

Operational Process for Pharmacy First Referral

| Version | Date | Author | Description of Change |
|--|----------|---|-----------------------|
| 1.0 | May 2025 | Gemma Wensley | New SOP |
| Approved Date: | | | |
| Approved By: | | | |
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| Synopsis: | | This Standard Operating Procedure (SOP), documents how and when it is clinically appropriate for a referral to be made via the Pharmacy First service from the GP Out of Hours Service to Pharmacy. | |
| The implementation of this document aligns with the Equality Act 2010, with consideration of gender, age, race, disability, sexual orientation, religion or belief, and human rights to ensure fair application. | | | |
| Nimbuscare operate within a Just Culture Framework, and our policies, procedures and SOPs are developed in line with the Patient Safety Incident Response Framework (PSIRF), ensuring we are Safe, Caring, Effective, Responsive and Well-Led. | | | |

SCOPE

Nimbuscare Ltd is a not-for-profit 'at scale' provider of integrated care services in York and North Yorkshire.

This document is formally established and authorised for implementation across the entire organisation and is accessible to all staff to support them within their roles.

It applies to all individuals associated with our operations, including those in permanent, fixed-term, or zero-hours employment, as well as contractors, temporary staff, secondees, and volunteers. This scope also encompasses executive and non-executive directors. For the purpose of this policy, the term "Staff" is used inclusively to refer to all such roles and designations.

VERSION CONTROL

This document is controlled. To suggest amendments, please contact the document author. The most recent versions can be accessed via Nimbuscare's homepage on SharePoint. If you are reading a printed copy, please note that it is considered an uncontrolled document. Verify that the version number and date are the most current before following any processes outlined here.

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BACKGROUND

As part of the ongoing development of the Integrated Urgent Care Service at Nimbuscare, the GP Out of Hours service will be able to process referrals via the Pharmacy First service from the GP Out of Hours service.

This will initially be the case on Saturday, Sunday's and Bank Holiday's, with scope to extend further.

OPERATIONAL PROCESS FOR PHARMACY FIRST REFERRAL

This process is to be followed on a Saturday, Sunday and BH between 08:00 – 20:00

1. Case received from 111 into the CAS queue on SystmOne
2. Clinician identified as 'Pharmacy First Lead' for the shift works through the CAS queue on the hour, every hour until 20:00 (e.g. 08:00, 09:00, 10:00, 11:00, 12:00 etc) to identify clinically suitable cases for Pharmacy First referral – refer to the below:

| Conditions | What conditions are SUITABLE for referral to pharmacists | | Do NOT refer in these circumstances | |
|--|---|---------------------------|--|---|
| UTIs | Female | 16 to 64 | Under 16 or 65 or over Male Pregnant Breastfeeding | -Immunocompromised - Recurrent UTI's (2 in last 6 months/3 in last 12 months) - UTI treated with antibiotics in last 3 months |
| For UTI's Ask individual whether they have - | Has TWO or THREE of the following <ul style="list-style-type: none"> o Dysuria (Painful or difficult urination) o New nocturia (New urination at night) o Urine cloudy to the naked eye | | Has ONE or NONE of the following <ul style="list-style-type: none"> o Dysuria (Painful or difficult urination) o New nocturia (New urination at night) o Urine cloudy to the naked eye | |
| Impetigo | Adults & Children | Children aged 1 and over | Under 1's Pregnant individuals under 16 | |
| Acute Sore Throat | Adults & Children | Children aged 5 and over | Under 5's Pregnant individuals under 16 | |
| Shingles | Adults | 18 and over | Under 18's Pregnant | -Severely immunocompromised -Shingles in the eye |
| Infected Insect Bites | Adults & Children | Children aged 1 and over. | Under 1's Pregnant individuals under 16 | |
| Acute Sinusitis | Adults & Children | Children aged 12 and over | Under 12's Pregnant individuals under 16 | -Chronic Sinusitis (had over 12 weeks) - Immunocompromised |
| Acute Otitis Media | Children | Children aged 1 to 17 | Adults over 17 Pregnant individuals under 16 | -Recurrent Acute Otitis Media (3 or more episodes in 6 months or 4 or more in 12 months) |



Minor Illness
Conditions.pdf

3. Patient Name / Case ID passed to Care Navigator who will then process the referral
4. Care Navigator will identify the case in the CAS queue, will open the patient record and will send an Accurx message to the patient using Accurx template *"Pharmacy First – Initial Patient Contact Message"* this will contain the information leaflet
5. When patient responds via Accurx with preference of Pharmacy, Care Navigator to process the referral via <https://pharmrefer.app/>
6. When the referral has been processed, the Care Navigator is to send an Accurx message to the patient using Accurx template *"Pharmacy First – Referral Confirmation Message"*
7. Care Navigator then closes the case as follows:
 - Right click – View case
 - Close Case
 - Set priority as applicable
 - Core Activity – Clinician Advice
 - Follow Up's – Referral to Pharmacy First

In the event of the Pharmacy needing to reject the referral from the GP Out of Hours service, the Pharmacy will follow the below process:

1. Pharmacy to call the *Nimbuscare Healthcare Professional (HCP) line via 01904 235 356* with the Patient name and NHS number and reason for rejection
2. Care Navigator to re-open the closed case as follows:
 - Workflow
 - Closed Cases Search
 - Enter date / timeframe the case was originally received from 111
 - Enter patient Surname
 - Search
 - Case should then be listed – right click – reopen case
 - Enter notes – Pharmacy First Referral – Ok
3. Case will then appear back in the main CAS call queue for Clinician.
4. Care Navigator to right click on the case in the queue and amend details to then enter in reason for Pharmacy referral
5. Clinician to triage case