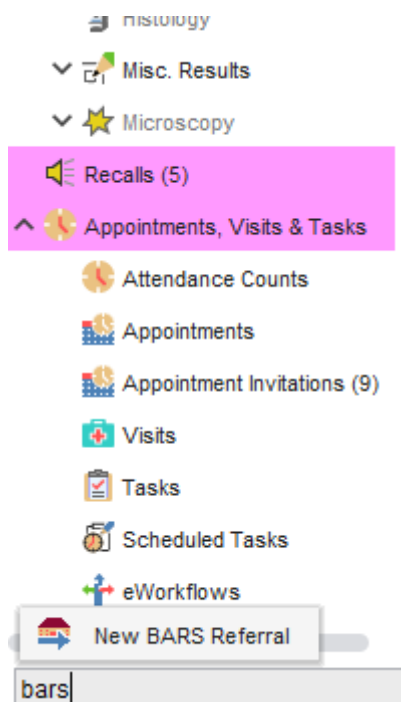




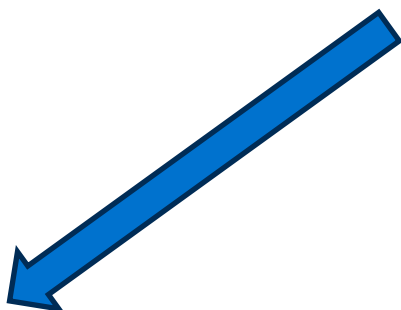
September 2025

## SystemOne Integrated Referrals to Pharmacy First

TPP recently launched a new integrated referral solution that allows GP practice teams to refer patients to Pharmacy First directly from SystemOne without using either email or an external platform such as PharmRefer. This is called: **New BARS Referral**. (BARS stands for Booking and Referral Standard). A video demonstration from TPP can be found here: [BaRs - Referral to Pharmacies](#)



This can be launched in SystemOne by searching in the *Search Features* field in the bottom left-hand corner of the screen once a patient has been loaded up. **You can set this as a shortcut for quick action/access configured on the S1 toolbar.**



Once launched the following pop up will appear:

The 'Select Pharmacy' pop-up window has a title bar with a close button (X). It contains the following fields and options:

- Service:** A dropdown menu showing 'Pharmacy First: Minor Illness'.
- Postcode:** Radio buttons for 'Patient's home' (selected), 'Here', and 'Other'. A text field to the right contains 'LE9 9PZ'.
- Include closed pharmacies:** An unchecked checkbox.
- Include pharmacies closing in the next 15 minutes:** An unchecked checkbox.
- Search:** A button.

Below these fields is a table with the following columns: T..., Name, Distance, Opening Hours, Open Now, Phone, and Ca... (truncated). The table is currently empty. At the bottom of the table area, the text 'Select 'Search' to find pharmacies' is displayed. At the bottom of the window are 'Ok' and 'Cancel' buttons.



Currently no other service can be selected other than *Pharmacy First: Minor Illness*. However this referral route can be **used for both Pharmacy First minor illness and clinical pathways** - those conditions that a pharmacist can supply NHS funded treatments for under a patient group direction (PGD). See appendix 1 for a list of conditions suitable for Pharmacy First.

From the above screen a pharmacy can be searched by either the patient's home postcode, their GP practice postcode or another postcode. A patient can be referred to any pharmacy in England that has signed up to this service. Once the relevant postcode has been entered, a list of pharmacies that have signed up to the service will be shown.

- Opening hours extracted from those held in the Directory of Services.
- Pharmacies will be listed in their distance from the postcode entered.
- Pharmacies closed or closing within the next 15 minutes will be excluded from the list unless the options *Include closed pharmacies* or *Include pharmacies closing in the next 15 minutes* are ticked.
- The information that the capacity status indicates is currently unknown.

Select Pharmacy

Service

Pharmacy First: Minor Illness

Postcode

☒ Patient's home ☐ Here ☐ Other

LE9 9PZ

☐ Include closed pharmacies ☐ Include pharmacies closing in the next 15 minutes

Search

T...	Name	Distance	Opening Hours	Open Now	Phone	Capacity
	Heathbrook Pharmacy 10 Arnolds Crescent Newbold Verdon Leicester Leicestershire LE9 9LD	0.5 miles	<b>Tuesday</b> 08:30 - 13:00 14:00 - 18:00 Wednesday 08:30 - 13:00 14:00 - 18:00 Thursday 08:30 - 13:00 14:00 - 18:00 Friday 08:30 - 13:00 14:00 - 18:00 Saturday 09:00 - 13:00 Sunday Closed Monday 08:30 - 13:00 14:00 - 18:00	Open	01455 822779	
	Desford Pharmacy 1B High Street Desford Leicestershire LE9 9JF	2.1 miles	<b>Tuesday</b> 09:00 - 13:00 14:00 - 18:00 Wednesday 09:00 - 13:00 14:00 - 18:00 Thursday 09:00 - 13:00 14:00 - 18:00 Friday 09:00 - 13:00 14:00 - 18:00 Saturday 09:00 - 13:00 Sunday Closed Monday 09:00 - 13:00 14:00 - 18:00	Open	01455 823548	
	Bosworth Pharmacy 9 Main Street	2.6 miles	<b>Tuesday</b> 09:00 - 17:00 Wednesday 09:00 - 17:00	Open	01455 290424	

Ok

Cancel



Clicking on a pharmacy to select it to send a referral will launch a further pop-up

**BARS Referral Details** [X]

Other Details...

Changing the consultation date will affect all other data entered. To avoid this, cancel and press the 'Next' button [Hide Warning](#)

---

**Pharmacy Details**

Pharmacy  Service ID

Address

Status

---

**Patient Contact Details**

\*Contact Number  \*Contact Type

---

**Referral Details**

\*Condition

\*Narrative

\*Instruction

Patient contact details can either be manually entered or selected by clicking the *Known Telecoms* button. The *Condition*, *Narrative* and *Instructions* fields on the BARS Referral Details window must be completed; pre-sets can be set up but are not included by default. It is suggested that condition pre-sets are created by practices using the conditions listed in appendix 1 & appendix 2.

**Select Telecom** [X]

**Telecoms for Mstr Mighty Mouse-TestPatient**

Use	Phone Number	Notes	Preferred
Mobile	07717138698		<input checked="" type="checkbox"/>

1 Telecom



If needed, additional information can be sent to the pharmacy using the *Narrative* field. If no additional information is required, then users will need to enter *N/A* or similar.

Once all the fields are completed, clicking OK will close the window and the referral will be sent when the record is saved. Referral will appear in the new journal as:

Tue 26 Aug 2025 11:30 - Surgery: Mr Paul Gilbert (Pharmacist)  
P GILBERT → Pharmacy Referral for Pharmacy First: Minor Illness

They will not be coded unless a code is manually added before the record is saved, but the following code can be used: Referral to Community Pharmacy Pharmacy First Service (9833410000000102 or Ycj9z). Records will not be marked as clinically relevant so may not automatically show in the new journal until all entries are selected to be viewed.

Referrals can also be seen under referrals in the clinical tree

## Referrals

Referrals In

Referrals Out

→

View

Referrals to elsewhere

☒ Show open referrals

☐ Show closed referrals

Created	UBRN	Referrer	Referred To	Type	Details
26 Aug 2025	08Zc-iT5K-vLbi	Mr Paul M Gilbert	Fenix Healthcare Pharmacy	Pharmacy	Referral for Pharmacy First: Minor Illness Sent
26 Aug 2025	08Zc-n4T4-700J	Mr Paul M Gilbert	Bosworth Pharmacy	Pharmacy	Referral for Pharmacy First: Minor Illness Sent



## Important Points to Note

- The integrated way to refer will be easier for General Practice to send referrals into Community Pharmacy. Some patients, however, may need urgent escalation/discussion. Ensure Community Pharmacy has a way to do this e.g. back door telephone numbers for HCP-to-HCP conversations. This is the only time this phone number will be used.
- The referral option within S1 is called "Pharmacy First: Minor Illness" but please be assured this is for both the minor illness list AND the 7 clinical conditions in Appendix 1 & 2 of this document.
- To enable outcomes to be shared seamlessly please ensure GP Connect is switched on. Outcomes will still need to be verified by the practice so nothing will drop back into a patient record without needing prior approval:
  - Information on GP Connect: [GP Connect: Update Record - NHS England Digital](#)
  - How to enable GP Connect: [TPP-SystemOne-GP-Connect-NHS-111-Direct-Booking-Training-Guide-FINAL.pdf](#)
- If any issues or queries need to be raised or anything you are not sure of, speak to the Community Pharmacy in the first instance to see if it can be resolved locally. If issues persist or you wish to escalate anything, please let the ICB know: [hnyicb-ny.pharmacycontracts@nhs.net](mailto:hnyicb-ny.pharmacycontracts@nhs.net)
- The information that the capacity status indicates is currently unknown. Community Pharmacies are being asked to communicate with their local practices during times they are at capacity or unable to provide services. This will prevent referrals being sent that are unable to be actioned.
- Whilst patient "bounce backs" are unlikely when digitally referred, it is estimated that 1 in 10 patients will need to be sent back to the practice. This is not a failed referral, but triage to determine the patient is seen by the correct health care professional.
- The new integrated solution is a new concept and whilst it enables easier referral, please be patient with any teething problems and be mindful of colleagues getting used to a new process.
- If you have found something that works well e.g. pre-sets for conditions, explanatory notes to support system use etc. please do share this with the ICB so we can distribute amongst other practices to help get everyone up and running.



## Appendix 1

### NHS Pharmacy First – referrals for minor illnesses

Service suitability

The service is only for  
patients aged over 1 year.

CONDITIONS	What conditions are SUITABLE for referral to pharmacists?			Do NOT refer in these circumstances	
BITES / STINGS	• Bee sting • Wasp sting	• Stings with minor redness	• Stings with minor swelling	• Drowsy / fever • Fast heart rate	• Severe swellings or cramps
COLDS	• Cold sores • Coughs	• Flu-like symptoms	• Sore throat	• Lasted +3 weeks • Shortness of breath	• Chest pain • Unable to swallow
CONGESTION	• Blocked or runny nose	• Constant need to clear their throat	• Excess mucus • Hay fever	• Lasted +3 weeks • Shortness of breath	• 1 side obstruction • Facial swelling
EAR	• Earache	• Ear wax • Blocked ear	• Hearing problems	• Something may be in the ear canal • Discharge	• Severe pain. • Deafness • Vertigo
EYE	• Conjunctivitis • Dry/sore tired eyes • Eye, red or Irritable	• Eye, sticky • Eyelid problems	• Watery / runny eyes	• Severe pain • Pain 1 side only	• Light sensitivity • Reduced vision
GASTRIC / BOWEL	• Constipation • Diarrhoea • Infant colic	• Heartburn • Indigestion	• Haemorrhoids • Rectal pain, • Vomiting or nausea	• Severe / on-going • Lasted +6 weeks	• Patient +55 years • Blood / Weight loss
GENERAL	• Hay fever	• Sleep difficulties	• Tiredness	• Severe / on-going	
GYNAE / THRUSH	• Cystitis • Vaginal discharge	• Vaginal itch or soreness		• Diabetic / Pregnant • Under 16 / over 60 • Unexplained bleeding	• Pharmacy treatment not worked • Had thrush 2x in last 6 months
PAIN	• Acute pain • Ankle or foot pain • Headache • Hip pain or swelling • Knee or leg pain	• Lower back pain • Lower limb pain • Migraine • Shoulder pain	• Sprains and strains • Thigh or buttock pain • Wrist, hand or finger pain	• Condition described as severe or urgent • Conditions have been on-going for +3 weeks	• Chest pain / pain radiating into the shoulder • Pharmacy treatment not worked • Sudden onset
SKIN	• Acne, spots and pimples • Athlete's foot • Blisters on foot • Dermatitis / dry skin • Hair loss	• Hay fever • Nappy rash • Oral thrush • Rash - allergy • Ringworm/threadworm	• Scabies • Skin dressings • Skin rash • Warts/verrucae • Wound problems	• Condition described as severe or urgent • Conditions have been on-going for +3 weeks	• Pharmacy treatment not worked • Skin lesions / blisters with discharge • Diabetes related?
MOUTH/ THROAT	• Cold sore blisters • Flu-like symptoms • Hoarseness	• Mouth ulcers • Sore mouth • Sore throat	• Oral thrush • Teething • Toothache	• Lasted +10 days • Swollen painful gums • Sores inside mouth	• Unable to swallow • Patient has poor immune system • Voice change
SWELLING	• Ankle or foot swelling • Lower limb swelling	• Thigh or buttock swelling • Toe pain or swelling	• Wrist, hand or finger swelling	• Condition described as severe or urgent • Condition ongoing for +3 weeks	• Discolouration to skin • Pharmacy treatment not worked • Recent travel abroad

**Important:**  
Please note this slide is intended as a guide and has been adapted from a similar table used to support CPCS minor illness referrals from GP practices which now forms part of Pharmacy First along with the 7 Clinical Pathways.

Following referral for a minor illness the pharmacist will assess the patient and either  
- support the patient through what was previously the minor illness pathway for CPCS,  
- if necessary they will assess and check if the patient needs and can be supported through the 7 clinical pathways  
- or if e.g. symptoms have deteriorated or red flags are identified, promptly escalate them to higher acuity support.





## Appendix 2

### Aide-Memoire for Pharmacy First

Community Pharmacists can, if appropriate, supply antibiotics for the following 7 conditions- UTI's, Impetigo, Acute Sore Throat, Shingles, Infected Insect Bite, Acute Sinusitis and Acute Otitis Media in children aged 1-17 years. This aide-memoire is to help you formally refer the correct individuals.

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