

# NHS Pharmacy First Scotland

## NHS PHARMACY FIRST SCOTLAND

ADVICE | TREATMENT | REFERRAL



ADVICE ON YOUR  
SYMPTOMS



TREATMENT IF  
RECOMMENDED



REFERRAL TO  
OTHER SERVICES

# Overview of Pharmacy First

Launched in **July 2020** - first of its kind throughout the UK!

Allows the public to quickly access advice and treatment for many common clinical conditions by going to their '**pharmacy first**' instead of GPs or Hospital A&E

Every month, over **40,000 consultations** (Advice, Referral and Treatments) were put through Pharmacy First in **Lothian alone** - saving a huge number of patients visiting hospital A&E departments and GP surgeries!



# Common Clinical Conditions

Indigestion Wind IBS Diarrhoea Constipation Haemorrhoids Allergies Coughs Congestion Travel Sickness  
Fever Pain Migraine Thrush Fungal Infections Warts Verrucas Cold Sores Threadworm Headlice Scabies  
Impetigo Cystitis Urinary Tract Infection Eye Infection Eye Irritation Ear Wax Mouth Ulcers Oral Thrush  
Eczema Dermatitis Dry Skin Acne Nappy Rash Boils Scalp Disorders Soft Tissue Infection Shingles Hayfever

**The five conditions treatable under Pharmacy First PGDs are:**



*Shingles*



*Impetigo*



*Skin infections*



*Uncomplicated UTIs (trimethoprim 1<sup>st</sup> line, nitrofurantoin 2<sup>nd</sup> line)*



*Hayfever*

# How to run a great Pharmacy First service – focus on the three 'P's...



## **PAYMENT**

- Understand how your Pharmacy gets paid
- Know how many Consultations you need to do each month to maximise payment



## **PROCESS**

- Agree how best to put Consultations through the computer regularly



## **PATIENT**

- Promote the Pharmacy First service to all patients
- Make it easy for you to get Patient details to put Consultations through

# PAYMENT

2021:

Monthly Activity Payment:



Monthly Base  
payment: £1250

2022/2023:

Monthly Activity Payment:



Monthly Base  
payment: £1000



**NHS Circular: PCA (P)(2022) 8 in April 2022** confirms that NHS Pharmacy First Scotland service funding will increase by **£2.5 million** in 2022-23, bringing the total investment of new monies for the service to **£10 million**.



**Increasing emphasis on activity-based payment!**

# PAYMENT

To qualify for that extra activity payment pot, currently you need to record over:

100 consultations per MONTH = 25 consultations per WEEK =  
Only 5 consultations per DAY!



**Note:** PGD Consultations get triple weighting so count as 3, not 1, towards your threshold!  
**Remember:** Your pharmacy's share of this extra pot will depend how many consultations you've put through **compared to other pharmacies**, so keep recording!



# PROCESS



“ACCORDING TO THE LATEST FIGURES....”

Out of 182 Community Pharmacies in Lothian, **1 in 7 pharmacies are missing** the ‘100’ threshold to get that activity pot!

Some Pharmacies are only putting through **one Consultation through every two days but we know you’re doing more!**

## *SUGGESTIONS:*

- Put through Consultations immediately
- Put Consultation forms in baskets and add to the queue
- Input Consultation details into PMR via front counter computer if available
- Keep Consultation forms on front counter and next to phone – print off patient’s bag label when talking to them!



# PATIENTS



- A consultation is any conversation with a patient where you are ‘**responding to symptoms**’
- Say as early as possible: “**Let me take some details...**” before even discussing their symptoms and solutions!
- Referral can include **referring patients with conditions which aren’t on the Pharmacy First list** – it’s still a conversation responding to symptoms

***Consultations can be face-to-face, over the phone, or via Near Me!***



# PATIENTS



## WHO'S NOT ELIGIBLE? VISITORS TO SCOTLAND!

This means someone who **is away from their normal place of residence** (outside of Scotland) and who **intends to stay in Scotland for less than 3 months**.

A person who is registered with a GP Practice in Scotland on a temporary basis and who is a visitor to Scotland under the 2020 PCA Directions is **NOT eligible**.



**Immediately ELIGIBLE** - travelling communities living in Scotland, refugees just arrived in Scotland, Scottish residents who aren't registered with GPs, and Armed Forces staff living in Scotland. This includes Ukrainian Refugees!



**Note:** Unlike the Minor Ailments Scheme, you can prescribe repeat treatments to patients (e.g. for whole of hayfever season) without referring to the GP as long as symptoms are being managed and no exclusion criteria reached

# APPROVED LIST



The most up-to-date list of Pharmacy approved products can be found via the 'approved items' link on this NSS (National Services Scotland) webpage:

<https://www.nss.nhs.scot/pharmacy-services/pharmacy-services/nhs-pharmacy-first-scotland-pfs/>

***To ensure successful prescribing please select on your PMR the line which **matches the item's description and quantity on the Approved List**. If you select a branded item when it's generic on the List, you will not get reimbursed!***

# APPROVED LIST

- In July 2022, **1 in 20 items** put through Pharmacy First were **disallowed** items and not paid at all!
- **1 in 7 of all ALL disallowed items** were Paracetamol items with **incorrect size or formulation!**
- **1 in 10 of ALL disallowed items** were **Hedrin-branded** items!



*DID YOU KNOW...*

Disallowed brands include **Aveeno, Bazuka, Bonjela, Canesten, Daktarin, Daktacort, Gaviscon, Hedrin, Kwells, Optrex, Ovex, Piriton, Senokot**

# APPROVED LIST



## ***SUGGESTIONS:***

To help remember what's on the **Approved List** when talking to customers:

- Keep a copy of Approved List on counter
- Keep link to Approved List on NSS website as a favourite bookmark
- Have separate shelves in the front shop displaying approved products only
- For pharmacies with set planograms, use shelf stickers to indicate approved products

***NOTE: The Approved List tends to get updated every few months!***

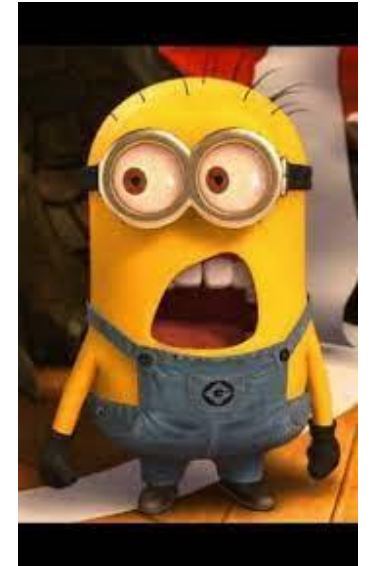
# UNIVERSAL CLAIM FRAMEWORK



Be sure to select the **correct service on your PMR's UCF menu**

Examples of non-Pharmacy First items coming through:

- EHC and Bridging Contraception
- Smoking cessation products
- Urgent supplies of POMs
- Sharps bins!



***NOTE: You will **NOT** get reimbursed for these products, and you **WON'T** get the service fees for providing EHC etc!***

# Why do we need to record Consultations?



- Consultations consist of vital ‘ingredients’ to get a slice of the extra ‘activity’ cake on earlier slide:
  - Advice
  - Referral
  - Treatment
- You should record at least **5 consultations a day** to qualify for this extra activity ‘cake’ –
- Putting through your consultations gives all community pharmacies the chance to officially record and be recognized for the valued advice you give **all day, every day** to the public!





# TIPS/BEST PRACTICE



- Use the **Pharmacy First Toolkit** on NHS Lothian's community pharmacy webpage:  
[www.communitypharmacy.scot.nhs.uk](http://www.communitypharmacy.scot.nhs.uk)
- Further useful info on **Community Pharmacy Scotland's** website is here:  
<https://www.cps.scot/nhs-pharmacy-first-scotland/>
- Keep **spreading the word** about Pharmacy First to new pharmacy staff and patients!

Thanks for listening!



Any questions?

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