

Pharmacy owner implementation checklist: Pharmacy First service

This checklist details the actions pharmacy owners need to undertake to prepare to provide the Pharmacy First service. Further information on the service and resources can be found at cpe.org.uk/pharmacyfirst.

	Activity	By whom?	By when?	Completed
1.	Read the service specification, clinical pathways, Patient Group Directions and protocol as well as the FAQs on the Community Pharmacy England website (cpe.org.uk/pharmacyfirst) so that you understand the service requirements.			
2.	Complete the Manage Your Service (MYS) portal declaration to declare that you agree to the terms and scope of the three elements of the pharmacy First service (NHS Referrals for Minor Illness, Urgent Medicine Supply and the Clinical Pathway Consultations) to receive your £2,000 fixed payment, with approval from head office, if that is applicable. The deadline for making this declaration is 11.59pm on 30th January 2024; however if you registered by 11.59pm on 31st December 2023 you will receive the payment on 1st February 2024 (if you registered after this date but by 11.59pm on 30th January 2024, you will receive the payment on 1st March 2024 instead).			
3.	If you didn't watch the live webinars, watch the two on-demand versions of the Community Pharmacy England webinars on the Pharmacy First service.			

4.	If you have not already done so, sign up to your Local Pharmaceutical Committee (LPC) newsletter so you are made aware of any local training events on the service and check their website to see if they have already published details on these.			
5.	Develop a Standard Operating Procedure (SOP) for the service. When developing a new SOP or updating your CPCS SOP, include the process for escalation of any clinical and non-clinical issues identified. The pharmacy must have available, signposting details, details for changing the pharmacy's DoS profile, contact details for local out of hours and urgent care providers and contact details of the local commissioner of the service.			
6.	If you haven't already got one, place an order for an otoscope (this does not apply to distance selling pharmacies (DSPs)). Guidance on selecting a suitable otoscope can be found in Annex C of the service specification .			
7.	Pharmacy owners will need to select and contract for an NHS-assured Pharmacy First IT system that they can use for the service. Information on IT systems that will be available to support the service is available at cpe.org.uk/pharmacyfirst .			
8.	If you are planning on providing remote consultations (the exception to this being the otitis media clinical pathway which must be provided face-to-face and therefore cannot be provided by DSPs), ensure you have access to a live video link (remote consultations must be carried out via video link, not on the telephone). Information on remote consultations can be found on the Virtual conferencing & remote consultations page of our Community Pharmacy England website .			

9.	Make a training plan with the pharmacists who will be providing the service to ensure that when the service starts, they are competent to provide the service including the use of an otoscope (except for DSPs) and are familiar with the clinical pathways, clinical protocol and PGDs.			
10.	Ensure all pharmacists who are intending to provide the service have signed the Patient Group Directions (PGDs) and protocol sign-up sheet. An authorisation sheet to cover all the PGDs and protocol should be published by NHS England shortly.			
11.	Brief all staff on the service so they are aware that the pharmacy will start to provide the service in the near future; consider using our summary briefing to assist with this.			
12.	Engage with local GP practices and or/PCN colleagues to make them aware the pharmacy is participating in this service. Resources to support this, including a template letter /email and a briefing summary of the service for general practice, are available at: cpe.org.uk/pharmacyfirst .			
13.	Print out copies of any resources you will use when providing the service, such as copies of the clinical pathways. Resources are available at cpe.org.uk/pharmacyfirst .			
14.	Decide how you are promoting the availability of the service to patients. Promotional materials are available at cpe.org.uk/pharmacyfirst .			
15.	Check the otoscope instruction manual (not DSPs) to see if the otoscope requires maintenance, recalibration, etc. after a certain period of time; if so, plan reminders when these are needed.			

Please note: pharmacy owners are not required to update NHS Profile Manager to show that they are providing Pharmacy First. The Directory of Services will be updated by the NHS to show the pharmacy is registered to provide the service.