

Pharmacy First: Getting to know the service



The Pharmacy First Service

- Pharmacy First is a new Advanced service delivered from over 98% of pharmacies within Sefton. It includes **seven new clinical pathways** and will **replaces** the Community Pharmacist Consultation Service (CPCS)
- The service will consist of **three elements**:

Clinical pathway consultations

- new element
- Patient can walk-in or via referral

Urgent supply of repeat meds and appliances

- previously part of CPCS
- Referral ONLY

Referrals for minor illness consultations

- previously part of CPCS
- Referral ONLY

Pharmacies opting-in must provide **all three elements** of the service. Referrals are required for minor ailments and emergency meds supply and telephone consultations are still possible, where clinically appropriate.

Benefits of the service

- Greater use of pharmacists' expertise can help ensure patients are provided with the right care by the right person at a time most convenient to them. This will increase capacity within general practice for the treatment of patients with higher acuity needs, both now and post pandemic.
- This service aims to support the local NHS system and improve access to primary care through more effective use of existing resource, capacity, and expertise within the system.

Patients	<ul style="list-style-type: none"> • Accessible & professional clinical service from the pharmacist of their choice • Re-educate patients to go to the most appropriate healthcare professional for their needs
General Practice	<ul style="list-style-type: none"> • Create capacity – more GP appointments available as those with minor illnesses/low acuity conditions have been referred to pharmacy • Patients seen by the right healthcare professional at the right time • Build on and enhance local relationships between primary care providers
Pharmacy	<ul style="list-style-type: none"> • Allows community pharmacy to demonstrate its place within the NHS to manage patients with minor illnesses/low acuity conditions • Build on and enhance local relationships between primary care providers
NHS	<ul style="list-style-type: none"> • Cost-effective use of NHS resources to support patients with minor illnesses/low acuity conditions



Referral for Minor Ailments- Care at the Chemist

Care at the Chemist

Under the service a pharmacy can support with many conditions including:

- Allergies
- Athletes foot
- Cold sores
- Colic
- Constipation
- Coughs, colds and sore throats
- Cystitis
- Diarrhoea
- Ear wax
- Haemorrhoids
- Headache
- Head lice
- Indigestion
- Mouth Ulcers
- Minor eye infections
- Minor skin reactions
- Nappy rash
- Nasal congestion
- Oral Thrush
- Pain or temperature
- Teething
- Threadworm
- Thrush (genital)
- Warts and verruca's

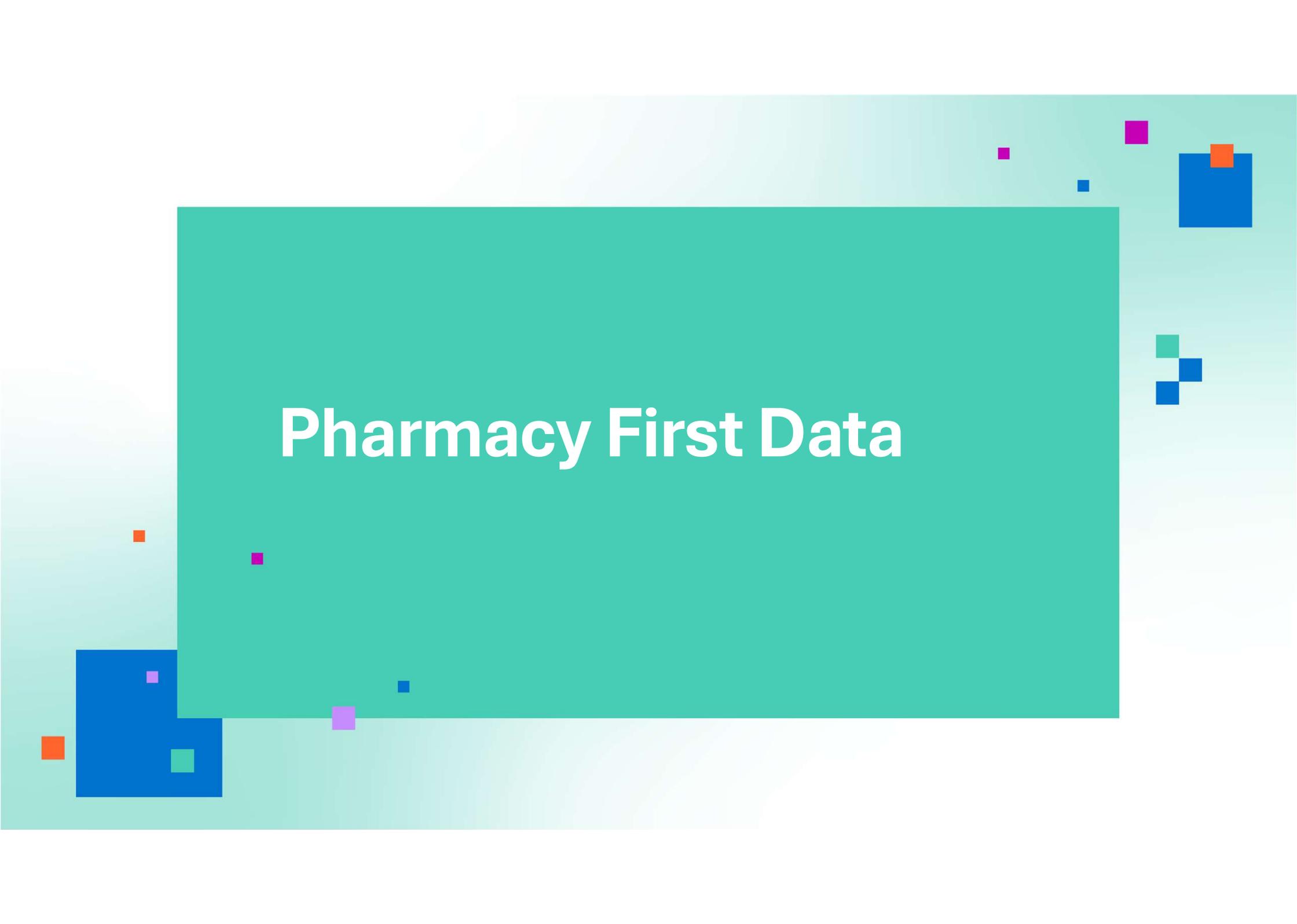


Clinical Pathway Consultations (New Element)

Clinical Pathway Consultations

- The clinical pathways element will enable the management of common infections by community pharmacies through offering **self-care, safety netting advice**, and only if appropriate, supplying a **restricted set of medicines** to complete episodes of care for seven common conditions

- The 7 clinical pathways whereby patients can Walk-in to a community pharmacy and receive treatment cover the following common health conditions.
 1. **Sinusitis (12 years+)**
 2. **Sore Throat (5 years+)**
 3. **Earache (1-17 years)**
 4. **Infected insect bites (1 year+)**
 5. **Impetigo (1 year+)**
 6. **Shingles (18 years+)**
 7. **UTI (uncomplicated) in women (16-64 years)**



Pharmacy First Data

Key Pharmacy First National findings so far...

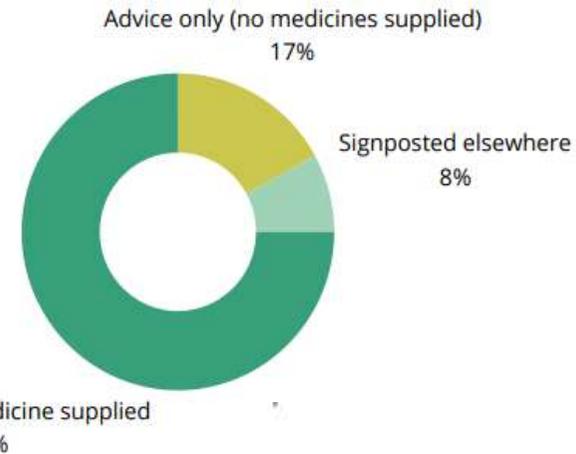
- **125,275** claims in Feb
- **144,389** claims in March



There were **two and half times** more consultations in more deprived communities



Nearly a third of all consultations were provided outside of typical working hours

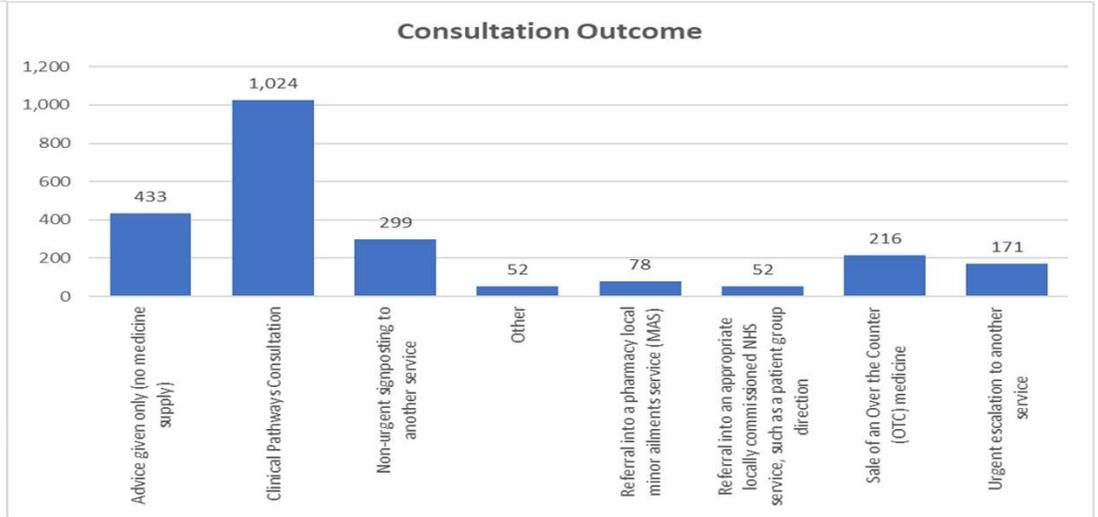
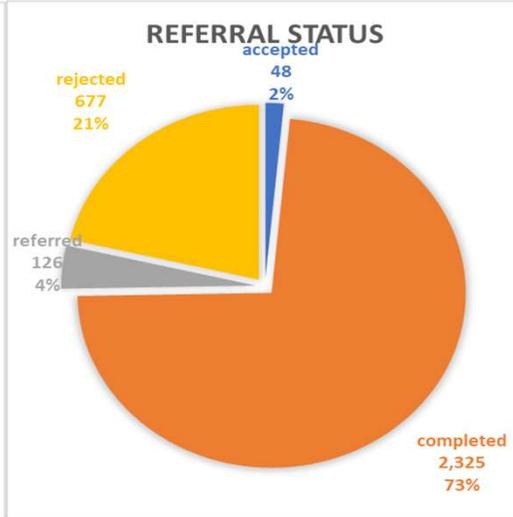
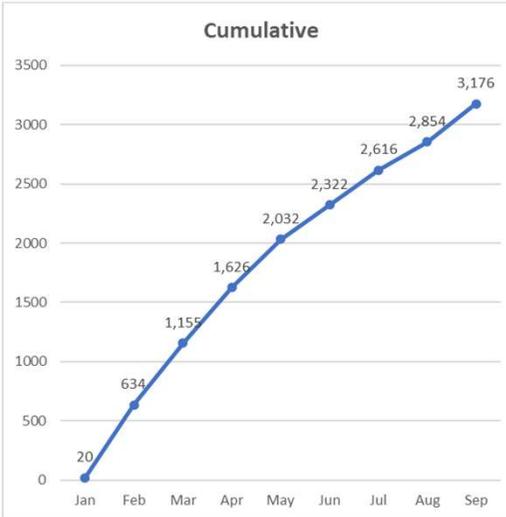


NHS-funded medicine supplied
75%

There were **two and a half times** more Pharmacy First consultations provided in the 20% most deprived communities

Over 90% of patients received the care they needed through Pharmacy First

Data Analysis – GP referrals only (Not Walk-ins)



- Across Sefton we have had 3176 Pharmacy first referrals from GP practice to community pharmacy since the 31st Jan.

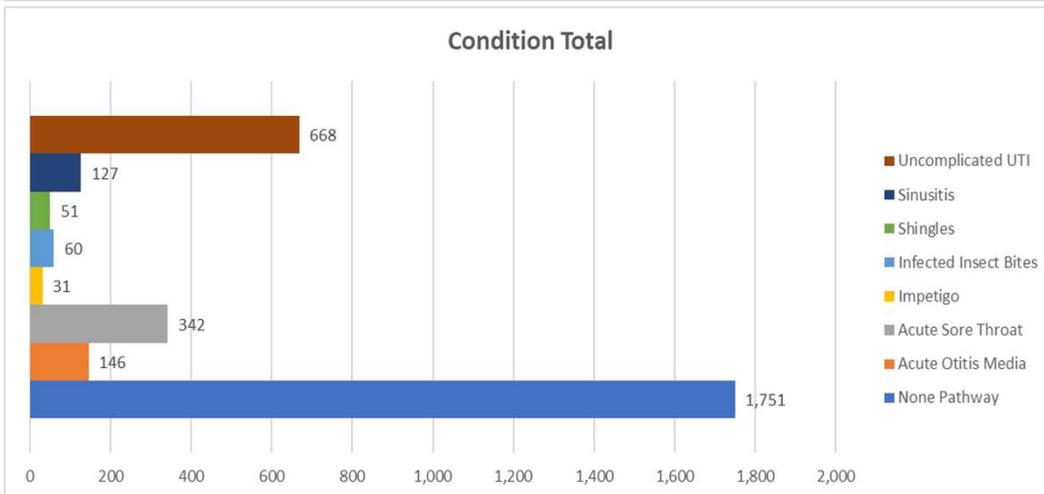
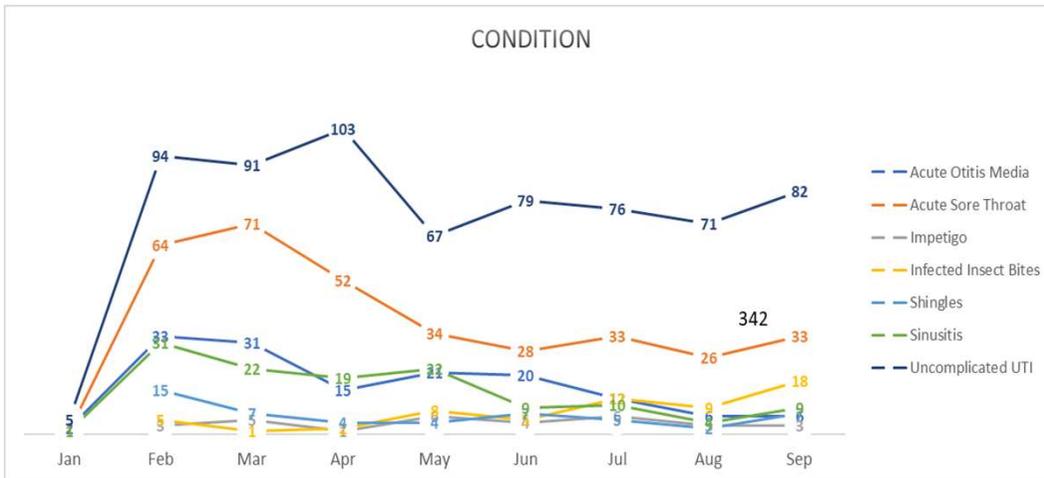
- 73% of referrals were completed within community pharmacy with no further escalation.

Of the 2325 referrals only 20% (470) of referrals required escalating.

- 13% (299) Required Non-urgent signposting to another service

- 7% (171) Required Urgent escalation to another service.

Data Analysis – GP referrals only (Not Walk-ins)



- The service was introduced to help alleviate pressures on GP practice whilst ensuring patient have access to the right treatment at the right time.
- From the data across Sefton, we have completed 1855 consultations within community pharmacy that required no further escalation.
- This is 1855 patients that would normally have presented at GP practice.