

The Changing World of Pharmacy First – are you ready?

**NHS PHARMACY
FIRST SCOTLAND**
ADVICE | TREATMENT | REFERRAL



The graphic contains three icons in rounded rectangular boxes. The first icon shows a pharmacist in a white coat and a patient in a green shirt. The second icon shows a pink pill bottle, a blister pack of white pills, and a green pill bottle. The third icon shows a network of six stylized human figures connected by dashed lines.

ADVICE ON YOUR SYMPTOMS **TREATMENT IF RECOMMENDED** **REFERRAL TO OTHER SERVICES**

Jill Cruickshank – NHS Lothian Community Pharmacy Champion for NW Edinburgh
Fiona Anderson – Pharmacy Technician and IM&T Facilitator for Lothian Community Pharmacy

March 2024

Overview of NHS Scotland Pharmacy First

Launched in **July 2020**

Allows the public to access **advice** and **treatment** for many common clinical conditions

Hugely popular – annually, Lothian pharmacies deliver over **400,000 consultations!**

Approved List on NSS website is updated every few months



Aim – What's been changing?



1. Consultations

- a) Latest prescribable treatments & PGDs
- b) Pharmacy First Plus (PF+)
- c) Claims auditing/Claiming
- d) What is (or not!) a consultation

2. Referral pathways

- a) GPs
- b) Optometry
- c) Prof-2-Prof
- d) Hospitals/A&E

3. Pharmacy First England



How would you score your....

*Knowledge and
confidence in these areas
of Pharmacy First???*
(out of 5)



1.a) Prescribable Treatments & PGDs



(2023) Hayfever x 4 PGDs:

- Olopatadine eye drops for 3+ years
- Mometasone nasal spray for 3+ years
- Beclometasone nasal spray for 6+ years
- Fexofenadine tablets for 12+ years



NOTE: patients can be given repeats of hayfever meds for the whole of the hayfever season (6 months)

1.b) Pharmacy First Plus (PF+)



- Allows prescribing for patients presenting in the community pharmacy with a common clinical condition which is **beyond the scope of the standard NHS Pharmacy First Scotland service**
- Aim is to ultimately have at least **one IP in every community pharmacy in Scotland!**
- In Lothian, IPs must be available to offer this service in their pharmacy of **25+ hours a week for at least 45 weeks per year** to qualify for the service's monthly payment



1.b) Pharmacy First Plus (PF+)

- This is for ‘**opportunistic intervention**’ to avoid referring patients to GP
- Currently Lothian has around **40 IPs and growing**
- IPs should agree **best referral mechanism and criteria** with their local surgeries



IPs may have individual areas of speciality e.g. cardiovascular, pain management, respiratory but should still be able to prescribe appropriately for all PF common clinical conditions

1.c) Claims Auditing



NSS Payment Services Division

(Practitioner and Counter Fraud Services)

*are looking **more closely at the numbers**
and investigating outliers to ensure correct
claiming data is being submitted*

1.d) What is a Consultation?



- A consultation is any conversation with a patient where you are ‘**responding to symptoms**’
- It ends either in **Advice, Referral** or **Treatment (A/R/T)**



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

1.d) What is NOT a Consultation?



- X Straightforward request to buy a (named) product with **no** discussion of symptoms
- X Giving **standard advice** e.g. take this ibuprofen after a meal
- X Giving advice to patients on any aspect of their regular medication which is **part of another NHS service** e.g. queries regarding dosettes, serial script meds, regular or acute meds

1.d) Claiming



Pharmacy First and First Plus claims are submitted only electronically via the **Universal Claim Framework** on your PMR



Claims for PGD-related Advice, Referral or Treatment are given triple weighting

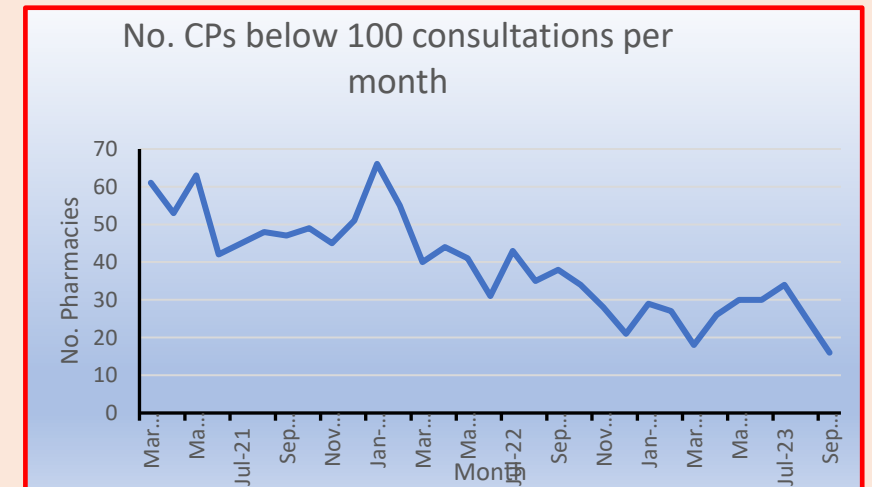


Additional payment pot is achieved if pharmacy puts through 100+ PF Consultations per month – that's only 5 a day



1.d) Claiming

- In early 2021, **1 in 3** pharmacies didn't reach the '100 threshold'
- In late 2023, **only 15 out of 180 pharmacies** missed this threshold
- Pharmacies now doing 12 – 1,500 consultations per month!



2. Referral Pathways

a) GPs

Agree with local surgeries best way for them and you to refer patients to each other, for instance...

- Phone
- Patient referral form
- SBAR
- Email to clinical shared mailbox



2. Referral Pathways

b) Optometrists

Two joint PCAs from Scot Govt in 2023

- Guidance for community optometry and community pharmacy teams
- Patient Referral Form for the assessment and treatment of minor eye conditions on the NHS Pharmacy First Scotland service



Optom Referral Form



PATIENT DETAILS			
Name	<small>Click or tap here to enter text.</small>	Telephone	<small>Click or tap here to enter text.</small>
Address & Postcode	<small>Click or tap here to enter text.</small>	Date of Birth/CHI	<small>Click or tap here to enter text.</small>
	<small>Click or tap here to enter text.</small>	GP Practice	<small>Click or tap here to enter text.</small>
	<small>Click or tap here to enter text.</small>	Known allergies	<small>Click or tap here to enter text.</small>
Eligible for NHS Pharmacy First Scotland?	Yes <input type="checkbox"/>	No	<input type="checkbox"/>
Referral type	Optometry to Pharmacy <input type="checkbox"/>	Pharmacy to Optometry	<input type="checkbox"/>
CONSULTATION DETAILS <small>e.g. presenting complaint(s) – symptoms, duration, actions already taken, other current medication?</small>			
<small>Click or tap here to enter text.</small>			
OPTOMETRY REPORT FOLLOWING CLINICAL ASSESSMENT			
<small>Click or tap here to enter text.</small>			
TREATMENT REQUIRED			
To be supplied free of charge via NHS Pharmacy First Scotland Approved List			
Carbomer 0.2% eye gel 10g*	<input type="checkbox"/>	Xallin Night eye ointment PF 5g	<input type="checkbox"/>
Carbomer 0.2% eye gel preservative free 10g*	<input type="checkbox"/>	Hylo Night eye ointment PF 5g	<input type="checkbox"/>
<small>* please refer to Part 3 Eye Products of the Scottish Drug Tariff for eligible items and to the local Health Board Formulary for preferred brands.</small>		Sodium cromoglicate 2% eye drops (patients ≥ 2 years only)	<input type="checkbox"/>
Hypromellose 0.3% eye drop 10ml	<input type="checkbox"/>		5ml <input type="checkbox"/> 10ml <input type="checkbox"/>
Chloramphenicol 1% eye ointment (patients ≥ 2 years for the treatment of acute bacterial conjunctivitis only) 4g	<input type="checkbox"/>	Chloramphenicol 0.5% eye drops (patients ≥ 2 years for the treatment of acute bacterial conjunctivitis only) 10ml	<input type="checkbox"/>
Olopatadine 1mg/1ml eye drops (patients ≥ 3 years via PGD only) 5ml	<input type="checkbox"/>		
To be purchased via OTC sale (Pharmacy teams - no record on PMR is required in this instance)			
<small>Click or tap here to enter text.</small>			
Duration of treatment <small>Click or tap here to enter text.</small>			
Referrer's name (Optometrist/Pharmacist) <small>Click or tap here to enter text.</small>	GOC/GPhC Number <small>Click or tap here to enter text.</small>	Referring Practice stamp (not required when being sent by secure email)	
Contact number <small>Click or tap here to enter text.</small>	Date <small>Click or tap to enter a date.</small>		
Referrer's signature <small>(not required when being sent by secure mail)</small>			

2. Referral Pathways

c) Prof-2-Prof (direct referral)

- Available from Fri 6pm – Mon 8am
- Secret squirrel number! Can be found in your pharmacy's **Unscheduled Care** folder

Top tip: Always state your pharmacy's closing time, so the call back is better prioritised!



2. Referral Pathways



d) Hospitals/A&E

- 1) **Royal Hospital for Children and Young People (<16yrs)***, Little France
- 2) **Royal Infirmary Edinburgh**, Little France
- 3) **St. John's Hospital**, Livingston*

For bone injuries, emergencies, eye injuries, X-rays (= also do paediatric care)*

4) **Western General Hospital**, Edinburgh

- Minor Injuries Unit – pharmacies should **call the Flow Centre 1st**

3. NHS England Pharmacy First



- Launched Jan 2024 – 95% signed up
 - Allows all pharmacies to treat seven common health conditions without the need to visit a GP:
 - Uncomplicated UTIs in women
 - Shingles
 - Impetigo
 - Infected insect bites
 - Acute sore throats
 - Acute sinusitis
 - Acute otitis media
- Treatable on both PF services
- Treatable on English PF, treatable on Scottish PF+ only
- May lead to confusion by English visitors here in Scotland!

Reminder of NHS Scotland Pharmacy First eligibility



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.

Aim – What's been changing?



1. Consultations

- a) Latest prescribable treatments & PGDs
- b) Pharmacy First Plus (PF+)
- c) Claims auditing/Claiming
- d) What is (or not!) a consultation

2. Referral pathways

- a) GPs
- b) Optometry
- c) Prof-2-Prof
- d) Hospitals/A&E

3. Pharmacy First England



Web Resources



NHS Lothian's community pharmacy webpage:

<https://www.communitypharmacy.scot.nhs.uk/nhs-boards/nhs-lothian/pharmacy-first/>

Community Pharmacy Scotland:

<https://www.cps.scot/nhs-pharmacy-first-scotland/>

NSS Pharmacy First Approved List:

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

Learning on [TURAS](#) for Pharmacy First PGDs and conditions

NHS National Education Scotland - webinar "Summer Health" - Wed March 27th 7pm. To register: <http://tinyurl.com/4w6chvmc>

Scot Gov patient information leaflets in 22 languages

<https://www.gov.scot/publications/nhs-pharmacy-first-scotland-information-patients/documents/>

How would
you NOW
score your....



*Knowledge and confidence
in all these areas of
Pharmacy First NOW???*
(out of 5)

Any questions?