**Providing Unscheduled Care through Community Pharmacy**

Earlier this year the sharing of NHS 24 Contact Records with community pharmacies was introduced, and Contact Records are now routinely sent to the pharmacy selected by the caller whenever a ‘Contact Pharmacy’ outcome is reached. The Record is sent directly into the pharmacy NHS Clinical Mailbox and therefore it is important that whenever the pharmacy is open, the pharmacist in charge (including locum colleagues) can access the Mailbox and review the Contact Record information when assessing someone in the pharmacy, supporting continuity of care.

If you decide medical assessment is required for any individual referred to you, you should discuss this with your local GP Out of Hours (OOH) service within your board using the OOH Professional to Professional (Direct Referral) number. These numbers have been issued to all pharmacies in every health board, so please ensure the pharmacist on duty can access the numbers at all times.

**NHS 24 Geographical Health Board e.g. NHS Fife**

Patient Referral

111 Service

Community Pharmacy

Prof to Prof Call

Local GP OOH Service

There should be no requirement for an individual to be redirected back to NHS 24 if you decide medical assessment is required. This should be handled through your local board GP OOH service.

In preparation for the weekends and public holidays ahead of us, we ask that you ensure the pharmacist in charge (including locums) in every community pharmacy is able to:

* Access the NHS Clinical Mailbox and the Emergency Care Summary (ECS) portal
* Locate and use the local GP OOH service Professional to Professional numbers
* Avoid sending individuals back to NHS 24 within the same episode of care

This will ensure a better patient journey and patient experience, and help people get the care they need in a timely fashion. If you are unable to access the Clinical Mailbox, ECS or Professional to Professional numbers, please contact your health board Pharmacy Team for further assistance.

Once again we thank you for what you and your teams continue to do to meet the pharmaceutical care needs of the public.

NHS 24 Pharmacy Team