

## Guide to DIRECT REFERRAL/PROF TO PROF with GP Out of Hours service

Provision has been made for pharmacists to discuss and/or refer patients directly to the GP Out of Hours (OOH) service in their board if they decide the patient needs to be assessed further before the patient's own GP surgery re-opens. This discussion/referral should be directly with the GP OOH service within your board area. The pharmacist (or the patient) **does not** need to contact NHS 24 at any stage of the process. Using the Direct Referral/Prof to Prof number where needed will improve the patient journey. Patients who require emergency dental triage however should still be advised to call NHS 24 on 111.

### Guidance for referring someone to another health care provider/service

| Who you wish to refer to   | How to refer the patient  | Why you would refer the patient here   |
|--|---|--|
| Local board GP OOH Service   | <p>Professional to professional number</p> <p>Number can also be used to discuss referral options. Please do not advise the patient to contact NHS 24.</p> <p><b>Direct Referral/Prof to Prof contact numbers are issued directly to pharmacies via their health board.</b></p> | <p>To arrange a consultation at PCEC or MIU</p> <p>To organise a prescription for medication not eligible for supply under PGD or emergency supply legislation</p> <p>To query a prescription written in the OOH period</p> <p>To arrange for patient to see CPN or DN</p> |
| <p>PCEC – Primary Care Emergency Centre</p> <p>MIU – Minor Injuries Unit</p> <p>CPN – Community Psychiatric Nurse</p> <p>DN – District Nurse</p> |   |  |
| Accident and Emergency (A&E)   | Send patient direct (May require ambulance transport via 999)   | A&E appropriate referrals, e.g. suspected fracture   |
| Emergency Ambulance  | Ambulance transport via 999   | Serious symptoms presenting in Pharmacy  |
| Social Services  | Check local arrangements  | Child protection issues<br>Community care  |
| Dental treatment   | Advise patient to contact NHS 24  | Dental triage and potential requirement for emergency dental treatment   |

## **What happens when a referral is made to the GP Out of Hours (OOH) Service ?**

The call to your local GP out of hours (OOH) service will typically be answered by a non-clinician who will ask for the person's name, date of birth, address, postcode, name of their doctor and practice. Use the referral form template to collect this information and record the time and location of the appointment. They may also ask for a brief description of their symptoms and how quickly they need to be seen. Most patients who have initially presented in a pharmacy would usually need to be seen within a 4 hour time frame; however, this may vary according to the demands placed on the OOH service.

The OOH service will then give an appointment time and location where the patient can best be seen. A few boards operate slightly differently to this, therefore local arrangements should be followed where they are in place.

**Please do not** provide the Direct Referral/Prof to Prof telephone number to the general public. Also, please avoid raising patients' expectations, for example, do not tell the patient that you think they need antibiotics or that they need to be seen urgently by a doctor. Instead, tell the patient that you think their symptoms need to be assessed further.

### **Reasons for Contacting the OOH service**

- Make an appointment for the patient who requires face to face consultation.
- Request a prescription for an item not covered by the PGD or emergency supply legislation (OOH will not prescribe substitution therapy).
- Discuss whether patient referral for an appointment is appropriate or a prescription is required for the patient's condition.
- Query a prescription written during the OOH period.

# PATIENT JOURNEY

