Escalation Routes for Patients Referred from Urgent Treatment Centres to Community Pharmacy

For any queries, please contact Yvonne Lamb 07932952497

Patient referred through Pharm Refer (PharmOutcomes) from Urgent Treatment Centre (UTC)



Pharmacy team picks up referral and waits for patient to present at the pharmacy with letter/ref number/verbally etc from UTC



Pharmacist clinically assesses patient in consultation room and completes PharmOutcomes form



Pharmacist can help patient



Pharmacist gives appropriate advice with/without sale of product and may, if appropriate complete PGD form on PharmOutcomes e.g. For UTI consultation



No further action required



Consultation notes which include what the issue was e.g., infection in right eye and advice given/product recommended/sold sent via PharmOutcomes to patient's registered GP.

Full details sent via PharmOutcomes to patient's registered GP. Pharmacist to include the recommendation that patient may contact them for a

non-urgent

appointment.

Action required



Pharmacist needs to escalate patient (If emergency contact 999 or NHS111 or send to A&E) otherwise follow instructions below



When GP practice is open



Pharmacist should have and locates professional line to contact patients registered GP practice. Otherwise use normal GP practice phone number.



Pharmacist agrees next steps with practice for patient e.g., telephone consultation with medical practitioner



Please follow usual protocols i.e., Ask the patient to contact

When GP practice **NOT** open

NHS111 or if more urgent support is required escalate by either phoning 999 or by sending the patient to A&E



Pharmacist informs patient of next steps and completes form on PharmOutcomes.