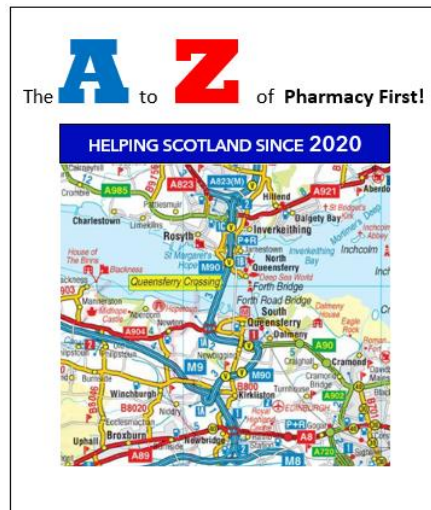




This is the NINTH in a series of FACTSHEETS covering....



**Q** is for:

- **Queues** – whether there’s a queue or not, every patient deserves a Pharmacy First consultation so please try to continue to offer this even in busy periods – it could make a real difference to that patient at the head of the queue!
- **Quieter periods** – some pharmacies say that they pile up consultation forms in a basket to put through their PMR during quieter periods e.g. weekends. It doesn’t have to be done on the day!

**R** is for:

- **Remuneration i.e. Payment!** Remember, every consultation you put through your PMR - whether Advice, Referral or Treatment – is worth money! If you put through over 100 consultations a month (that’s around just 5 a day), your pharmacy qualifies for an extra activity-based payment.

### FUN PHARMACY FACT:



During the **Black Death bubonic plague** which reached the UK in 1348, popular (but pharmaceutically ineffective) cures included bathing in urine, rubbing your swollen lymph nodes with raw pigeon parts, and eating ground up emeralds which probably felt like swallowing broken glass!

This info is also attached as a PDF to make it easy to print off and keep handy in the pharmacy.

Kind regards,

**The Community Pharmacy Development Team & NHS Lothian Community Pharmacy Champions**

[www.communitypharmacy.scot.nhs.uk](http://www.communitypharmacy.scot.nhs.uk)

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