

## Guidance on Referral to another Health Care Provider/Service in Out of Hours

Who you wish to refer to	How to refer the patient	Why you would refer the patient here
Local board GP OOH Service	<p>Direct Referral/Prof to Prof number</p> <p>Number can also be used to discuss referral options. Please do not advise the patient to contact NHS 24.</p> <p><b>Direct Referral/Prof to Prof contact numbers are issued directly to pharmacies via their health board.</b></p>	<p>To arrange a consultation at PCEC or appropriate location of care</p> <p>To organise a prescription for medication not eligible for supply under PGD or emergency supply legislation</p> <p>To query a prescription written in the OOH period</p> <p>To arrange for patient to see a CPN or DN</p>
Accident and Emergency (A&E)	<p>Minor injury – check local arrangements and call FNC directly if available. Otherwise, advise patient to contact NHS 24 on 111.</p>	<p>This will ensure the right patients attend the right service. Right care, Right Place, First Time.</p>
Emergency Ambulance	Ambulance transport via 999	Serious symptoms presenting in Pharmacy
Social Services	Follow local arrangements	Child/Vulnerable adult issues/concerns
Dental treatment	Advise patient to contact own dentist or OOH to contact NHS 24 – option 2 or 3?	Dental triage and potential requirement for emergency dental treatment

**PCEC** – Primary Care Emergency Centre   **MIU** – Minor Injuries Unit   **CPN** – Community Psychiatric Nurse   **DN** – District Nurse

### Direct Referral/Prof to Prof calls to Board GP Out of Hours service

Provision has been made for pharmacists to discuss and/or refer patients directly to their Board GP Out of Hours (OOH) service if they decide the patient needs to be assessed further before the patient's own GP surgery re-opens. Please note, the GP OOH service is not part of NHS 24 therefore discussion/referral arrangements must be made directly with the GP OOH service of your board. The pharmacist (or the patient) **does not** need to contact NHS 24 at any stage of the process. Using the Direct Referral/Prof to Prof number where needed will improve the patient journey. Patients who require emergency dental triage however should still be advised to call NHS 24 on 111.

The call to the Board GP out of hours (OOH) service will typically be answered by a non-clinician who will ask for the person's name, date of birth, address, postcode, name of their doctor and practice. Use the referral form template to collect this information and record the time and location of the appointment. They may also ask for a brief description of their symptoms and how quickly they need to be seen.

If an appointment (face to face or phonecall) is required, the Board GP OOH service will give an appointment time and location where the patient can be assessed. A few boards operate slightly differently to others, therefore local arrangements should be followed where they are in place.

**Please do not** provide the Direct Referral/Prof to Prof telephone number to the general public. Also, please avoid raising patients' expectations, for example, do not tell the patient that you think they need antibiotics or that they need to be seen urgently by a doctor. Instead, tell the patient that you think their symptoms need to be assessed further.

#### **Reasons for Contacting the OOH service**

- Make an appointment for the patient who requires face to face/telephone consultation.
- Request a prescription for an item not covered by the PGD or emergency supply legislation (OOH will not prescribe substitution therapy).
- Discuss whether patient referral for an appointment is appropriate or a prescription is required for the patient's condition.
- Query a prescription written during the OOH period.

# PATIENT JOURNEY

