

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	Direct Referral/Prof to Prof number	To arrange a consultation at PCEC or appropriate location of care
	Number can also be used to discuss referral options. Please do not advise the patient to contact NHS 24.	To organise a prescription for medication not eligible for supply under PGD or emergency supply
	Direct Referral/Prof to Prof contact numbers are issued	legislation
	directly to pharmacies via their health board.	To query a prescription written in the OOH period
		To arrange for patient to see a CPN or DN
Accident and Emergency (A&E)	Minor injury – check local arrangements and call FNC directly if available. Otherwise, advise patient to contact NHS 24 on 111.	This will ensure the right patients attend the right service. Right care, Right Place, First Time.
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 toProf 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 nonclinician 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.

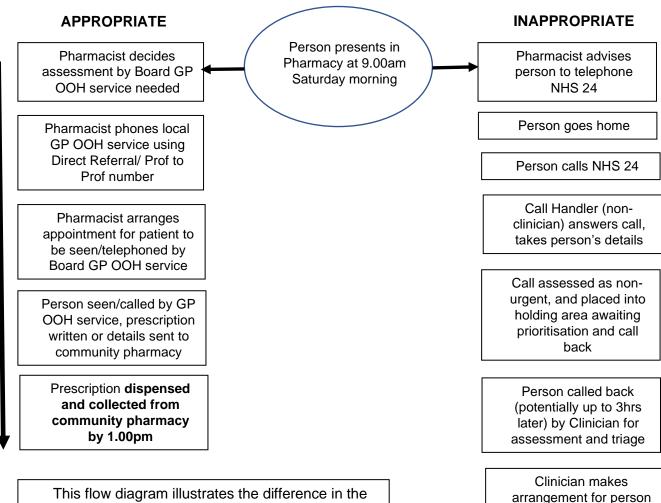
Please do not provide the Direct Referral/Prof to Prof telephone number to the general public. Also, please avoid raising patients' expectations, for example, do not tell the patient that you think they need antibiotics or that they need to be seen urgently by a doctor. Instead, tell the patient that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



This flow diagram illustrates the difference in the patient's journey between using Direct Referral/Prof to Prof as opposed to advising the patient to call NHS 24

NHS 24 prioritises calls according to the urgency of clinical need. People with minor ailments assessed by the community pharmacist that require a face-to-face consultation in the OOH, in general, would be a low priority. At peak busy times, they could wait several hours before NHS 24 calls the patient back.

If a patient needs to access the local GP OOH service or needs to access a medicine not suitable for supply under the PGD then community pharmacists should always refer them to their local GP OOH service using the Direct Referral/Prof to Prof number

Clinician makes arrangement for person to be seen/telephoned by board GP OOH service

Person seen/called by GP OOH service at 5.30pm but, ALL local pharmacies are now closed. Prescription cannot be dispensed