & Pharmacies](#)

Demo for GP Practices & Pharmacies

**NHS**

## NHS Service Finder - Using it for Pharmacy Services



NHS Service Finder



servicefinder.nhs.uk



[https://youtu.be/8nz\\_h9AvwnI](https://youtu.be/8nz_h9AvwnI)

# Service Finder: [Sign in to your account - NHS Service Finder](#)

-- Useful for Community Pharmacies & GP Practices to register and use to find non-public Contact Details (e.g. GP Practice Bypass Phone Numbers or NHSmail addresses)

request a new verification link.' and another paragraph: 'You must verify your account before you can use the service.' The footer contains links for 'Cookies', 'Privacy Policy', 'Terms and Conditions', and 'Accessibility statement', along with a 'Build date: 30/11/2023 (17:01 GMT+0000)' and the NHS logo."/>

Sign in to your account - NHS

https://servicefinder.nhs.uk/signin

**NHS** Service Finder Help

Sign in

Email address  
demo@nhs.net

Password  
\*\*\*\*\*

Remember email

[Forgot your password](#)

**Sign in** >

New to NHS Service Finder?

**Create an account** >

If you created an account, but did not verify it from the email we sent you within 24 hours, you must [request a new verification link](#).

You must verify your account before you can use the service.

Cookies Privacy Policy Terms and Conditions Accessibility statement

Build date: 30/11/2023 (17:01 GMT+0000) **NHS**



# Service Finder: Search on location



Save your location to 'Use a saved location' next time to make it faster

**NHS Service Finder** New search Help Sign out

## Enter a search location

### Choose a new location

Start typing an address or postcode  
We display information for services in England only

Use my current location  **Save this location**

We will use the postcode nearest to the selected location for this search

**Next >**

### Use a saved location

You do not have any saved locations.  
To add one, search for a location and select the 'save this location' button when it appears.



# Service Finder: Search via 'Quick search'

**NHS Service Finder** New search Help Sign out

## Search for a service

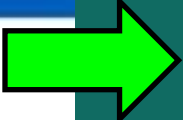
**Type of service**   
For example, mental health or needle exchange

**Clinical keywords**   
For example, fracture or epilepsy

**Quick search**   
Search by service name or partial address

**Your location: SE1 8UG**  
This postcode is the closest to your search location.  
[search a different location >](#)

**What's new**  
You can now change your search location from search results pages.  
[continue reading >](#)



# Service Finder: Quick Search results

**NHS Service Finder** New search Help Sign out

**Nearest services** Showing distances from [SE1 8UG](#)

restart search actions for this service

Filter results  Search for parts of the name or address (at least 4 characters)

**GP Practice - Direct Booking: Blackfriars Medical Practice, Southwark, London** 0.5 miles Open now

Source: Directory of Services

**Standard opening times**

Monday	08:00-18:30
Tuesday	08:00-18:30
Wednesday	08:00-18:30
Thursday	08:00-18:30
Friday	08:00-18:30
Saturday	Closed
Sunday	Closed
Public Holiday	Closed

**Address** Get directions

45 Colombo Street  
London  
SE1 8EE

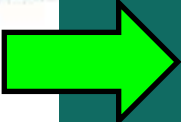
**Telephone**

Public: 0207 928 6216  
Non Public: 0207 928 \_\_\_\_\_

**Website** (opens in new tab)  
<https://www.blackfriarsmedicalpractice.nhs.uk/>

**Non public email**  
\_\_\_\_\_.@nhs.net

[If information or a service is not here, report that it's not listed](#)



# Service Finder: Search via 'Type of service'

**NHS Service Finder** New search Help Sign out

## Search for a service

**Type of service**  For example, mental health or needle exchange [?](#)

**Clinical keywords**  For example, fracture or epilepsy [?](#)

**Quick search**  Search by service name or partial address

**Your location: SE1 8UG**  
This postcode is the closest to your search location.  
[search a different location >](#)

**What's new**  
You can now change your search location from search results pages.  
[continue reading >](#)



# Service Finder: Search for a Service – Type of Service 1

**NHS Service Finder** New search Help Sign out

## Enter a service type

Type at least 2 characters to search for service types such as GP practice or falls service.  
Enter 'all' to list all service types available.

Select as many services as you need

- GP Practice**  
General Practice
- GP Practice Extended Hours
- GP Access Hub
- Domiciliary Treatment Service  
Emergency Care Practitioner (ECP)

### Selected service types

- GP Practice

**Next >**



# Service Finder: Search for a Service – Type of Service 2

**NHS Service Finder** New search Help Sign out

## Search results

51 results for 1 service type near SE1 8UG

see results on a map edit search restart search actions for this service

**Filter your results**

Showing 1 to 10 of 51 results

- GP Practice - Direct Booking: Blackfriars Medical Practice, Southwark, London**  
0.5 miles  
Source: Directory of Services
- GP Practice - Direct Booking: Waterloo Health Centre, Lambeth, London**  
0.5 miles  
Source: Directory of Services
- GP Practice - Direct Booking: Nexus Health (Princess Street), Southwark, London**  
0.7 miles  
Source: Directory of Services
- GP Practice - Direct Booking: Lambeth Walk Group, Lambeth, London**  
0.8 miles  
Source: Directory of Services
- GP Practice - Direct Booking: Falmouth Road Group, Southwark, London**  
0.9 miles  
Source: Directory of Services

### GP Practice - Direct Booking: Blackfriars Medical Practice, Southwark, London

0.5 miles from your search location Open now

**Standard opening times**

Monday	08:00-18:30
Tuesday	08:00-18:30
Wednesday	08:00-18:30
Thursday	08:00-18:30
Friday	08:00-18:30
Saturday	Closed
Sunday	Closed
Public Holiday	Closed

**Address** Get directions

45 Colombo Street  
London  
SE1 8EE

**Telephone**

Public 0207 928 6216  
Non Public 0207 928 \_\_\_\_\_

**Website** (opens in new tab)  
<https://www.blackfriarsmedicalpractice.nhs.uk/>

**Non public email**  
\_\_\_\_\_.@nhs.net

**Important information (non public)** [click for more]

**DIRECT BOOKING** (appointment button visible)  
This practice has direct booking. If the appointment button is visible, please select and book



## 4) NHSmail Tips



# NHSmail Tips (for beyond just Pharmacy First)

- Automatic Replies
- Email Signature
- Redirection of Emails (from unused account)
- Junk Email / Adding Contacts
- Add Photo/Logo



Webinar For Pharmacists  
Community Pharmacist  
Consultation Service  
GP Referrals  
&  
NHSmail Tips  
Dr Shankar Vijay  
Caring Borough, NWL 000  
17 Jun 2022  
<https://www.nhs.uk/healthcare-professionals/consultation-services/>

<https://youtu.be/3Knkh3oqxul>



# CPE Guide to NHSmail: [NHSmail - Community Pharmacy England \(cpe.org.uk\)](https://www.cpe.org.uk)

Dedicated Pharmacy NHSmail support:  
[pharmacyadmin@nhs.net](mailto:pharmacyadmin@nhs.net)

- For Pharmacy First, only use your Shared NHSmail address (not personal NHSmail)

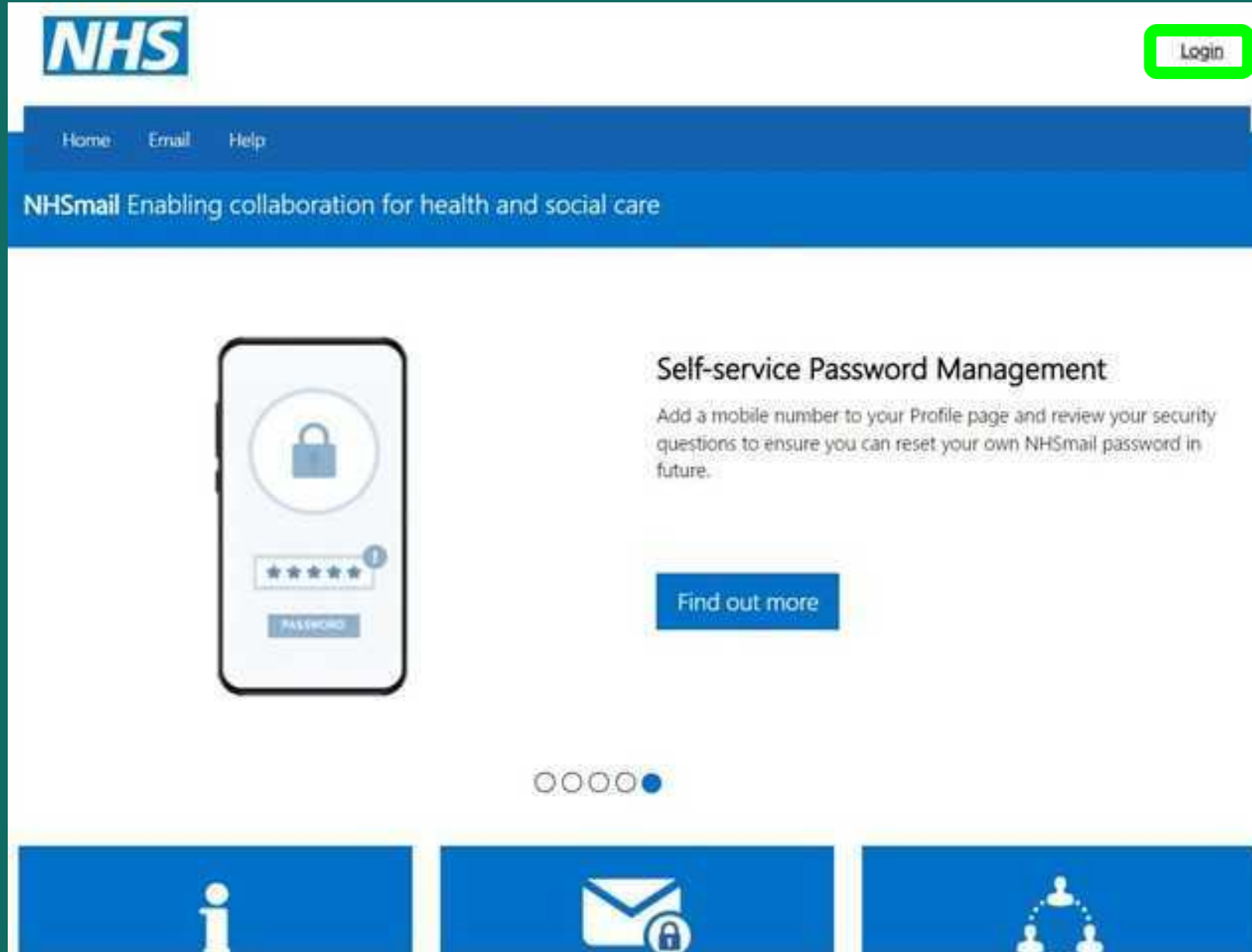
- Ensure staff have access to the shared NHSmail account via their own NHSmail account  
(do not give staff your personal NHSmail login details)

- Do not use gmail etc on your phone to send patient data to NHSmail → Set up NHSmail on your phone instead



A screenshot of the NHSmail webpage. The page header includes the Community Pharmacy England logo and navigation links such as 'Our work', 'Funding &amp; Reimbursement', 'Quality &amp; Regulation', 'Training &amp; Support', 'National Pharmacy Services', 'Digital &amp; Technology', and 'EPS &amp; Local'. The main content area is titled 'NHSmail' and includes a sub-header 'Digital &amp; Technology'. Below this, there is a list of links: 'Connectivity &amp; comms', 'EPG home', 'IT policy and development', 'IT systems &amp; supplies (pharmacy)', 'NHS databases &amp; profiles', 'NHS IT ops, orgs and policy', 'Our Briefings: Digital &amp; Technology', 'Patient digital services', 'Records, data security &amp; IG', and 'Technology and workflow'. The main text describes NHSmail as an NHS-funded and managed secure email service approved for use for exchanging patient data between health professionals. It mentions that the service is available over either the Health and Social Care Network or the open internet, and can be viewed through a free web-based client or alternatively connected to a local email client like Microsoft Outlook. There are also links for 'Basics: shared &amp; personal mailboxes' and 'Duty to access NHSmail'.

NHSmail: [www.nhs.net](http://www.nhs.net) / <https://portal.nhs.net/>



The screenshot shows the NHSmail website interface. At the top left is the NHS logo. In the top right corner, there is a 'Login' button highlighted with a green border. Below the logo is a navigation bar with 'Home', 'Email', and 'Help' links. A blue banner below the navigation bar contains the text 'NHSmail Enabling collaboration for health and social care'. The main content area features a large illustration of a smartphone displaying a password management screen with a lock icon, a password field with five stars, and a 'PASSWORD' button. To the right of the illustration is the heading 'Self-service Password Management' followed by the text: 'Add a mobile number to your Profile page and review your security questions to ensure you can reset your own NHSmail password in future.' Below this text is a blue button labeled 'Find out more'. At the bottom of the page, there are three blue navigation buttons with white icons: an information icon, an email icon with a lock, and a collaboration icon showing three people.



# NHSmail: Sign in



Sign in with your NHSmail account


This is a private computer

[Unlock Account or Forgotten Password? Click here.](#)

# NHSmail: Open Shared Mailbox – 1

The screenshot shows the Outlook web interface for an NHS email account. The browser address bar displays `https://outlook.office.com/mail/`. The interface includes the NHS logo, a search bar, and a navigation bar with options like 'Teams call'. On the left, a folder pane shows the 'Inbox' with 11 items and other folders like 'Drafts' (4), 'Deleted Items' (23), and 'Junk Email' (330). The main content area is currently empty, displaying a message icon and the text 'Select an item to read' and 'Nothing is selected'. On the right, the user profile for 'VIJAYADEVA, Shan...' is visible, with the email address `svjayadeva@nhs.net` and a 'View account' link. A red box highlights the 'Open another mailbox' link in the profile area.

Browser: Email - VIJAYADEVA, Shanker (N) x | `https://outlook.office.com/mail/`

Outlook: NHS Outlook | Search | Teams call

Profile: NHS | Sign out | VIJAYADEVA, Shan... | `svjayadeva@nhs.net` | View account | **Open another mailbox**

Folder List:

- Inbox (11)
- Helpdesk - Hillingdon Path...
- LNWUH ICE
- Registration Authority
- Drafts (4)
- Sent Items
- Deleted Items (23)
- Junk Email (330)
- Archive
- Notes (3)
- Conversation History
- RSS Subscriptions
- New folder
- In-Place Archive - VIJAYADEVA, S...

Main Area: Select an item to read | Nothing is selected

# NHSmal: Open Shared Mailbox – 2

The screenshot displays the Microsoft Outlook web interface. The browser address bar shows the URL <https://outlook.office.com/mail/>. The interface includes the NHS logo, a search bar, and a navigation pane on the left with folders such as 'Inbox' (12 items), 'Drafts' (4 items), 'Deleted Items' (23 items), and 'Junk Email' (330 items). A dialog box titled 'Open another mailbox' is centered on the screen, featuring a text input field and two buttons: 'Open' (highlighted with a red rectangle) and 'Cancel'. The background content is partially obscured by teal-colored redaction boxes.

# NHSmail: Access Settings

The screenshot displays the Outlook web interface for an NHSmail account. The browser address bar shows <https://outlook.office.com/mail/>. The interface includes a top navigation bar with the NHS logo, a search bar, and a settings gear icon highlighted with a red box. Below the navigation bar, the left sidebar shows the folder list, including 'Inbox' (10 items), 'Helpdesk - Hillingd...', 'LNWUH ICE', 'Registration Authority', 'Drafts' (4), 'Sent Items', 'Deleted Items' (23), 'Junk Email' (330), 'Archive', 'Notes' (3), 'Conversation History', 'RSS Subscriptions', and 'In-Place Archive - VJAYAD...'. The main content area shows an empty inbox with the message 'Select an item to read' and 'Nothing is selected'. The right sidebar is open to the 'Settings' page, which includes a search bar for Outlook settings and various options: 'Theme' (light and dark), 'Dark mode' (checked), 'Focused Inbox' (unchecked), 'Desktop notifications' (unchecked), 'Display density' (Full, Medium, Compact), and 'Conversation view' (Newest on top, Newest on bottom). A red box highlights the 'View all Outlook settings' link at the bottom of the settings panel.

Settings

Search Outlook settings

Theme

Dark mode

Focused Inbox

Desktop notifications

Display density  Full  Medium  Compact

Conversation view  Newest on top  Newest on bottom

[View all Outlook settings](#)

# Automatic Replies – 1: Toggle switch to Turn on autoreplies

The screenshot shows the Outlook web interface with the settings pane open. The 'Email' category is selected in the left sidebar, and the 'Automatic replies' option is highlighted. The 'Automatic replies' settings pane is displayed, showing a toggle switch for 'Turn on automatic replies' which is currently turned on. Below this, there are options for 'Send replies only during a time period', 'Start time' (06/01/2022 16:00), 'End time' (07/01/2022 16:00), 'Send replies outside your organisation' (checked), and 'Send replies only to contacts' (unchecked).

Outlook Settings

Search settings

General

**Email**

Calendar

People

View quick settings

Layout

Compose and reply

Attachments

Rules

Sweep

Junk email

Customise actions

Sync email

Message handling

Forwarding

**Automatic replies**

Retention policies

S/MIME

Groups

## Automatic replies

Use automatic replies to let others know you're on holiday or aren't available to respond to email. You can set your replies to start and end at a specific time. Otherwise, they'll continue until you turn them off.

Turn on automatic replies

Send replies only during a time period

Start time: 06/01/2022 16:00

End time: 07/01/2022 16:00

Send replies outside your organisation

Send replies only to contacts

# Automatic Replies – 2: Scroll Down for set replies for outside your organisation

The screenshot shows the Outlook web interface with the 'Automatic replies' settings panel open. The 'Automatic replies on' toggle is highlighted with a red box. Below it, the 'Send replies only during a time period' checkbox is unchecked, and the start and end times are set to 01:00. The 'Send automatic replies inside your organisation' section contains a text box with the message: 'I am currently on leave till 31<sup>st</sup> January 2024. Best regards Dr. Shanker Vijay'. The 'Send replies outside your organisation' checkbox is checked, and the 'Send replies only to contacts' checkbox is unchecked. A red box highlights the scroll bar on the right side of the text box, indicating that the user should scroll down to see the 'Send replies outside your organisation' options.

Settings

Layout

Compose and reply

Smart suggestions

Attachments

Rules

Sweep

Junk email

Quick steps

Customise actions

Sync email

Message handling

Forwarding

Automatic replies

Retention policies

S/MIME

Groups

Automatic replies

Use automatic replies to let others know you're on holiday or aren't available to respond to email. You can set your replies to start and end at a specific time. Otherwise, they'll continue until you turn them off.

Automatic replies on

Send replies only during a time period

Start time: 01/11/2023 01:00

End time: 01/12/2023 01:00

Send automatic replies inside your organisation

I am currently on leave till 31<sup>st</sup> January 2024.

Best regards  
[Dr. Shanker Vijay](#)

London Region GP Clinical Lead Digital Transformation, Primary Care – NHS England - London  
Eastman AMU, Level 6, Edlin Building, Paediatric and IT Road, AMC Block, West London, W12

Send replies outside your organisation

Send replies only to contacts

Save Discard

# Automatic Replies – 3: Enter your message and Save

The screenshot shows the Outlook web interface with the 'Automatic replies' settings pane open. The left sidebar shows the 'Settings' menu with 'Automatic replies' selected. The main pane displays the 'Automatic replies' configuration. The 'Send replies outside your organisation' checkbox is checked and highlighted with a red box. Below it, the 'Send replies only to contacts' checkbox is unchecked. Two text boxes are visible, each containing the message: 'I am currently on leave till 31<sup>st</sup> January 2024.', 'Best regards', 'Dr. Shanker Vijay', and 'London Region GP Clinical Lead Digital Transformation, Primary Care – NHS England - London'. The 'Save' button at the bottom right is also highlighted with a red box.

Settings

Layout

Compose and reply

Smart suggestions

Attachments

Rules

Sweep

Junk email

Quick steps

Customise actions

Sync email

Message handling

Forwarding

Automatic replies

Retention policies

S/MIME

Groups

Search settings

General

Email

Calendar

People

Automatic replies

Send automatic replies inside your organisation.

Send replies outside your organisation

Send replies only to contacts

I am currently on leave till 31<sup>st</sup> January 2024.

Best regards  
Dr. Shanker Vijay

London Region GP Clinical Lead Digital Transformation, Primary Care – NHS England - London

I am currently on leave till 31<sup>st</sup> January 2024.

Best regards  
Dr. Shanker Vijay

London Region GP Clinical Lead Digital Transformation, Primary Care – NHS England - London

Save Discard

# Example of Autoreply Message

Thank you for contacting **Brilliant Pharmacy**.

This is an automated response from a mailbox, which is checked at least at the beginning and end of each day Monday – Friday (excluding bank holidays) between 09:00 and 18:30. It is not monitored outside of these times.

For any urgent queries, please call us for advice. If we are closed, please use NHS 111 for an urgent problem that you think cannot wait. For problems that you think might be life-threatening, please call 999.

**IMPORTANT:** For safety reasons, we **do not** accept emails to seek clinical advice or discuss problems.

## **Brilliant Pharmacy**

Open Mon-Sat 9am to 6.30pm

a: 1 Health Street, Ealing, W6 4RS

t: 020 8111 9999

e: [dummyemail@nhs.net](mailto:dummyemail@nhs.net)

w: [www.brilliantpharmacy.org.uk](http://www.brilliantpharmacy.org.uk)

# Email Signatures

The screenshot shows the Outlook web interface with the 'Settings' pane open. The 'Compose and reply' category is selected in the left-hand menu. Within this category, the 'General' sub-option is also selected. The main content area displays the 'Email signature' settings. A '+ New signature' button is highlighted. Below it, a signature is shown with a dropdown menu set to 'Work'. At the bottom, two dropdown menus are highlighted: 'For New Messages' and 'For Replies/Forwards', both set to 'Work'.

NHSmail 2 Portal - Home x Email - VIJAYADEVA, Shanker (N) x +

https://outlook.office.com/mail/options/mail/messageContent

Outlook Search

Settings

Layout

Search settings

Compose and reply

Smart suggestions

Attachments

Rules

Sweep

Junk email

Quick steps

Customise actions

Sync email

Message handling

Forwarding

Automatic replies

Retention policies

S/MIME

Groups

General

Email

Calendar

People

Compose and reply

Email signature

Edit and choose signatures that will be automatically added to your email message.

Create and edit signatures

+ New signature

Work

Rename

Delete

Best regards:

[Dr Shanker Vijay](#)

London Region GP Clinical Lead Digital Transformation, Primary Care - NHS England - London  
SystemOne NWL, Lead & Ealing Borough Digital and IT Lead - NHS North West London ICB  
Seasonal GP

Include a link to my bookings page in my signature

Select default signatures

For New Messages: Work

For Replies/Forwards: Work

# Example of Email Signature

Kind Regards

**Brilliant Pharmacy**

Open Mon-Fri 8am to 6.30pm

a: 1 Health Street, Ealing, W6 4RS

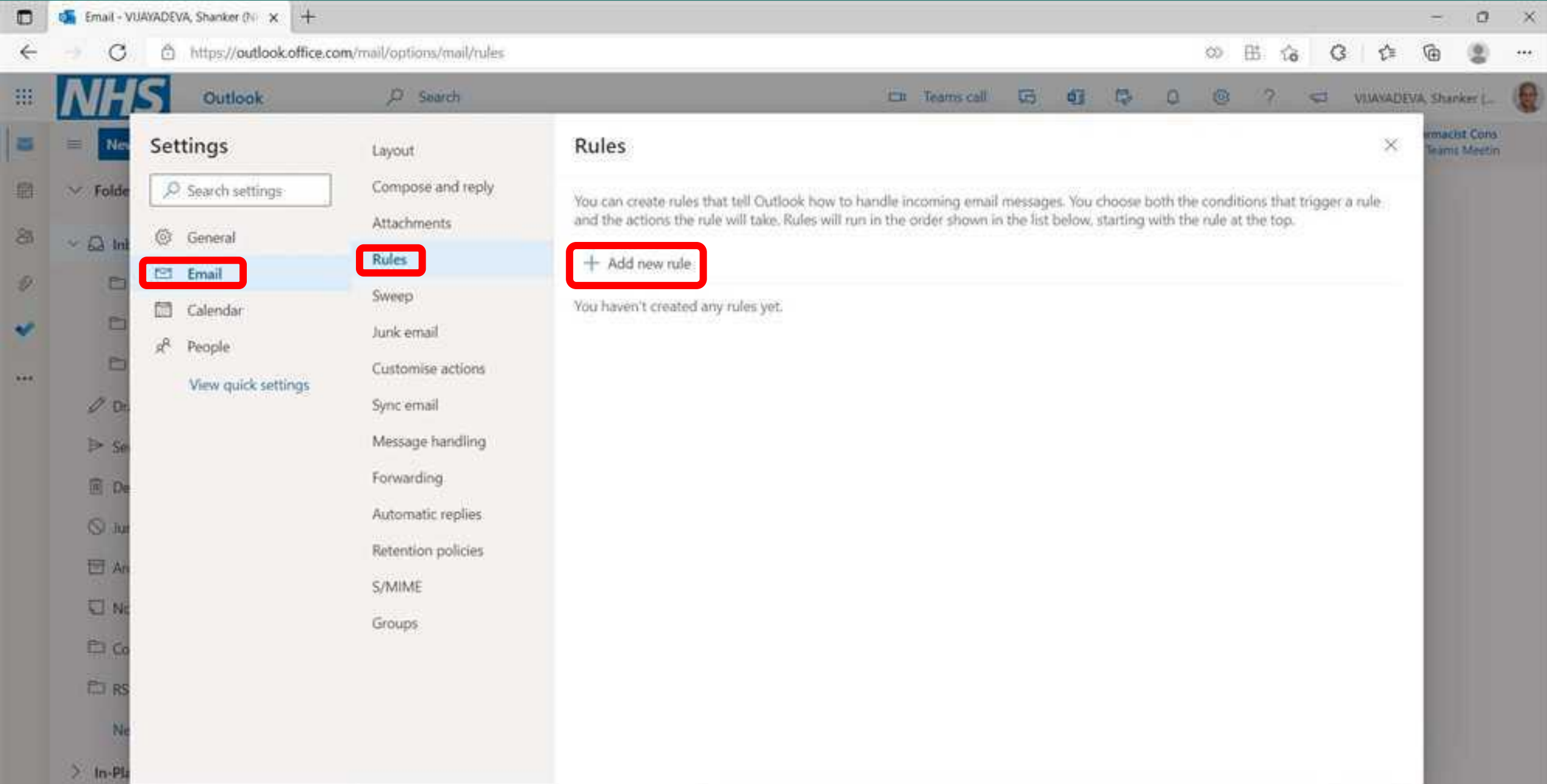
t: 020 8111 9999

e: [dummyemail@nhs.net](mailto:dummyemail@nhs.net)

w: [www.brilliantpharmacy.org.uk](http://www.brilliantpharmacy.org.uk)

\*\*This message may contain confidential information. If you are not the intended recipient, please inform the sender that you have received the message in error before deleting it. Please do not disclose, copy or distribute information in this email or take any action in relation to its contents. To do so is strictly prohibited and may be unlawful. Thank you for your co-operation.

# Redirection of Emails from Unused Account - 1



The screenshot shows the Outlook web interface. The browser address bar displays <https://outlook.office.com/mail/options/mail/rules>. The page title is "Email - VIJAYADEVA, Shanker (N)". The Outlook logo and "Search" bar are visible at the top. The left sidebar shows the "Settings" menu with "Email" selected. The "Rules" section is highlighted in the settings list. The main content area shows the "Rules" configuration page with a red box around the "+ Add new rule:" button.

**Settings**

- Search settings
- General
- Email**
- Calendar
- People
- View quick settings

**Rules**

- Layout
- Compose and reply
- Attachments
- Rules**
- Sweep
- Junk email
- Customise actions
- Sync email
- Message handling
- Forwarding
- Automatic replies
- Retention policies
- S/MIME
- Groups

**Rules**

You can create rules that tell Outlook how to handle incoming email messages. You choose both the conditions that trigger a rule, and the actions the rule will take. Rules will run in the order shown in the list below, starting with the rule at the top.

**+ Add new rule:**

You haven't created any rules yet.

# Redirection of Emails from Unused Account - 2

The screenshot shows the Outlook web interface with the 'Settings' pane open on the left and the 'Rules' configuration pane on the right. The 'Rules' pane is titled 'Redirection of Emails' and is highlighted with a red box. It contains the following steps:

1. Redirection of Emails
2. Add a condition  
Select a condition
3. Add an action  
Select an action  
Add an exception

At the bottom of the 'Rules' pane, there is a checkbox labeled 'Stop processing more rules' which is checked. At the bottom right of the pane, there are 'Save' and 'Discard' buttons.

# Redirection of Emails from Unused Account - 3

The screenshot shows the Outlook web interface with the 'Rules' settings page open. The 'Rules' section is titled 'Redirection of Emails'. Step 2, 'Add a condition', is highlighted with a red box. Below it is a dropdown menu labeled 'Select a condition'. Step 3, 'Add an action', is also visible with a dropdown menu labeled 'Select an action'. At the bottom of the rule configuration, there is a checkbox for 'Stop processing more rules' which is checked. A dropdown menu is open on the right side of the screen, showing various conditions such as 'Message body includes', 'Sender address includes', 'Recipient address includes', 'Message header includes', 'Marked with', 'Importance', 'Sensitivity', 'Classification', 'Message includes', 'Flag', 'Type', 'Has attachment', 'Message size', 'At least', 'At most', 'Received', 'Before', 'After', and 'All messages'. The 'All messages' option is highlighted with a red box. At the bottom of the dropdown menu, there are 'Save' and 'Discard' buttons.

Settings

- Layout
- Compose and reply
- Attachments
- Rules**
- Sweep
- Junk email
- Customise actions
- Sync email
- Message handling
- Forwarding
- Automatic replies
- Retention policies
- S/MIME
- Groups

Rules

- Redirection of Emails
- 2 Add a condition**
- 3 Add an action

Select a condition

Select an action

Add an exception

Stop processing more rules

Message body includes

Sender address includes

Recipient address includes

Message header includes

Marked with

Importance

Sensitivity

Classification

Message includes

Flag

Type

Has attachment

Message size

At least

At most

Received

Before

After

All messages

Apply to all messages

Save Discard

# Redirection of Emails from Unused Account - 4

The screenshot shows the Outlook 'Rules' configuration window. The 'Add an action' step is highlighted with a blue circle containing the number '3'. A red box highlights the 'Select an action' dropdown menu, which is open to show a list of actions. The 'Redirect to' option is highlighted with a red box at the bottom of the list. Other actions visible include 'Organise', 'Move to', 'Copy to', 'Delete', 'Pin to top', 'Mark message', 'Mark as read', 'Mark as Junk', 'Mark with importance', 'Categorise', 'Route', 'Forward to', and 'Forward as attachment'. The 'Stop processing more rules' checkbox is checked. The 'Save' and 'Discard' buttons are visible at the bottom right of the window.

Settings

- Layout
- Compose and reply
- Attachments
- Rules**
- Sweep
- Junk email
- Customise actions
- Sync email
- Message handling
- Forwarding
- Automatic replies
- Retention policies
- S/MIME
- Groups

Rules

- Redirection of Emails
- Add a condition
  - Apply to all messages
  - Add another condition
- 3 Add an action
  - Select an action
    - Organise
    - Move to
    - Copy to
    - Delete
    - Pin to top
    - Mark message
    - Mark as read
    - Mark as Junk
    - Mark with importance
    - Categorise
    - Route
    - Forward to
    - Forward as attachment
    - Redirect to
  - Add an exception
- Stop processing more rules

Save Discard

# Redirection of Emails from Unused Account - 5

The screenshot shows the Outlook 'Rules' settings window. The 'Rules' pane is active, displaying a rule named 'Redirection of Emails'. The rule is configured with the following settings:

- Redirection of Emails** (checked)
- Add a condition** (checked):
  - Apply to all messages (dropdown)
  - [Add another condition](#)
- 3 Add an action** (blue circle):
  - Redirect to (dropdown): dummy@nhs.net (highlighted with a red box)
  - [Add another action](#) (highlighted with a red box)
  - [Add an exception](#)
- Stop processing more rules (with an info icon)

At the bottom right of the window, there are **Save** and **Discard** buttons.

# Redirection of Emails from Unused Account - 6

The screenshot shows the Outlook web interface with the 'Rules' settings pane open. The 'Rules' pane is titled 'Rules' and contains the following steps:

- Redirection of Emails
- Add a condition
  - Apply to all messages
  - Add another condition
- 3 Add an action
  - Redirect to
  - And...
  - Add an exception
- Stop processing more rules

The 'And...' dropdown menu is open, showing a list of actions. The 'Delete' option is highlighted with a red box. Other options in the list include Organise, Move to, Copy to, Pin to top, Mark message, Mark as read, Mark as Junk, Mark with importance, Categorise, Route, Forward to, and Forward as attachment. The 'Save' and 'Discard' buttons are visible at the bottom right of the pane.

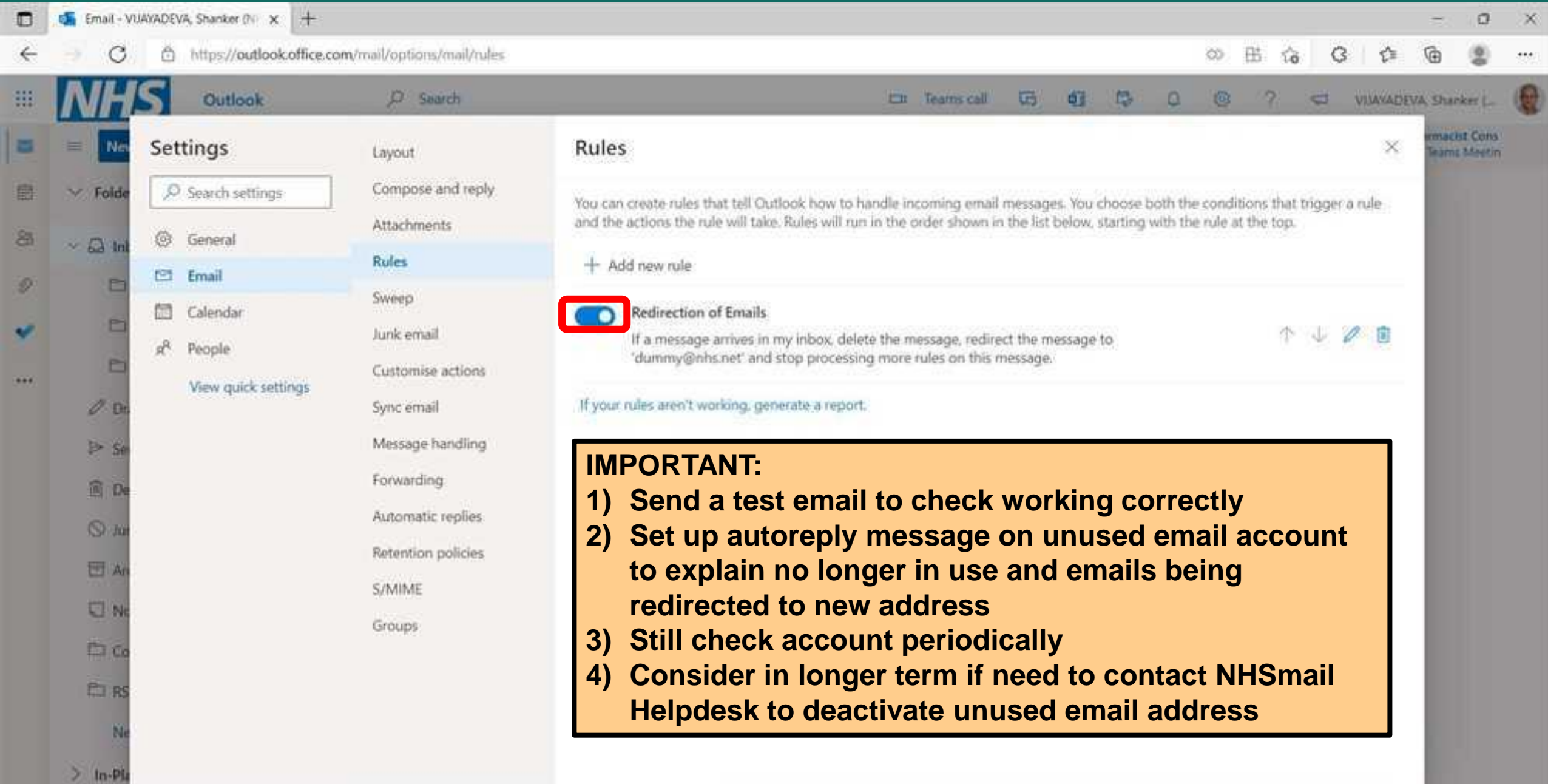
# Redirection of Emails from Unused Account - 7

The screenshot shows the Outlook web interface with the 'Rules' settings panel open. The browser address bar shows 'https://outlook.office.com/mail/options/mail/rules'. The 'Settings' sidebar on the left has 'Email' selected, and 'Rules' is highlighted in the sub-menu. The 'Rules' panel contains the following configuration:

- Redirection of Emails
- Add a condition
  - Apply to all messages (dropdown)
  - [Add another condition](#)
- 3** Add an action
  - Redirect to (dropdown) with a text input field containing 'dummy@nhs.net' and a close button (X).
  - Delete (dropdown) with a close button (X).
  - [Add another action](#)
  - [Add an exception](#)
- Stop processing more rules (info icon)

At the bottom right of the panel, there are two buttons: 'Save' (highlighted with a red box) and 'Discard'.

# Redirection of Emails from Unused Account – 8



The screenshot shows the Outlook web interface. The 'Settings' pane is open, and the 'Rules' section is selected. A rule titled 'Redirection of Emails' is visible, with a blue toggle switch turned on. The rule description reads: 'If a message arrives in my inbox, delete the message, redirect the message to 'dummy@nhs.net' and stop processing more rules on this message.' The toggle switch is highlighted with a red box.

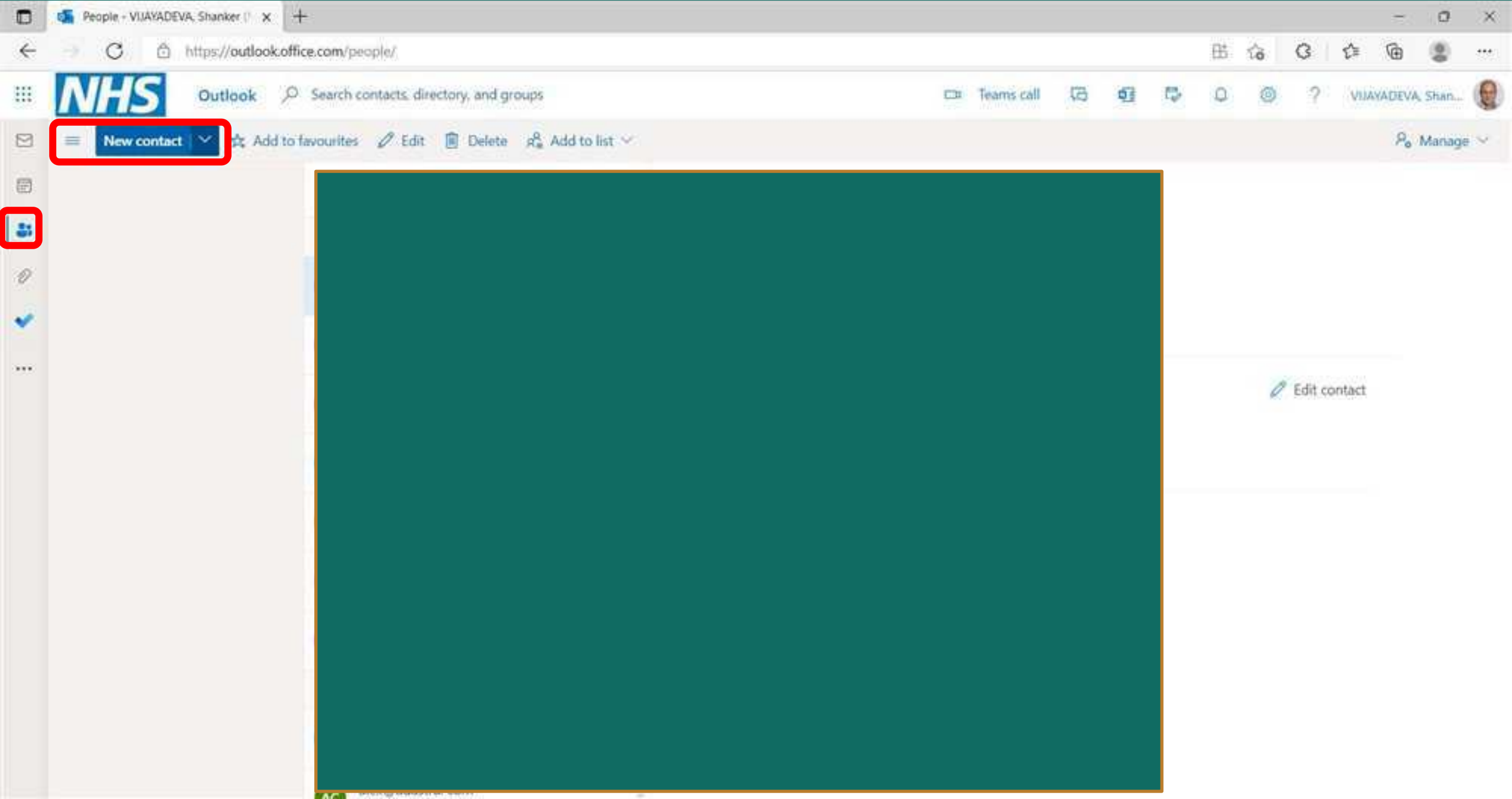
**IMPORTANT:**

- 1) Send a test email to check working correctly
- 2) Set up autoreply message on unused email account to explain no longer in use and emails being redirected to new address
- 3) Still check account periodically
- 4) Consider in longer term if need to contact NHSmail Helpdesk to deactivate unused email address

# Junk email – Add local GP Practices as Safe senders?

The screenshot shows the Outlook web interface with the 'Junk email' settings panel open. The 'Email' category in the left sidebar is highlighted with a red box. Within the 'Junk email' sub-menu, 'Junk email' is also highlighted with a red box. The main content area is divided into two sections: 'Blocked senders and domains' and 'Safe senders and domains'. Both sections have a '+ Add' button highlighted with a red box. The 'Blocked senders and domains' section currently shows 'This list is empty.' The 'Safe senders and domains' section is currently empty, with a large dark green rectangular area at the bottom, likely representing a redacted or placeholder area for adding new entries. The interface includes a search bar, navigation icons, and a user profile in the top right corner.

# Junk email – Add local GP Practices as Contacts?



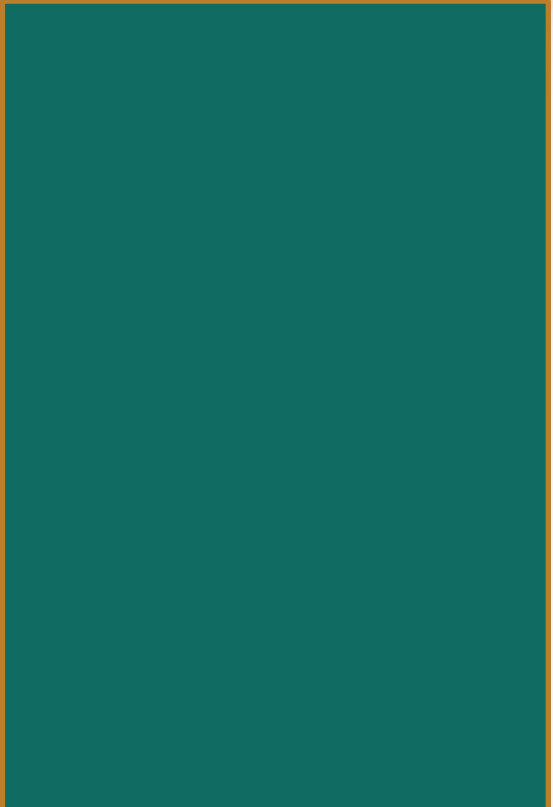
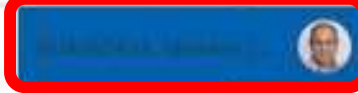
# Add Logo / Photo

The image shows a screenshot of the Outlook web interface. The browser address bar displays the URL: <https://outlook.office.com/mail/inbox/id/AAMkADZTYmM3ZDc5LWUzMGMIINDQ2O504ZjEyLWZkOWVIN2Y4NTMzMgBGAAAAAADgo7DIKgPUSrBRSb6naas2RB...>

The interface includes the NHS logo, the Outlook title, and a search bar. The top navigation bar contains icons for Teams call, calendar, mail, and other services. The user's profile picture is visible in the top right corner, highlighted with a red box.

The left sidebar shows the folder structure:

- New message
- Folders
  - Inbox (8)
    - Helpdesk - Hillingdon Path...
    - LNWUH ICE
    - Registration Authority
  - Drafts (4)
  - Sent Items
  - Deleted Items (28)
  - Junk Email (330)
  - Archive
  - Notes (3)
  - Conversation History
  - RSS Subscriptions
  - New folder
  - In-Place Archive - VIJAYADEVA, S...



WARNING/CAVEAT: This is my draft presentation that I am constructing and it is not finished! Dr Shanker Vijay

I have not added structure/navigation yet, so difficult for audience to understand without a webinar approach. It also may be split into a “GP Practice” and “Pharmacy” pack, as I have done before with CPCS.

Reminders to myself for content that I still wish to create/add/check:

- Practices/Pharmacies:
  - Self-referral, emphasis
  - Ideally if pharmacy added me as temp access to Profile Manager, would add screenrecording for this too
  - Need to briefly explain next steps of referral platforms/BaRS/record sharing for 31<sup>st</sup> Jan 2024, but this is currently designed as phase 1 presentation for 1<sup>st</sup> Dec 2023 onwards to build awareness/momentum of how to maximise
- ICB/NHS E:
  - Encourage Practices and Pharmacy to check their own details on Profile Manager (or even Service Manager) to sharing of NHSmail verification and Bypass phone numbers
- Content:
  - Profile Manager – need to check what to select for CPCS/
  - Dr Vijay