

Pharmacy First Newsletter

July 2024

Humber and
North Yorkshire
Integrated Care Board (ICB)

Welcome to the July edition of the Pharmacy First Newsletter. This newsletter is distributed to all GP practices in Humber & North Yorkshire and aims to support the delivery of this service.

Multi-Factor Authentication (MFA) Update:

As an ICB we continue to be aware of issues surrounding the introduction of MFA for users on SystmOne and therefore using PharmRefer. If your practice is having any problems or is struggling to implement MFA please email Fiona Pedlingham (email at the end of this newsletter) so we can look to monitor the impact more closely. We are keen to ensure that practices and pharmacies feel supported and able to continue making/receiving referrals under the Pharmacy First service. Discussions are ongoing between the ICB and NHS England to come to an agreed solution to support the use of MFA in the safest way possible.

GP Connect Update Record

An update was recently shared containing an information pack and FAQ (attached to the email sharing this newsletter) in relation to GP Connect Update Record. The below points are to be considered in particular:

- GPs continue to have the choice of whether to use this improved way of receiving post consultation summaries directly into workflow or continue receiving these communications via NHSmail or letter for manual transcribing.
- Update Record has been designed with and for general practice to minimise patient safety issues and reduce practice teams administrative burdens.
- Switching off Update Record places greater burden on community pharmacy teams and general practice teams
- General practices have an opportunity to opt in for a trial period to receive community pharmacy consultation summaries via Update Record and provide feedback.
- Link to the updated [GP Connect: Update Record website](#).

Please note: Community pharmacies can select from one of four NHS E approved IT suppliers to use and deliver Pharmacy First services via. **GP Connect Update Record is being implemented by a phased approach** so not all four IT suppliers currently have GP Connect Update Record functionality 'live' to date.

GP Connect enabled by GP Practice?	Community Pharmacy IT supplier live with GP Connect Update Record?	How is patient information communicated to GP practice?
Yes	Yes	via GP Connect Update Record notification to review/approve direct to patient's own GP practice record.
	No	as a Post Event Notification PDF attachment sent to GP's own verified NHS mailbox for review and inclusion in patient's own GP practice record.
No	Yes	
	No	

Guides to support referrals

The ICB has previously shared GP guides to support practices in making Pharmacy First referrals from both EMIS sites and S1 sites. They are attached to the email sharing this newsletter as it may be a helpful tool to use when making referrals, support care navigation/reception teams build their confidence and to help illustrate how referrals should be made, the benefits to making referrals and to provide a bit of support for practices to get started. Conversations with your local community pharmacies are always encouraged to agree/clarify processes in addition to building strong working relationships across primary care which subsequently supports even better patient care overall.

Development of an FAQ

As an ICB we have asked for and listened to feedback across the region from general practice and community pharmacy in relation to the Pharmacy First Service. To help combat misunderstandings, clarify process, and provide reassurance, we have developed a Humber & North Yorkshire FAQ document that has been attached to the email sharing this newsletter. There is a tab for both GP and community pharmacy FAQs, including a tab for bigger issues that we are aware of and working towards finding resolutions. The document is intended to provide support and a point of reference for common queries/issues so we would encourage you to retain a copy and share amongst colleagues digitally as there are embedded documents which will be helpful to you. If there is a question you have that does not feature on the document please use the contact details at the end of this newsletter to let us know. This document will continue to be reshared as anything is added/amended.

Useful links & resources:

- [Pharmacy First service - FAQs - Community Pharmacy England \(cpe.org.uk\)](#)
- [New Pharmacy First materials aimed at GPs - Community Pharmacy England \(cpe.org.uk\)](#)
- A care navigators pack was shared early March with all practices. If you do not have a copy please contact the email address at the end of this newsletter.
- Run through of sending a referral on both EMIS & S1: <https://www.youtube.com/watch?v=OM8uOgcbfeE>
- Over 95% of community pharmacies in HNY have signed up to provide Pharmacy First. Pharmacies will appear on the digital referral platform (as above) when a referral is being made. Alternatively you can check on Service Finder: [NHS Service Finder](#)
- Pharmacy First spec and docs: [NHS England » Community Pharmacy advanced service specification: NHS Pharmacy First Service](#)
- Social media content/posters etc: [Pharmacy First: resources to promote the service - Community Pharmacy England \(cpe.org.uk\)](#)
- GP/Pharmacy training materials: [Pharmacy First Resources - Virtual Outcomes](#)
- **New promo animation:** <https://cpe.org.uk/our-news/new-animation-explains-pharmacy-first-to-the-public/>

If you would like any support, have any questions, or would like to provide some feedback about the Pharmacy First service, please contact Fiona Pedlingham, Primary Care Commissioning Manager at the ICB: f.pedlingham@nhs.net