

Pharmacy First: Getting to know the service



Webinar overview

- How to participate and ask questions
- Strategic context for the service
- Summary of the service requirements
- The clinical pathways and PGDs
- Learning and development requirements
- Digital systems to support the service
- Preparing to provide the service
- Q&A

Our second webinar:

Pharmacy First: getting
ready for launch
15th January 2024

will have a greater
focus on the
practicalities of
providing the new
service



The Pharmacy First Service

- Community Pharmacy England submitted proposals for a Pharmacy First service to DHSC and NHS England in March 2022
- This was followed up with a comms and lobbying campaign
- On 9th May 2023, DHSC and NHS England published the Delivery plan for recovering access to primary care
- This included a commitment to commission a Pharmacy First service, allowing the treatment of seven conditions
- The **start date** is **31st January 2024** (subject to IT support being available)



The Pharmacy First Service

- Pharmacy First will be a new Advanced service that will include **seven new clinical pathways** and will **replace** the Community Pharmacist Consultation Service (CPCS)
- The service will consist of **three elements**:

Clinical pathway consultations

- new element

Urgent supply of repeat meds and appliances

- previously part of CPCS

Referrals for minor illness consultations

- previously part of CPCS

What are the seven conditions?

Sinusitis

12 years and over

Sore throat

5 years and over

Acute otitis media

1 to 17 years

Infected insect bite

1 year and over

Impetigo

1 year and over

Shingles

18 years and over

Uncomplicated UTI

Women 16 to 64 years

The Pharmacy First Service

Pharmacies opting-in must provide **all three elements** of the new service

Patients can **present to the pharmacy** for clinical pathways consultations (**only**)

Clinical pathways consultations can be provided **remotely**, except for the acute otitis media pathway (otoscope req)

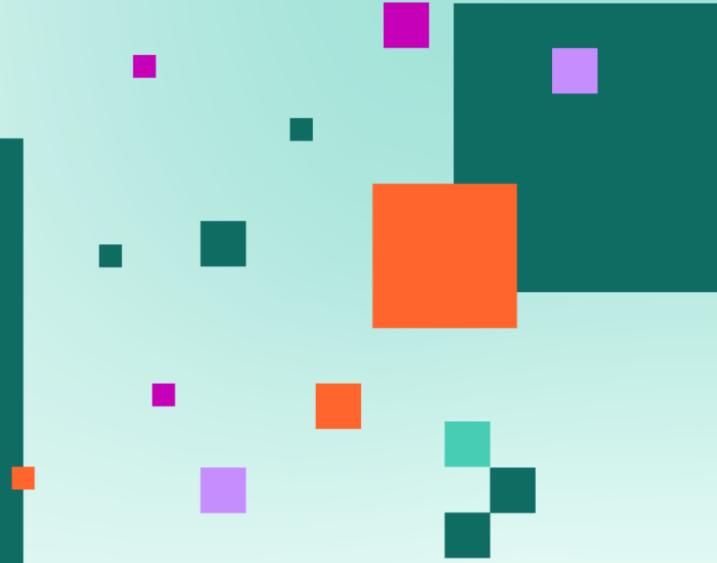
Remote consultations **must be via high-quality video link**

DSPs can **only** provide clinical pathways consultations **remotely** (due to the link to Essential services)

They can't provide the acute otitis media pathway (otoscope req)

There are no changes to the former CPCS elements of the service, e.g. referrals are still required and telephone consultations are still possible, where clinically appropriate

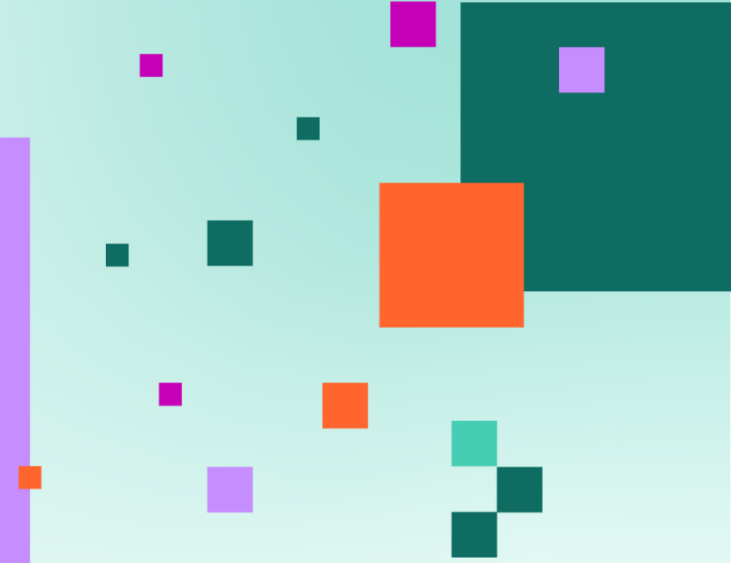
Strategic context for the service



The importance of pharmacy professional practice in Pharmacy First

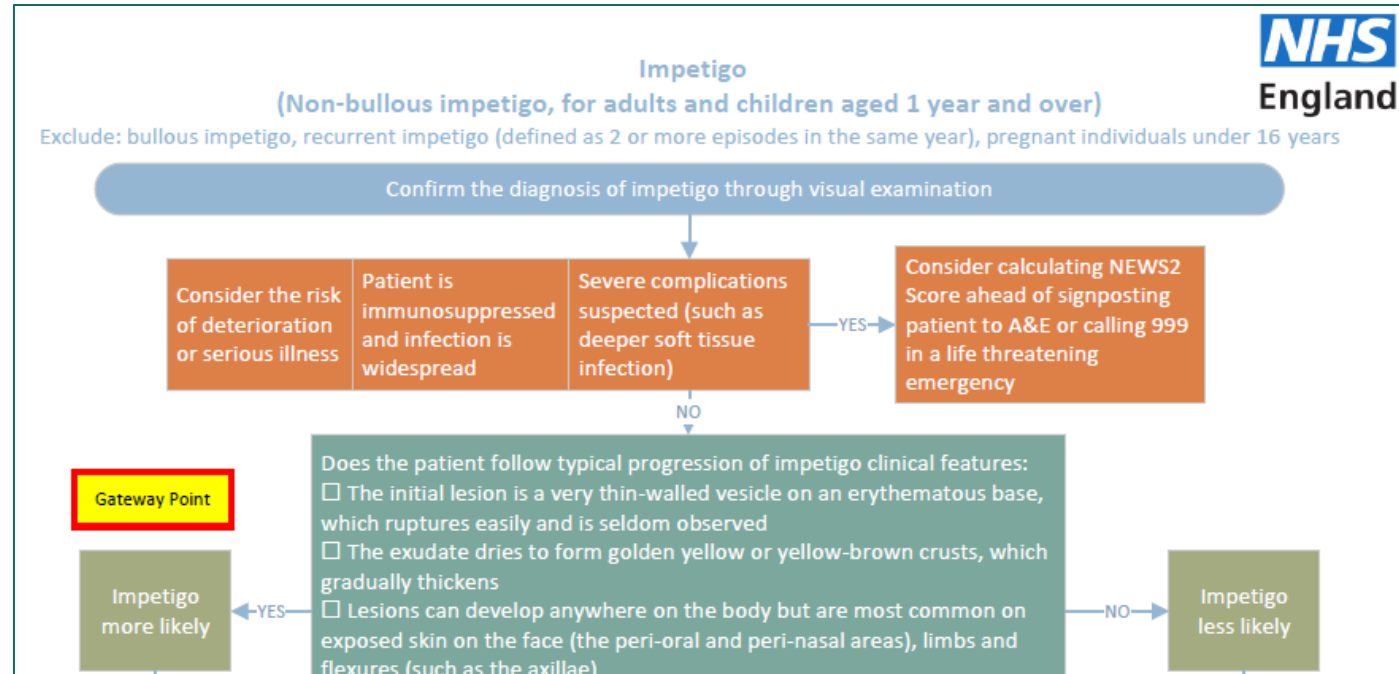
- Signals an exciting future, building on strong progress professions have made in developing and implementing clinical services – and on key initiatives, such as independent prescribing, which will enable pharmacists to see and treat a wider group of patients
- Crucial the NHS's confidence in community pharmacy is recognised in terms of quality of service and professionalism achieved, which patients and local communities expect to receive
- High profile – new services being observed by the wider NHS and Department of Health and Social Care
- Successful delivery, realising the full benefits for patients and the NHS, will rely on effective and sustainable relationships between GP and community pharmacy teams at a local level.
- Local pharmacy leaders need to work closely with practice teams to reassure and reinforce the messages about clinical competence, and proactively manage antimicrobial resistance concerns.
- NHS England used best evidence and expertise to create seven Pharmacy First clinical pathways – and surveillance of the antibiotic data by ICBs and NHS England will be robust.
- Aim is to achieve maximum benefit for the population of England – a great contribution to NHS patient care.

Summary of the service requirements

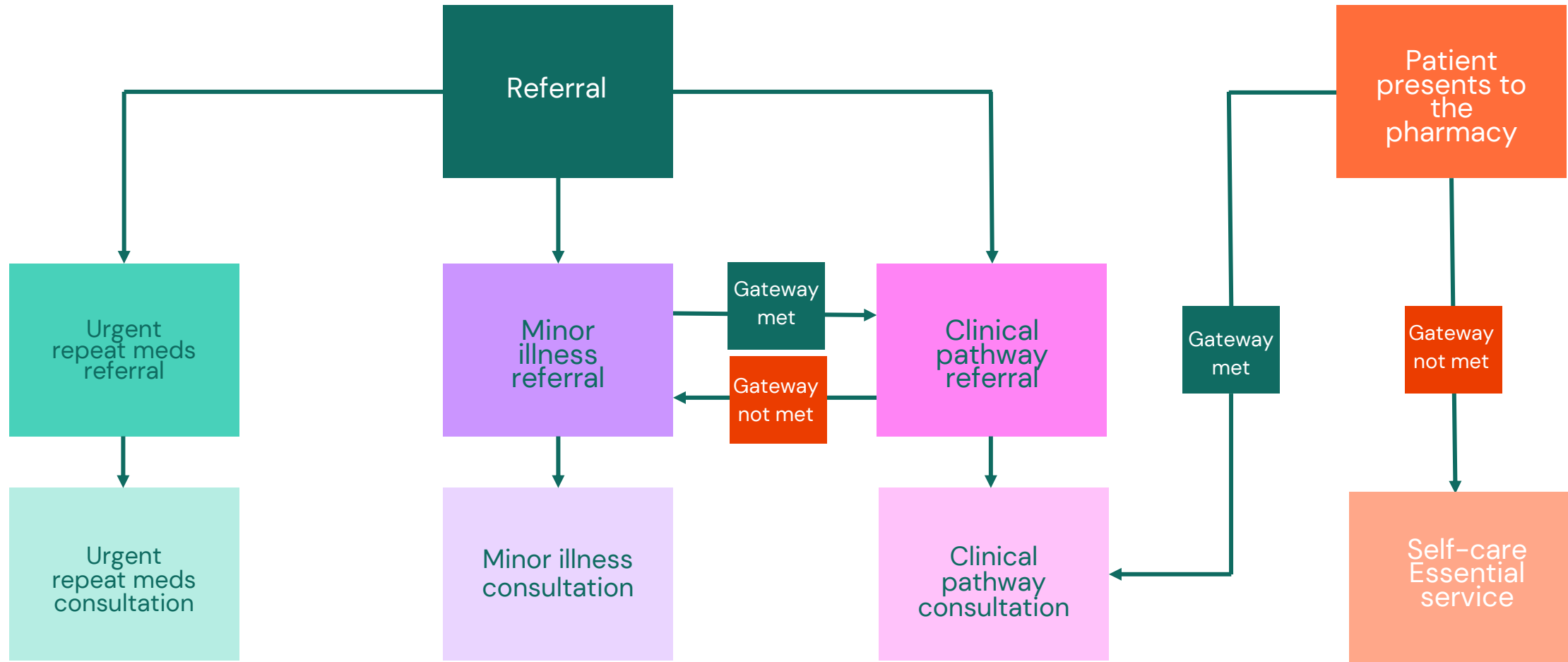


Clinical pathways consultations

- Service spec and seven clinical pathways developed
- 23 associated PGDs and one clinical protocol (P med)
- The clinical pathways contain one or more Gateway points
- For a patient to be eligible to receive a clinical pathways consultation, a Gateway point must be passed



High-level service overview



The service requirements

- Complying with Terms of Service requirements for Essential services and clinical governance
- Have a consultation room meeting the ToS requirements, with access to IT equipment for record keeping
- Equipment – otoscope – see buying advice in Annex C
- Standard operating procedure, including the process for escalation
- Competency and training requirements
- Have an NHS-assured clinical IT system
- Sign-up to provide the service on MYS
- Where supplies of an NHS medicine are made, the normal prescription charge rules apply



Funding

- Funding for the clinical pathways consultations comes from the additional **£645m** provided to support the recovery plan
- Initial fixed payment of **£2000**
 - Must sign-up to provide the service on MYS **by 23:59 on 30th January 2024**
 - Claims submitted **before 23:59 on 31st Dec 2023** will be paid on **1st Feb 2024**
 - Claims submitted **before 23:59 on 30th Jan 2024** will be paid on **1st Mar 2024**
 - The payment will be **reclaimed** if **5** clinical pathways consultations are not provided **by the end of March 2024**
- **£15** fee per completed consultation (also applies to CPCS consultations from 1st Jan 2024)

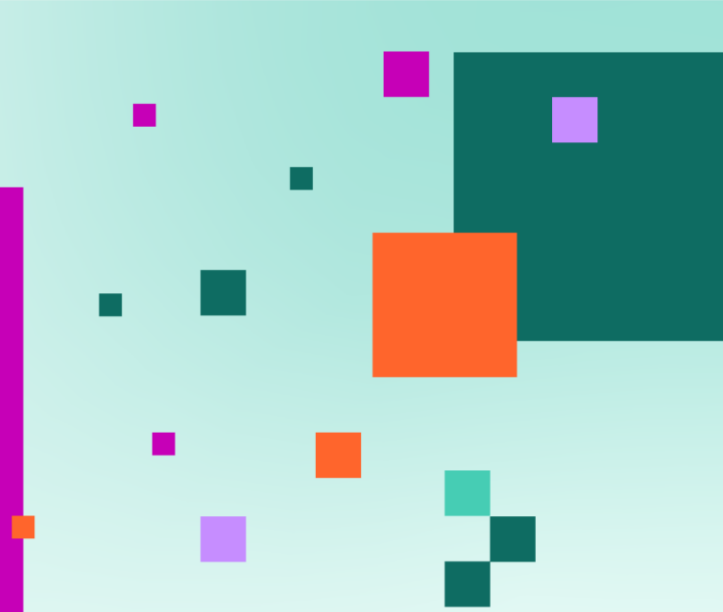


Funding

- A **monthly** fixed payment of **£1000** where the pharmacy meets a **minimum number** of clinical pathways consultations:

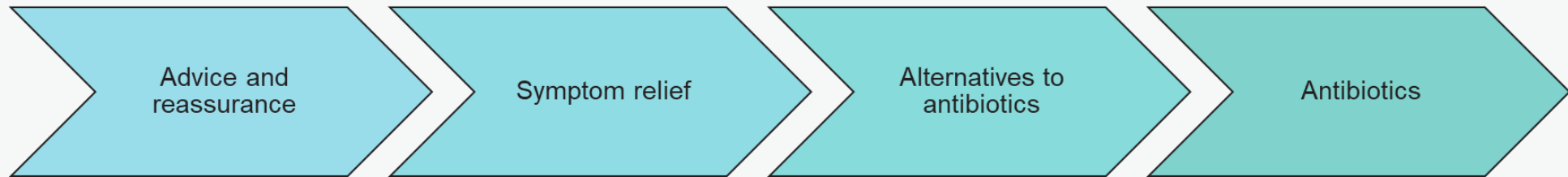
Month	Minimum number of clinical pathways consultations
February 2024	1
March 2024	5
April 2024	5
May 2024	10
June 2024	10
July 2024	10
August 2024	20
September 2024	20
October 2024 onwards	30

The clinical pathways and PGDs

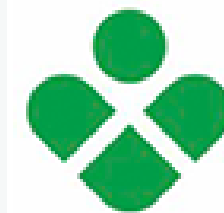


Clinical Pathway Consultations

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.



- NHS England commissioned SPS to develop protocols and patient group directions (PGDs) for the Pharmacy First service.
- The final PGDs and protocol, soon to be published on the NHS England website, have received national approval from the National Medical Director, Chief Pharmaceutical Officer and National Clinical Director for IPC & AMR.



**Specialist
Pharmacy
Service**

Development of Clinical Pathways

Multi-professional expert working group to develop robust clinical pathways for each of the 7 conditions

Adherence to NICE guidelines

National template for Patient Group Directions developed by SPS

Pharmacy Quality Scheme antimicrobial stewardship foundation

AMR Programme Board Oversight
National Medical Director and Chief Medical Officer for England

Monitoring and Surveillance



NHSE will closely monitor the Pharmacy First service post-launch to allow for robust oversight and monitor for any potential impact on antimicrobial resistance so that any needed mitigations can be quickly actioned.



NHSE are working with NHSBSA to enable pharmacy reimbursement and functionality for PGD supply to be recorded via ePACT2 data, or in a parallel dashboard.



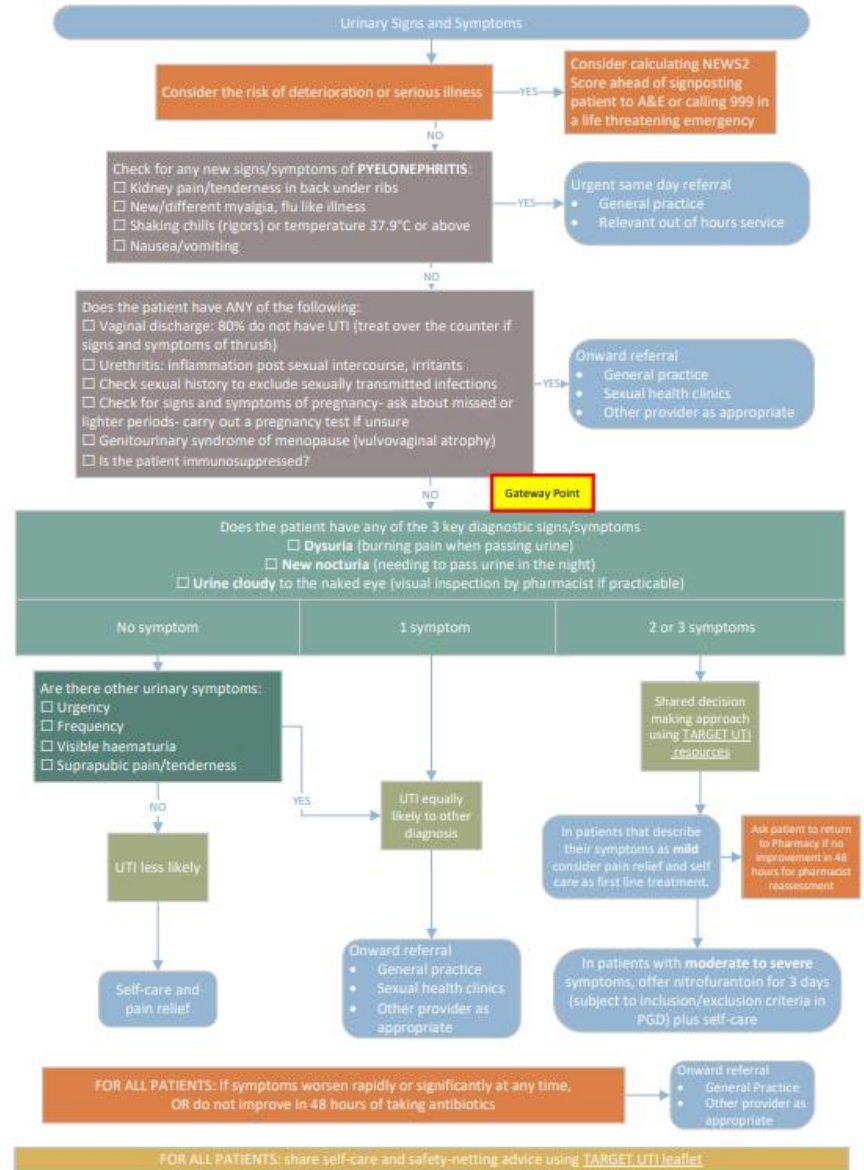
NIHR will commission an evaluation of Pharmacy First services considering implications for antimicrobial resistance.

UTI Clinical Pathway

Uncomplicated Urinary Tract Infection

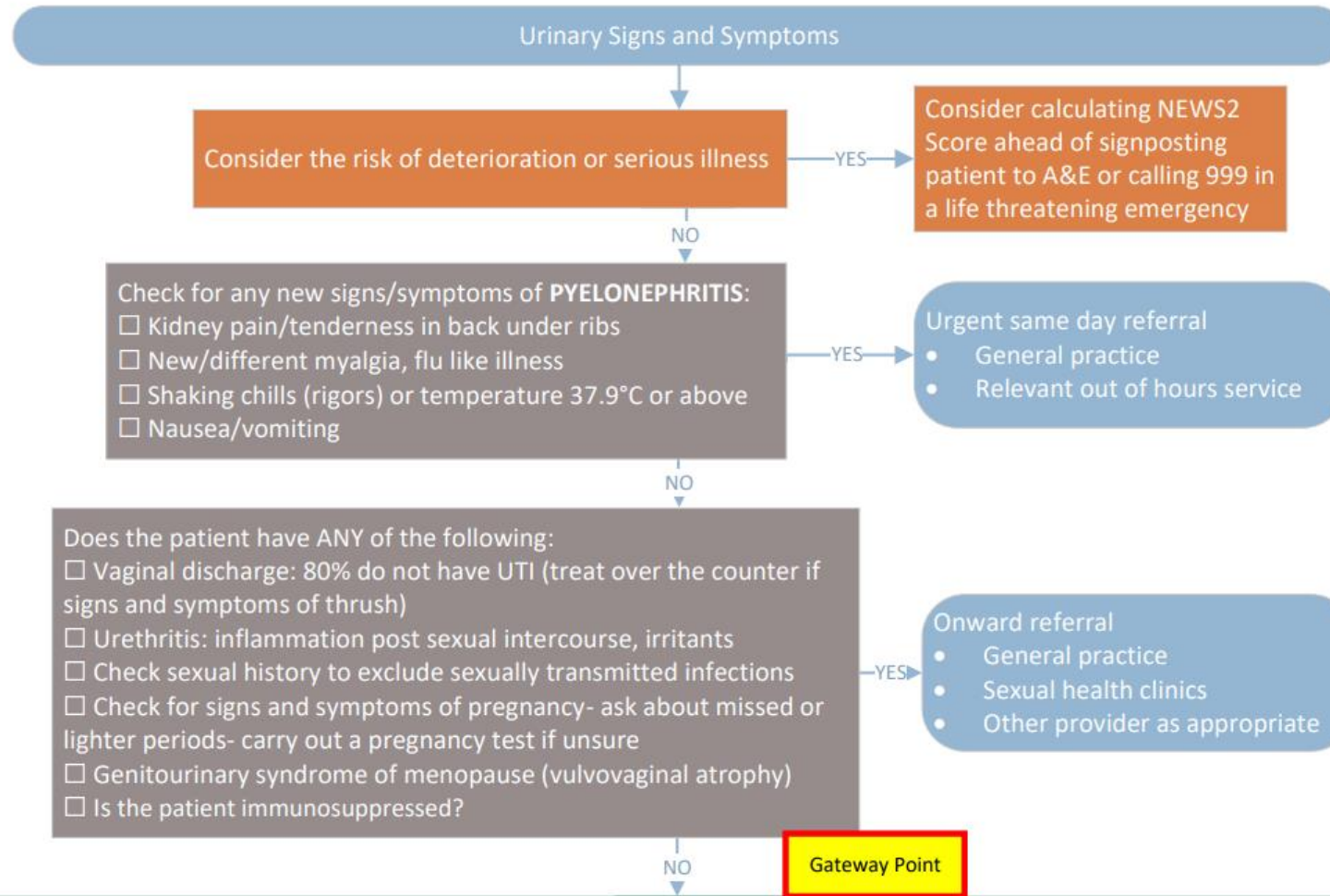
(For women aged 16 to 64 years with suspected lower UTIs)

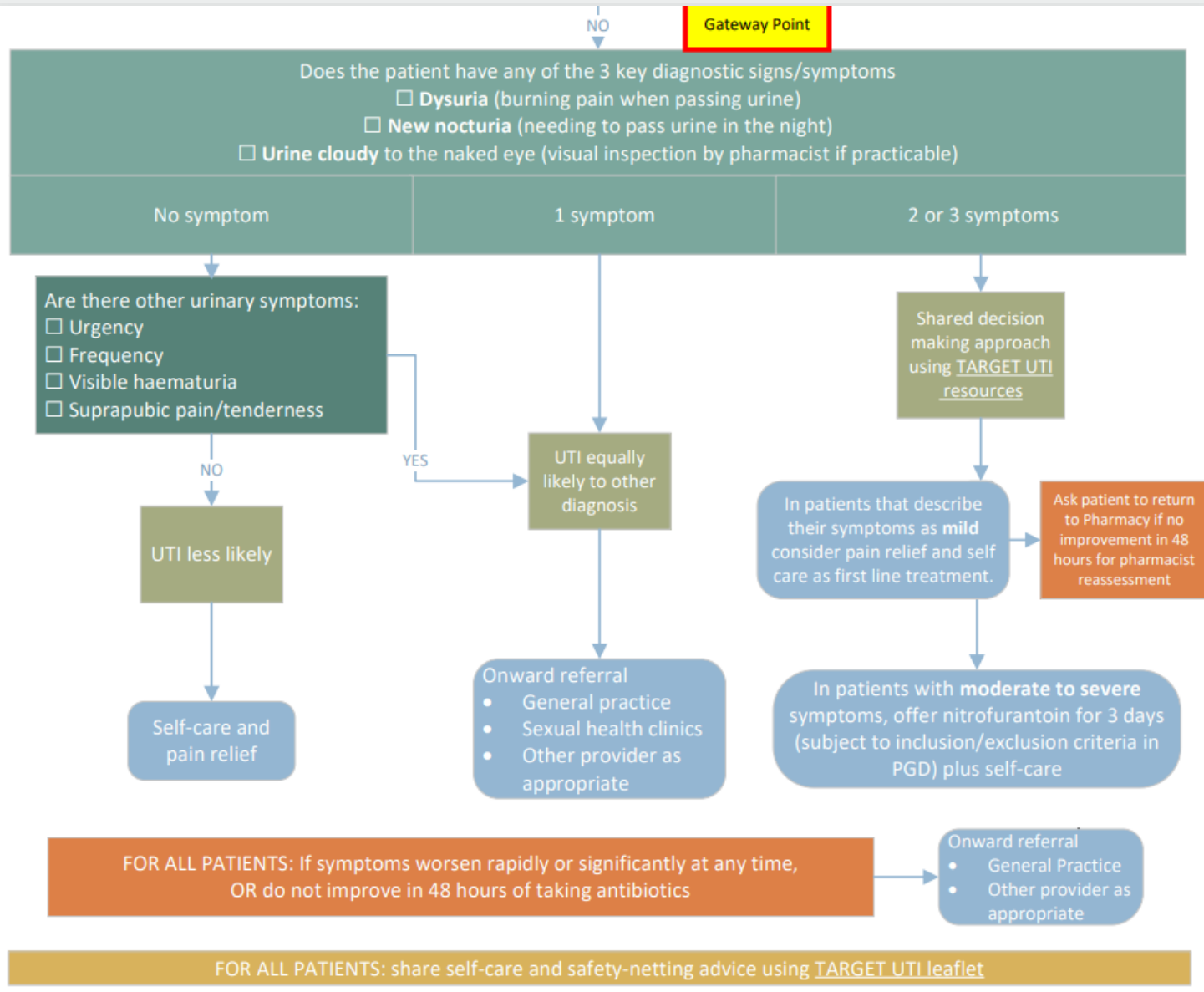
Exclude: pregnant individuals, urinary catheter, recurrent UTI (2 episodes in last 6 months, or 3 episodes in last 12 months)



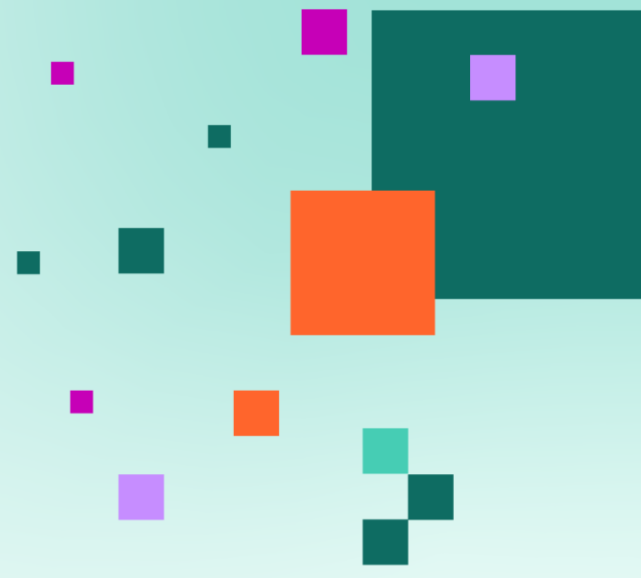
Uncomplicated Urinary Tract Infection (For women aged 16 to 64 years with suspected lower UTIs)

Exclude: pregnant individuals, urinary catheter, recurrent UTI (2 episodes in last 6 months, or 3 episodes in last 12 months)





Learning and development requirements



NHS Pharmacy First service


- Self-assessment framework
- Update to CPCS portfolio
- ENT clinical assessment workshops
- New resources under development

NHS Pharmacy First service


Developing your career **Providing pharmacy services** Learning

Providing NHS and public health pharmacy services

Our learning and assessment will support you in keeping your knowledge up to date and providing the tools to be service-ready and support the medicines optimisation.



NHS Pharmacy First
The NHS Pharmacy First service is an advanced service which connects patients who have a minor illness or need an urgent supply of medication with a community pharmacy. >



Consultation skills
The *Consultation skills for pharmacy practice* programme offers new and innovative learning and assessment programmes to support you in developing your consultation skills. >

NHS Pharmacy First service

The NHS Pharmacy First service launches as a new advanced service of the community pharmacy contract on Wednesday 31st January 2024.

Pharmacy First replaces the Community Pharmacist Consultation Service (CPCS) and includes seven new clinical pathways. The full Pharmacy First service consists of three elements:

- Clinical pathways – a new element of the service
- Urgent repeat medicine supply – previously within CPCS
- NHS referrals for minor illness – previously within CPCS

More details of this advanced service are available from [NHS England](#) and [Community Pharmacy England](#).

Providing the service requires community pharmacies to hold consultations that give advice and NHS-funded treatment (via Patient Group Directions), where appropriate for seven common conditions (following clinical pathways), which are:

- Sinusitis
- Sore throat
- Acute otitis media
- Infected insect bite
- Impetigo
- Shingles
- Uncomplicated urinary tract infections in women

CPPE has a range of learning resources to prepare and support pharmacy professionals to provide the NHS Pharmacy First service. These resources include a [self-assessment framework](#) developed in partnership with NHS England, which supports you to reflect on your knowledge, skills and behaviours that are essential to provide all three elements of the NHS Pharmacy First service. Through the self-assessment, you can identify any gaps and make an action plan to develop as required.

You can download a copy of the Pharmacy First self-assessment framework using the button below:

Self-assessment framework

▼ NHS Pharmacy First Service – service specification

▼ Competency requirements

▼ Evidence of competence

▼ Learning resources to support your development

▼ Useful CPPE resources to support the delivery of Pharmacy First

FAQs (Coming soon)

Self-assessment framework

How to use this self-assessment framework

Consider your previous learning and experience of responding to minor illness in the pharmacy. What evidence do you have to support you in achieving competence, and is there any further learning or training you could complete to take your knowledge and skills to the next level?

Work through the statements in Table 1 to assess your readiness to provide the service, and rate yourself based on the following guidance:

Competent	I already have the necessary knowledge, skills and behaviours to deliver this aspect of the service.
Development required	I have some knowledge, skills, and behaviours in this area, but these need to be developed further. I will create an action plan to address this before I deliver the service. I will access the resources suggested in the self-assessment framework to help me consider how I can develop my competence in this area.
No previous experience	This is new to me. I need to prioritise my action plan to develop my competence in this area before I deliver the service. I will access the resources suggested in the self-assessment framework to help me consider how I can develop my competence in this area.

If you do not fully meet a specific statement, you will need to plan actions to address your development needs. You can identify suitable resources to support you in the learning resources column. Ensuring your objectives are SMART (Specific, Measurable, Achievable, Relevant and Time-bound) will make it easier to get started, help you to keep track of your progress and enable you to spend your time more efficiently and productively. To help with this you can use our action plan template.

Regularly revisiting this self-assessment framework will help you to apply yourself and your peers' experiences in providing the service. This will ensure that you continue to meet the needs of people accessing the service, and that you identify opportunities to further develop and improve.

Action plan template

NHS Pharmacy First
Personal development action plan

CPPE 
CENTRE FOR PHARMACY
POSTGRADUATE EDUCATION

SMART objective	How will I achieve the objective?	Support needed	Timescale	Progress

This document was co-produced by CPPE and NHS England

NHS Pharmacy First service – essential skills



- e-course
- Online workshop
- Updated CPCS materials
- Documenting in records activities
- Other relevant updates – urgent care, documenting in clinical records, minor illness package

ENT clinical assessment skills workshops

✓ Useful CPPE resources to support the delivery of Pharmacy First



- collaboration with Community Pharmacy England
- medic supported
- practice in a safe space
- must bring own otoscope
- at least one per region
- live for booking on 7 Dec 2023 – all full

ENT resources under development

- Video based e-learning modules
- Otitis Media
- Sinusitis
- Sore throat
- AMS associated
- MCQ assessment
- Coming very soon!



Dermatology e-learning

Dermatology: An introduction to managing common skin conditions

CPPE  CENTRE FOR PHARMACY
POSTGRADUATE EDUCATION

Dermatology: An introduction to managing common skin conditions



November 2023

  [NEXT >](#)

Digital systems to support the service



Summary of digital deliverables

Significantly improve the digital infrastructure between general practice and community pharmacy to support this expansion by:

Signpost public to support
channel shifting of patients to pharmacy

(Update DoS, Profile Manager, nhs.uk and 111 online and 111 telephony)

Integrate **digital referrals** from GP to pharmacy

(Bookings and Referrals Standard)

Provide pharmacists greater
access to patient's GP record

(GP Connect Access Record)

Capability to **update the patient's GP record** following a pharmacy consultation

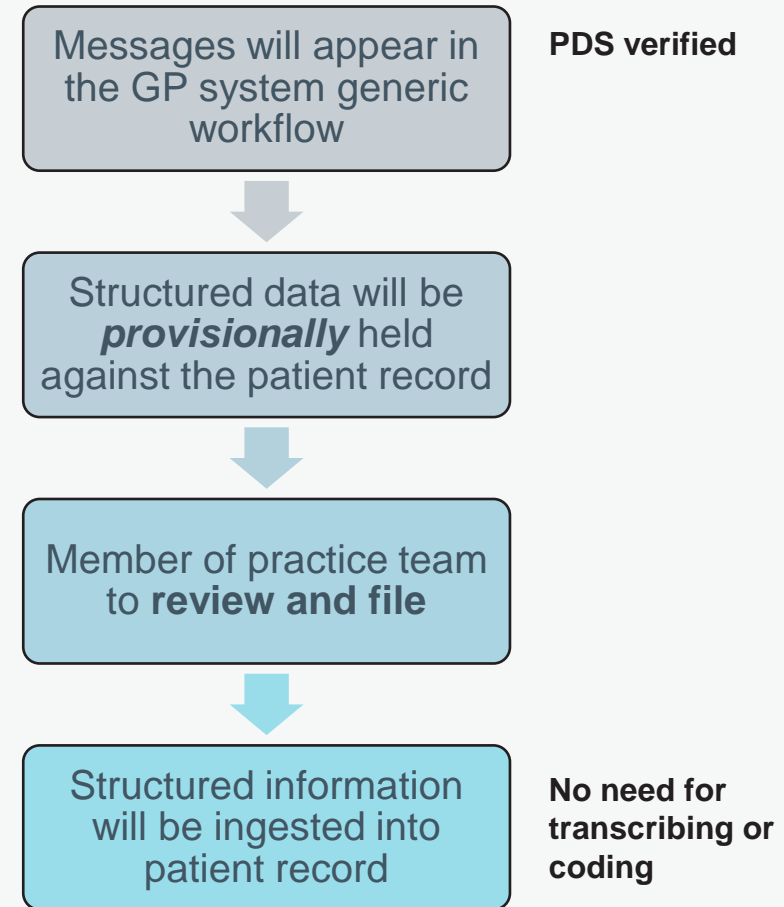
(GP Connect Update Record)

Support efficient
renumeration and national reporting to NHS BSA

(BSA Payment & Data API)

Updating the GP record

- Community Pharmacy IT suppliers have developed the capability to send a summary of the pharmacy consultation (as per NHSE service specification and PRSB standard).
- Initial implementation will cover the following pharmacy services:
 - Pharmacy First (Clinical Pathways and Minor Illness)
 - Blood Pressure
 - Contraception



Benefits

Linked to Patient

- No manual matching
- No mismatches
- Minimal delay

Via Workflow

- Nothing missed
- Approval prior to filing (still visible in notes)

Not a Document

- No attaching files
- Details directly in patient record

Structured Content

- No manual coding
- Contributes to QOF
- Clear pathways

Structured Medication

- Safer prescribing
- Reduce duplication
- Can be re-issued

Clear Attribution

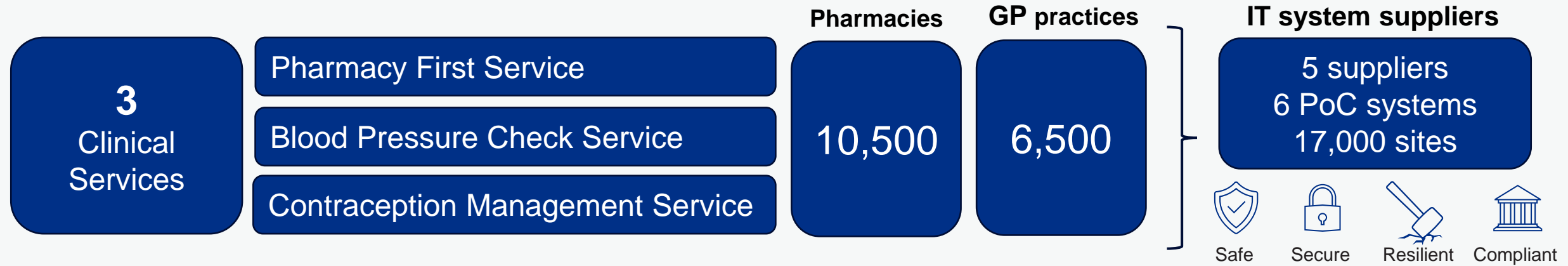
- Filed as an external consultation
- Clinician details given

Updating the GP record

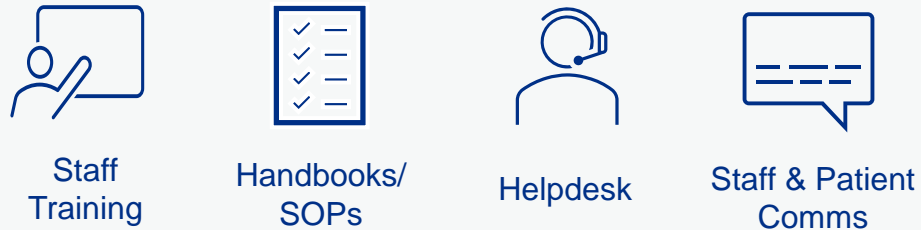
Important Notes

- Update Record **will not** be used to communicate urgent information (eg safeguarding) or actions for the GP
 - Usual channels of communication will be used
- Currently documents cannot be attached to messages
 - ABPM reports will come by email
- You will receive one message per consultation
 - e.g. ABPM – initial consult and then ABPM results

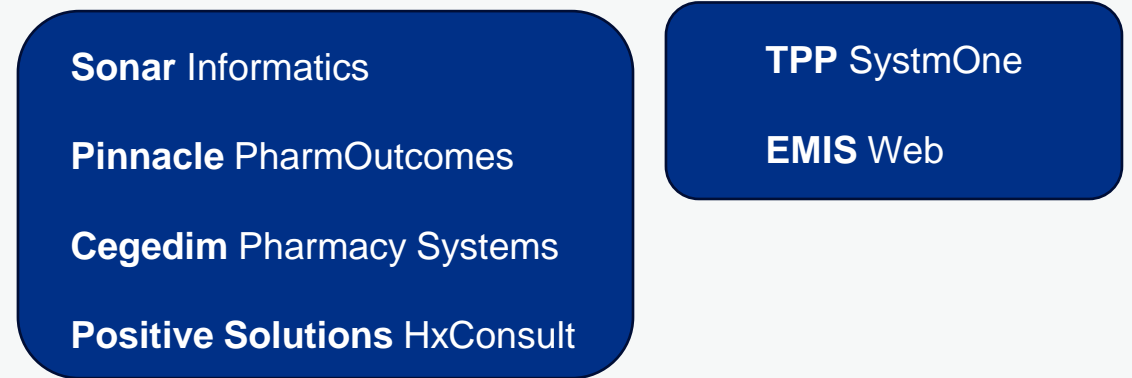
Scale of the change



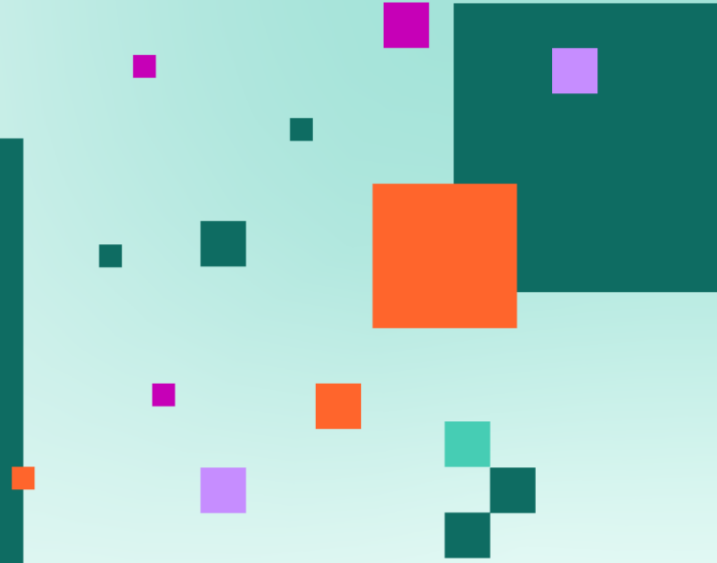
Support requirements



PoC software suppliers (CP and GP)



Preparing to provide the service



Preparing to provide the service

1. Download and read the **service specification** and **clinical pathways**
2. If you then want to provide the service from the start date, **sign up on MYS** – preferably by 31st December 2023
3. Place an **order for an otoscope**
4. Download and start reading the **PGDs and clinical protocol**

UTI	Shingles	Impetigo	Insect bite	Sore throat	Sinusitis	Acute otitis media
Nitrofurantoin	Aciclovir Valaciclovir	Hydrogen Peroxide Cream Fusidic acid cream			Mometasone nasal spray Fluticasone nasal spray	Phenazone & Lidocaine ear drops
		Flucloxacillin Clarithromycin Erythromycin	Flucloxacillin Clarithromycin Erythromycin	Pen V Clarithromycin Erythromycin	Pen V Clarithromycin Erythromycin Doxycycline	Amoxicillin Clarithromycin Erythromycin

Preparing to provide the service

5. Start **considering which IT system** you want to use and look into costs and contracting
6. Provide an **initial briefing** on the service for your **staff**
7. Create a **training plan with pharmacists** who will provide the service (using the CPPE self-assessment), including ensuring they know how to use an otoscope
8. Check your **LPC's website** for details of any **local training sessions**
9. Start to develop an **SOP** or update your CPCS SOP



Resources to help you get ready

- Checklists of things to do to prepare for the service for pharmacy owners and pharmacists
- The CPCS toolkit is being updated to cover the new service
- CPPE Pharmacy First webpage and self-assessment framework
- Cliniskills training modules and locally organised training options
- Summary briefing for pharmacy team members

Activity	By whom?	By when?	Completed
1. Read the service specification, clinical pathways, Minor Illness Consultation and Patient Group Directions (PGDs) as well as the FAQs on the Community Pharmacy England website (cppe.org.uk/pharmacyfirst) so that you understand			

The NHS Pharmacy First self-assessment framework

Background to the Pharmacy First service

The NHS Long Term Plan highlights the need to boost out of hospital care and reduce pressure on urgent and emergency care. It also commits to making greater use of community pharmacists' skills and opportunities to engage patients. In May 2023, NHS England and the Department of Health and Social Care (DHSC) published the [Delivery plan for recovering access to primary care](#) and committed to expanding the role of community pharmacy by supporting the management of seven common conditions.

In addition to providing urgent medicines supply and managing referrals for people presenting with minor illness, the Pharmacy First service will enable community pharmacies to complete episodes of care for seven common conditions following specific clinical pathways. This will enable the management of common infections by community pharmacies through offering self-care, safety netting advice, and, only if appropriate, supplying certain OTC and prescription only medicines via Clinical Protocol and Patient Group Directions (PGDs). Patients may access this service either by referral or when they are identified as suitable by the pharmacist providing self-care as an essential service. This addition enhances the previous NHS Community Pharmacist Consultation Service (CPCS), making further appropriate use of the community pharmacy team's skills and opportunities to engage and support patients.

Briefing: 040/23: Initial briefing for pharmacy teams - the Pharmacy First service

The briefing provides initial information for pharmacy teams on the Pharmacy First service which will be commissioned from 31st January 2024 (subject to the required IT systems being in place). Further information for pharmacy teams will be published nearer the launch date of the service.

Brief overview of the service

- This is a new NHS service
- There are three parts to the service:
 1. Minor illness consultations with a pharmacist
 2. Supply of urgent medicines (and appliances), and
 3. Clinical pathway consultations.

Parts 1 and 2: Minor illness consultations and Supply of urgent medicines (and appliances)

- The first two parts of the service are those from the **Community Pharmacist Consultation Service (CPCS)**. This service is currently provided by most pharmacies across the country.
- These two parts of the service are and will continue to be (when the Pharmacy First service starts) provided by a pharmacist following a referral from NHS 111, general practices and other authorised healthcare providers. General practices can only refer for Minor Illness consultations; they cannot refer patients for Supply of urgent medicines (and appliances).
- Under CPCS, patients cannot walk-in and access these parts of the service (self-refer); there needs to be a referral from an authorised healthcare provider. This will continue to be the case when they transfer into the Pharmacy First service.
- From the end of 30th January 2024, CPCS will cease to exist, but patients can still access the service when they are appropriately referred, under the Pharmacy First service instead.
- These two parts of the service can be delivered face-to-face in the consultation room or remotely (either by telephone or video consultation).

Part 3: Clinical pathway consultations

- The third part of the Pharmacy First service (the new part) is called **clinical pathway consultations**. This involves pharmacists providing advice and NHS-funded treatment, where clinically appropriate, for seven common conditions: Sinusitis, Sore throat, Acute otitis media (earache), Infected insect bite, Impetigo, Shingles, and Uncomplicated urinary tract infections in women.

CPPE Pharmacy First webpage and self-assessment framework

The CPPE Pharmacy First webpage provides information for pharmacy owners and pharmacists on how to prepare for the service. It includes a self-assessment framework to help pharmacy teams identify any gaps and to support you in taking action to develop your high-quality, person-centred care to people accessing this service, and builds on medical Council's [Standards for pharmacy professionals](#) and [Standards for completed self-assessment frameworks](#), in agreement with their staff, to help them ensure they are also expected to meet and confidentiality and data protection requirements, in line with the CPFC clinical [Standards for England](#).

produced by CPPE and NHS England

Get ready for Pharmacy First with NHS funded training

- **Independent prescribing** for community pharmacists
- **Clinical examination skills** for community pharmacist incl. face-to-face sessions in the New Year
- Community **pharmacy technician: advancing your role**
- **Educational supervisor** training including DPP training

Find out more on the Health Education England website:
[Community Pharmacy Training](https://www.hee.nhs.uk/community-pharmacy-training)
([hee.nhs.uk](https://www.hee.nhs.uk))



Clinical Examination Skills training:

Gateway module, followed by one or more specialist modules of either:

Ear, Nose and Throat – common and serious conditions, ENT examinations.

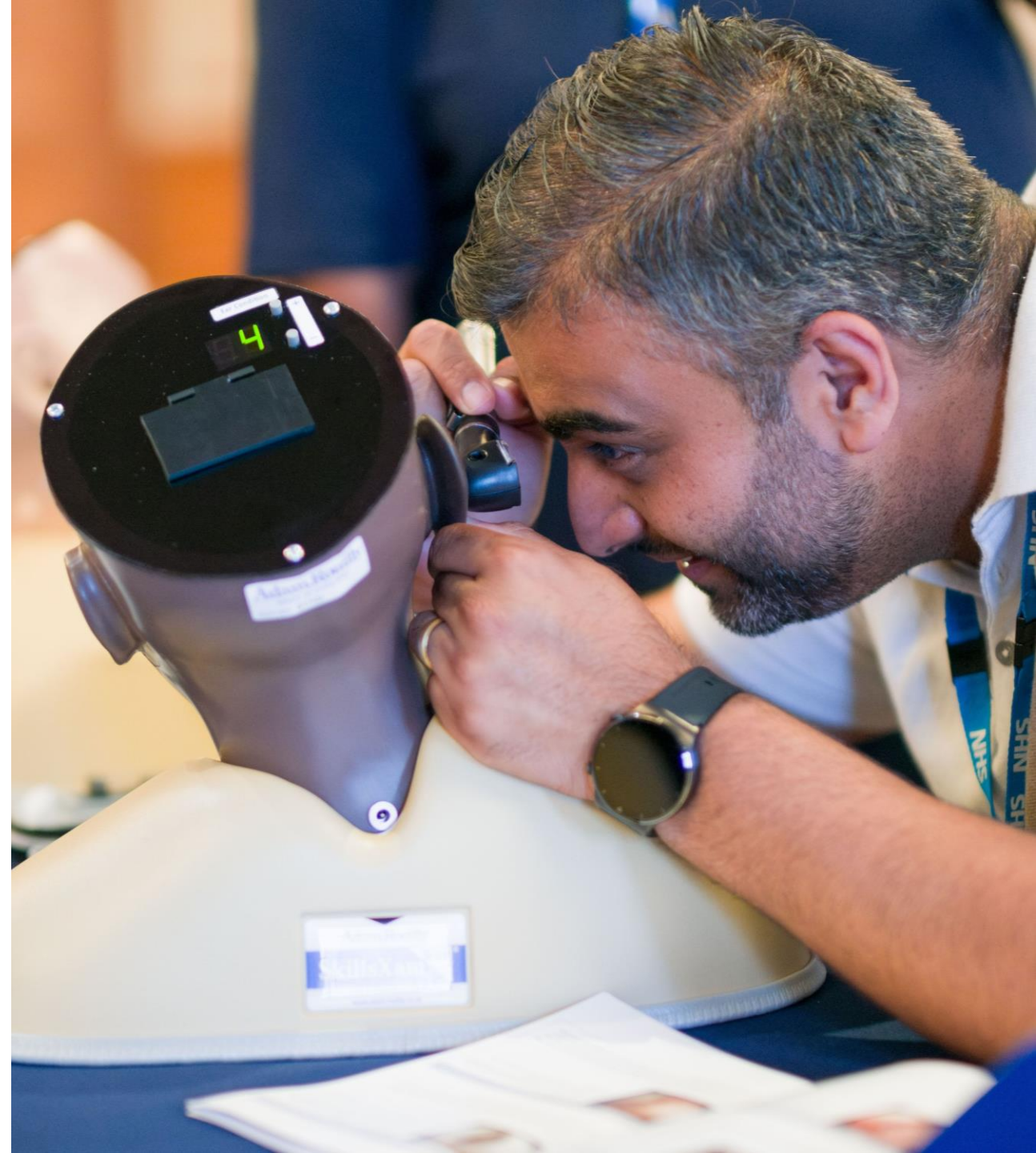
Dermatology – two sessions, focusing on:

- Wound Care – types of wound, wound management and identifying infection.
- Skin Conditions – identify the features and manage common skin conditions that present in the community pharmacy (including self-advice) (*pending – Dec 2023 tbc*)

Cardiology – common cardiovascular conditions, basic cardiovascular assessment, managing acute chest pain, cardiovascular medicines management.

Paediatrics – common acute presentations, signs of serious illness, chronic conditions, basic examinations.

Coming soon: Webinar for otoscope training
Thurs 18 January 18:00-19:30



Coming soon: CliniSkills Otoscope Webinar

- CliniSkills will be delivering an online webinar for otoscope training on **Thurs 18 Jan 18:00-19:30**.
- **Action: Sign up to CliniSkills** - Complete the gateway module and ENT module before the webinar to gain the maximum benefit from online otoscope training.



[Find out more and sign up:](http://www.cliniskills.com/community-pharmacists/)
www.cliniskills.com/community-pharmacists/

The screenshot shows the CliniSkills NHS website. At the top, there is a navigation bar with links for 'Products', 'Our Vision', 'What We Do', 'About Us', and 'Contact Us'. The main heading is 'Clinical Examination Skills Training for Community Pharmacists'. Below this, a sub-heading states: 'Prepare for Pharmacy First, with a fully funded, free to access clinical examination skills training resource from the NHS, designed specifically for community pharmacists.' The main text describes the resource: 'The accessibility of community pharmacies to the public, combined with your knowledge and skills, mean they are perfect locations to manage acute and long-term conditions.' A secondary paragraph says: 'Prepare for Pharmacy First and develop the skills you need to assess patients, treat common conditions, assess high-risk presentations, and to identify high risk red flag presentations.' On the right side, there is a graphic with the text 'Get ahead' and 'With new NHS funded training for community pharmacy' over an image of a pharmacist and a patient.

Promoting the service

- NHS England is developing a **marketing campaign** for the service
- LPCs are starting to **brief Local Medical Committees and general practices** about the service
 - A briefing for LMCs and general practice teams is available on our website
- **Further resources** are being developed to help you and LPCs to promote the service to patients, the public and local stakeholder organisations

