

Pharmacy & Medicines Directorate

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Out of Hours Primary Care (GMED) Direct Referral/ Redirection

Date: 27 January, 2023
Enquiries to: Sarah Buchan
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Dear Colleagues,

As you are all aware, the pharmacy direct referral pathway to GMED has been suspended since the Adastra system outage in August 2022. We recognise the significant impact this has had on community pharmacy teams. We would like to take this opportunity and thank you very much for your support during this challenging time.

We are therefore delighted to inform you that from Saturday 28th January, the pharmacy direct referral pathway to GMED clinicians will be reinstated.

Please ensure all members of your pharmacy team, including any locum / relief / weekend staff, are fully informed of the referral process below, including Appendix 1.

Pharmacy teams now have two options when contacting the direct referral line (01224 558002) depending on the clinical priority of the patient:

1-hour

If the patient is clinically unwell and urgently requires treatment (but doesn't warrant 999 ambulance callout), you should request a 1 hour call back. The patient must remain in the pharmacy for clinical observation in case their condition declines.

4-hour

If the patient can carry on with usual tasks and doesn't require clinical observation, you should request a 4 hour call back. The patient does not have to remain in the pharmacy and can either return home or continue with daily tasks e.g. shopping in the meantime until a call is arranged. This option is expected for the majority of patients.

These two pathways will ensure that the most clinically urgent patients are triaged as a priority and will support both pharmacy and GMED to arrange appropriate treatment or referrals.

GMED Clinicians will attempt to contact the patient within the allocated priority time, however, please note that sometimes it may not be possible. This is due to an unpredicted surge in demand that GMED may occasionally experience during weekends or Public Holidays. Therefore, we would like to ask you to manage the patient expectation regarding call back times.

The call back will be to the patient directly, so it is important that accurate contact information is provided to the GMED call handlers.

The Pharmacy Directorate will continue to engage with GMED to review safety and clinical effectiveness of this pathway. Please feedback to us any specific issues or adverse events relating to these referral pathways.

We would also like to take this opportunity and remind you that if you have not received a hard copy of the prescription issued by GMED within 72-hours of completion of the patient contact, requests for re-issue of that script should be sent to GMED ideally within a week.

Many thanks for your continued support and compliance with these pathways.

Yours sincerely,

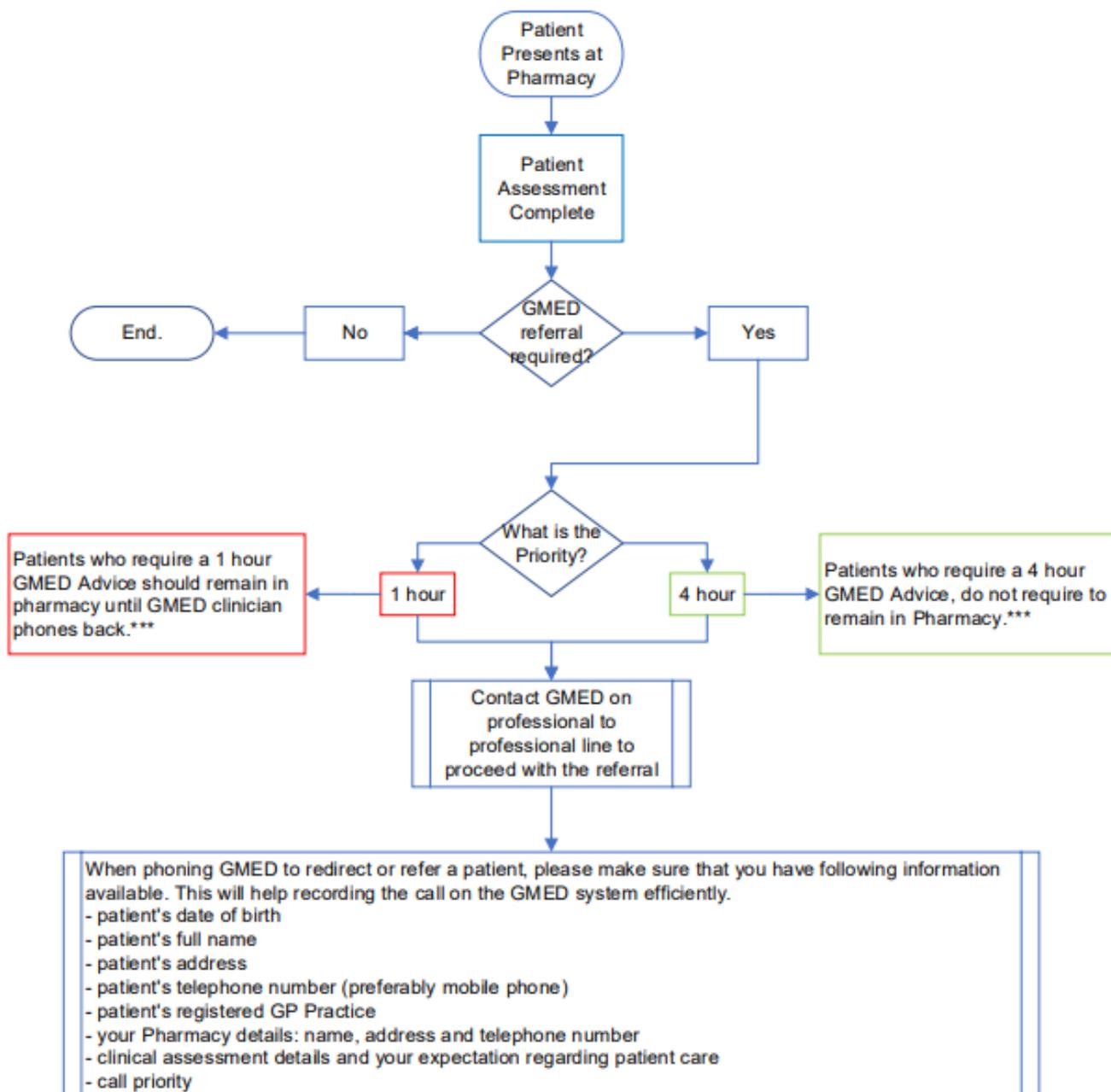


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GMED Service Manager

Appendix 1: Community Pharmacy GMED Referral Pathway



***Please note GMED clinician will attempt to contact the patient within advised priority time. However, during public holidays or some weekends GMED might not be able to meet 1 hour or 4 hour priority. Therefore, CP should manage expectations of all patients that are redirected to GMED.