

NHS Community Pharmacy Contractual Framework Essential Service – Signposting

1. Service Description

- 1.1 The provision of information to people visiting the pharmacy, who require further support, advice or treatment which cannot be provided by the pharmacy, on other health and social care providers or support organisations who may be able to assist the person. Where appropriate, this may take the form of a referral.

2. Aims and intended service outcomes

- 2.1 To inform or advise people who require assistance, which cannot be provided by the pharmacy, of other appropriate health and social care providers or support organisations.
- 2.2 To enable people to contact and/or access further care and support appropriate to their needs.
- 2.3 To minimise inappropriate use of health and social care services.

3. Service outline

- 3.1 Pharmacy staff will inform or advise people visiting the pharmacy of other health and social care providers and support organisations, such as patient groups, when appropriate.
- 3.2 A written referral note may be provided when this is felt appropriate by the pharmacy staff.
- 3.3 When the patient is known to the pharmacy staff, a record of the advice or referral may be made on the patient's pharmacy record, when the pharmacist deems it to be of clinical significance.
- 3.4 PCOs will need to provide pharmacies in their area with details of health and social care providers to whom patients can be referred. Likewise contact details for local patient and support groups can similarly be provided to pharmacies.