

Dear Pharmacy Teams,

Due to operational changes at Turning Point, it has been highlighted that some pharmacies previously signed contracts to deliver OST Therapy, Needle Exchange and Naloxone have not reached the correct destination. Your senior operative has been made aware of this, and we have asked them to re-sign and send back the contracts.

For you to view the latest contracts -these can be accessed by visiting our website

<https://somerset.communitypharmacy.org.uk/sdas-2/>

To be able to order needle exchange and Naloxone, your pharmacy will need to have an account with Exchange Supplies- To get an account established please contact

Louise@exchangesupplies.org

If your company has authorized you to provide Needle Exchange and Naloxone, but these services are not visible to you on your Pharmoutcomes account, please contact Yvonne at Community Pharmacy Somerset to rectify this.

Yvonne.somersetlpc@gmail.com

Myth Busting

Referrals for low acuity conditions / minor illness

Minor illness consultations are no longer a part of Pharmacy First.

Wrong! The minor illness strand of the Community Pharmacist Consultation Service (CPCS) remained when the service became Pharmacy First. Therefore, GPs can still refer patients for a minor illness consultation with a pharmacist, as was the case for CPCS.

GPs cannot electronically refer patients for minor illness consultations as part of Pharmacy First.

Wrong! The minor illness strand of the Community Pharmacist Consultation Service (CPCS) remained when the service became Pharmacy First. Therefore, GPs can still refer patients for a minor illness consultation with a pharmacist, as was the case for CPCS.

Patients with only certain minor illnesses can be electronically referred for the minor illness strand of Pharmacy First.

Wrong! While the service specification does include a list of minor illness symptom groups identified for referral to a community pharmacist for the minor illness strand of the service; it is important to note that this list is not exhaustive.

Therefore, if an electronic referral is received for a minor illness that is not included in the list, for example, a verruca or chickenpox, this is not a reason to reject the referral and these patients can be seen under the Minor illness strand of the service.

Myth Busting continued....

Referrals for low acuity conditions / minor illness

I can accept a Pharmacy First Minor illness electronic referral for a blood pressure check.

Wrong! A Pharmacy First Minor illness electronic referral should not result in the need for a blood pressure check.

If a patient has been incorrectly electronically referred for a blood pressure check, instead of a Minor illness consultation, the patient should be rejected detailing the reason.

If the patient meets the inclusion criteria for the Hypertension case-finding service or falls into the category of patients that has been agreed locally with the GP practice that referrals can be accepted for, another electronic referral is not required, and the patient can be offered the Hypertension case-finding service instead.

If the patient does not meet the inclusion criteria for the Hypertension case-finding service or does not fall into the category of patients that has been agreed locally with the GP practice that referrals can be accepted for, another electronic referral will be required from the GP practice, this time for the Hypertension case-finding service.

On all occasions, the GP practice should be contacted to explain why the patient has been rejected and explain instead that in future, patients should be referred for the Hypertension case-finding service if a blood pressure check is required.

It is also important to note that if the consultation is recorded as a Pharmacy First minor illness consultation, the GP Post Event Message (PEM) will go back to the GP patient record titled 'Minor illness'. The IT system will not code the message correctly and any follow-on care, for example, if the patient's blood pressure is high, may not get identified. Therefore, GP teams will not receive clinically significant consultation outcome information in the right way.

I have received a Pharmacy First Minor illness referral for a blood pressure check, so I can claim for a Pharmacy First Minor illness consultation and the Hypertension case-finding service.

Wrong! You cannot claim for the provision of both services. The patient should be rejected for the Pharmacy First Minor illness referral as explained above, and a claim should be made for only the Hypertension case-finding service, if this service is provided to the patient.