

# Community Pharmacy Somerset

## NHS Pharmacy First Special Bulletin 3

### 31 January 2024

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Dear Pharmacy Teams,

NHS Pharmacy First has now launched! We would like to say a huge thank you to all of you for all your hard work in preparing to successfully deliver this important new Community Pharmacy service. Please share your good news stories, along with any questions you have with us, by emailing: [yvonne.somersetlpc@gmail.com](mailto:yvonne.somersetlpc@gmail.com)

In the *Promote the service* section below we remind you to only use official resources, such as those produced by NHS England, Community Pharmacy England, NPA or your own head office team, to promote or deliver the service. If you see anything unofficial in circulation, please do not use it or share it further, and let us know about it as soon as possible.

A [Launch of NHS Pharmacy First advanced service letter](#) was sent from NHS England to stakeholders on 25 January describing the service and required actions. Please access and read this if you haven't seen it already.

NHS Somerset has issued a news release about Pharmacy First, read this in full below.

On behalf of the people of Somerset, your local NHS and Community Pharmacy Somerset, thank you for everything you are doing.

Kind regards.

Your Community Pharmacy Somerset Team.

**NHS Somerset issued the following NHS Pharmacy  
First news release on 30 January 2024:**

**NHS Somerset launches Pharmacy First for the treatment of seven common  
conditions without needing a GP appointment – 31 January 2024.**



Most pharmacies can help you with **seven common conditions** without needing a GP appointment

**Speak to your pharmacist if you suspect you have:**

- **Sinusitis**  
(adults and children aged 12 years and over)
- **Sore throat**  
(adults and children aged 5 years and over)
- **Earache**  
(children aged 1 year to 17 years)
- **Infected insect bite**  
(adults and children aged 1 year and over)
- **Impetigo**  
(adults and children aged 1 year and over)
- **Shingles**  
(adults aged 18 years and over)
- **Urinary tract infection**  
(women, aged 16 to 64 years)

**Visit your  
Pharmacy First!**

NHS  
Providing NHS services

From 31 January, residents who are registered with a Somerset GP, can pop down to their local pharmacy for help with seven minor conditions which would previously have required a GP appointment. At the pharmacy patients will be able to have a private consultation about their condition, be offered clinical advice and if needed, will be offered NHS medicines.

(NHS prescription charge apply if you normally pay for medicines supplied on prescription).

The conditions are

- Sinusitis (children over 12 years and adults)
- Sore throat (children over 5 years and adults)
- Earache (children 1 to 17 years)
- Infected insect bites (children over 1 and adults)
- Impetigo (children over 1 and adults)
- Shingles (over 18's)
- Urinary Tract Infections (UTIs), (women 16 – 65 years).

As experts in medicines and managing minor illnesses, community pharmacists have the skills and knowledge to be able to offer advice and help.

Should the pharmacy team be unable to help, you will be directed to your GP surgery or A&E as appropriate.

Michael Lennox CEO of Community Pharmacy Somerset (LPC) says, "By thinking 'Pharmacy First', people in Somerset will find it easier and quicker to get the help they need for seven common minor conditions and bypass the 8am rush to book an appointment with their GP".

The new service will give people more choice in where and how they access care. Pharmacy First, will save up to 10 million GP appointments over the next year, helping people to get the care they need more quickly. In Somerset, the scheme is likely to free up thousands of GP appointments every year, for patients who need to see their GP.

To find your nearest community pharmacy visit [Find a pharmacy - NHS \(www.nhs.uk\)](http://www.nhs.uk)

For more information about Pharmacy First in Somerset visit the [NHS Somerset Pharmacies webpage](#).

## Get familiar with NHS Pharmacy First

[NHSE Launch of NHS Pharmacy First advanced service](#)

[NHSE Service specification, clinical pathways and PGDs](#)

[Community Pharmacy England \(CPE\) NHS Pharmacy First webpage](#)

## Training for NHS Pharmacy First

**Face to face training:** All the training sessions currently planned are now full.

### Online training:

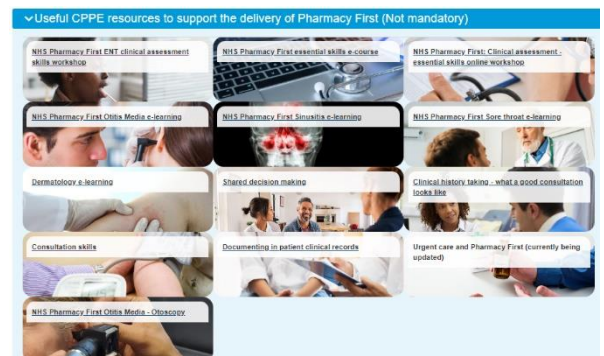
**Cliniskills – NHS England funded online clinical examination skills training. Available modules:**

- Structured History Taking
- Cardiology
- Dermatology
- Ear, Nose & Throat
- Paediatrics

[Find out more and access the Cliniskills online training here](#)

## CPPE – NHS England funded online training:

Links to short online training modules can be found at the [CPPE NHS Pharmacy First webpage](#) along with links to other important resources.



## Pharmacy technicians

Upskill your pharmacy technicians to fully engage in service delivery and clinical assessment skills to support new services being offered through community pharmacy by encouraging them to complete the [CPPE Community pharmacy technician: advancing your role programme](#).

## The whole pharmacy team

Brief your teams—they may come across patients who are eligible for the service who they can encourage to engage. Emphasise that walk in patients are allowed to access the service as well as referrals.

## PharmOutcomes

PharmOutcomes has also produced some great resources including [general information, a video and FAQs](#) which can be found on the home screen before you log into PharmOutcomes.

## Promote the service

1. Communicate regularly with your team; hold daily huddles to discuss the service, who is eligible and any opportunities missed.
2. Brief your surgeries that you are ready to start the service and communicate what can the surgery teams do to assist you.
3. Access and use the [CPE and NHS resources to promote the service](#):

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Community Pharmacy England NHS Pharmacy First promotional resources can be found [here](#):

- Posters for display within pharmacies
- Posters for more general use (e.g. in general practice waiting rooms)
- Social media tiles
- Suggested social media posts about Pharmacy First
- Small flyers about Pharmacy First
- Template local press release for Pharmacy First launch



## Claim for the service

1. All claims for NHS Pharmacy First must be submitted via your MYS portal monthly.
2. Remember the threshold to maximise the payments your pharmacy can receive by doing the minimum amount of NHS Pharmacy First provisions as set out at the [CPE Pharmacy First webpage](#).
3. Your pharmacy needs to complete one national clinical pathway; one from UTI, Impetigo, sore throat, infected insect bite, shingles, otitis media (if your pharmacy is eligible to provide this pathway) and acute sinusitis, in February 2024 and five in March 2024 in order to claim £1000/month. If you do not achieve five clinical pathway consultations by the end of March 2024, the initial £2000 fixed payment which was paid when your pharmacy signed up to the service will be reclaimed.



## Contact us:

Link to: [Community Pharmacy Somerset website](#)

Email: [somersetlpc@gmail.com](mailto:somersetlpc@gmail.com)

Please get in touch via the contact details above if you want to subscribe or unsubscribe from this mailing list.

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