

July 2018

Dear Pharmacy Teams,

**The CCG has been reviewing the Pharmacy First service.**

We have listened to the feedback provided by the pharmacists and the receptionists at the recent receptionist sign-posting training.

**We've updated the Pharmacy First service specification:**

- Pharmacy staff can provide the consultation under pharmacist supervision
- Use of a private consultation room is optional as appropriate
- Extended eligibility criteria now includes non-residents / visitors
- General practice referral card and posters to sign-post patients to the Pharmacy First

**In order to build general practice/111 confidence in Pharmacy First we need to ensure that patients are only referred to pharmacies that are committed to providing the service.**

**Please can you confirm if your pharmacy team will accept Pharmacy First referrals?**

OPTIONS	ACTIONS	PLEASE TICK ONE
<ul style="list-style-type: none"> <li>• <b>Accept Pharmacy First referrals</b></li> </ul>	<p>You will start to receive suitable referrals for the service from GP practices.</p> <p>The expectation is that the service is available throughout the pharmacies opening hours including Bank Holidays, Saturdays and Sundays when open.</p> <p>The service is to be delivered by the pharmacy for at least 45 weeks of the year with no continuous break of more than two weeks.</p>	
<ul style="list-style-type: none"> <li>• <b>Decline Pharmacy First referrals</b></li> </ul>	<p>By declining to accept referrals you are still able to provide the service to patients at your discretion; you just won't receive referrals from general practices.</p> <p>If a pharmacy declines to provide the service, an onward referral to another provider that has opted-in should be co-ordinated to accommodate the patient.</p>	

The CCG will create a **directory** of the community pharmacies willing to accept GP referrals so that general practices know which pharmacies are providing Pharmacy First throughout their opening hours. This list of pharmacies will be available on our website.

Pharmacy Name	Address
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Please post or scan and e-mail the completed form to the Medicines Optimisation Team at the Isle of Wight CCG. [low.medicinemanagement@iow.nhs.net](mailto:low.medicinemanagement@iow.nhs.net) by 31<sup>st</sup> July 2018.

*If you don't reply we will assume that you have declined to accept referrals.*