

# Introducing Pharmacy First



# Presentation overview

- Strategic context for the service
- Summary of the service requirements
- The clinical pathways and PGDs
- Learning and development requirements
- Preparing to provide the service
- Q&A

# Delivery Plan for Recovering Access to Primary Care



On 9<sup>th</sup> May 2023, NHSE and DHSC published the [Delivery Plan for recovering access to primary care](#).

The plan includes a commitment to:

- Commission community pharmacies to deliver a Pharmacy First service by enabling the supply of NHS medicines for seven conditions **and**
- Increase provision of the community pharmacy NHS Pharmacy Contraception Service and the Blood Pressure Checks Service.
- Invest to significantly improve the digital infrastructure between general practice and community pharmacy.

# Expansion of Contraception Service

**Introduction of initiation of contraception in community pharmacies, supporting women to have easier access to contraception, through:**

- Additional funding
- Greater use of pharmacy team skill mix
- Encouraging contractors to sign up
- Both ongoing supply and initiation of supply will be combined into one service.
- NHS website postcode search tool enable patients to find local pharmacies who deliver the contraception service.



£75 million per year additional funding, outside of the global sum, has been made available to support the expansion of both these services.

# Relaunch of Blood Pressure Service

Blood pressure checks to help identify the 5.5 million people with undiagnosed blood pressure at risk of heart attack and stroke, through:

- Additional funding
- Greater use of pharmacy team skill mix
- Encouraging contractors not signed up to do so
- Encouraging contractors who have signed up to see more patients and completion of more ABPMs

£75 million per year additional funding, outside of the global sum, has been made available to support the expansion of both these services.



# 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 required)

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

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

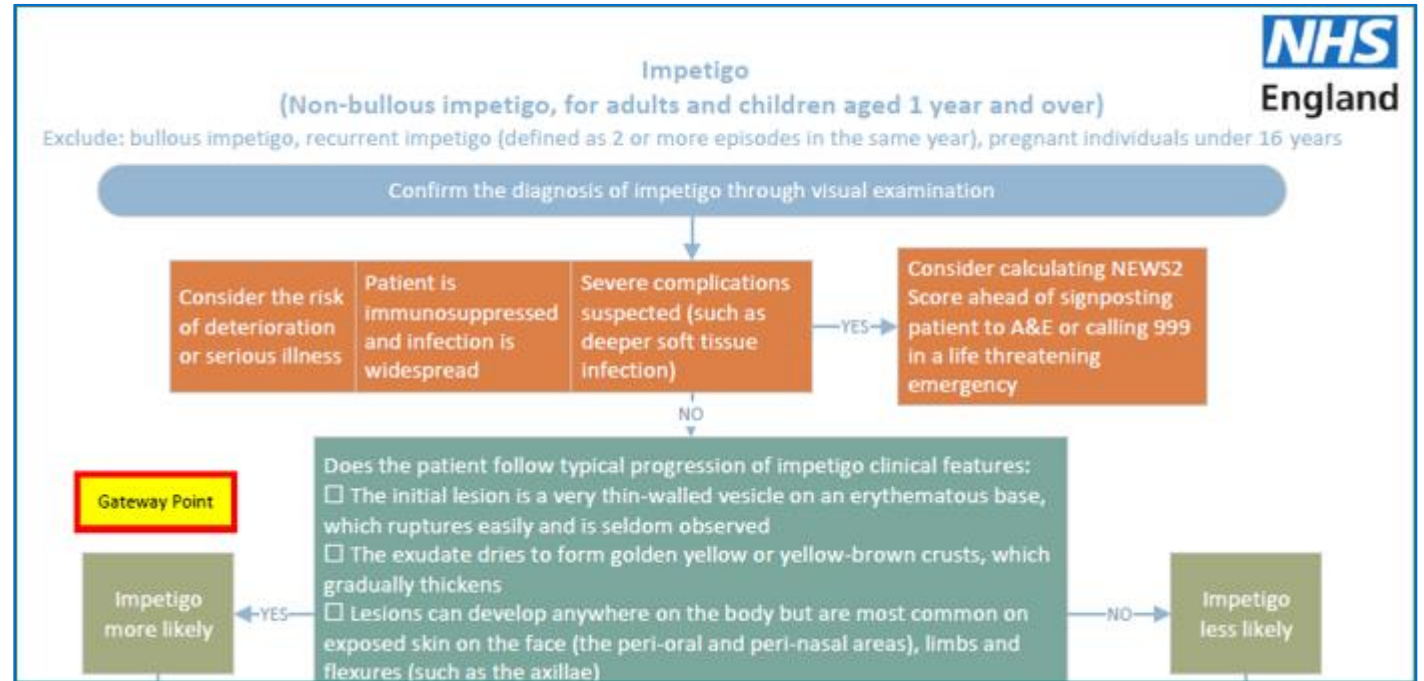
They cannot provide the acute otitis media pathway (otoscope required)

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

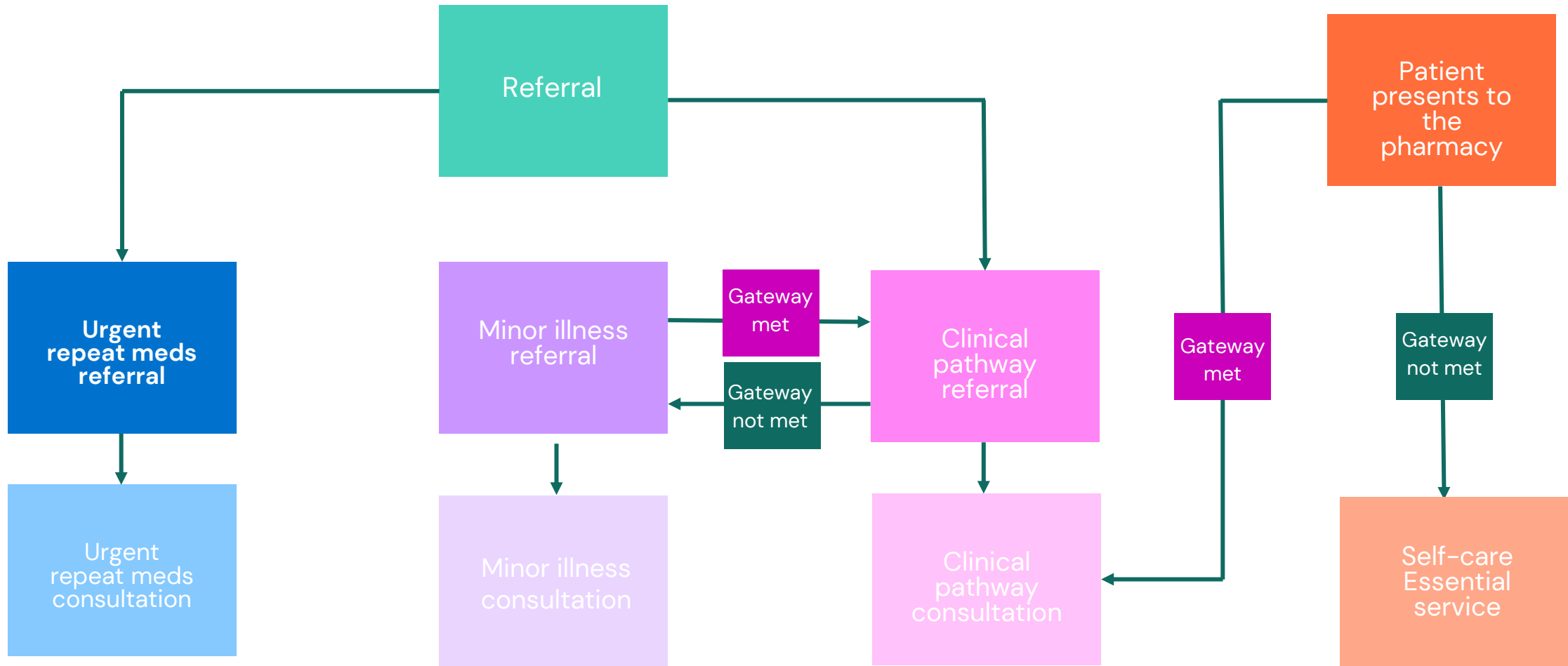


# Clinical pathways consultations

- 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





# Summary of the service requirements

# The service requirements

- 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 **£2,000**
  - Must sign-up to provide the service on MYS **by 11.59pm on 30th January 2024**
  - Claims submitted **by 11.59pm on 31st Dec 2023** will be paid on **1st February 2024**
  - Claims submitted **by 11.59pm on 30th Jan 2024** will be paid on **1st March 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 **£1,000** where the pharmacy meets a **minimum number** of clinical pathways consultations:
- From April 2024, an initial cap of 3,000 consultations per month per pharmacy will be put in place
- From October 2024, new caps will be introduced based on actual provision of clinical pathway consultations, designed to deliver 3 million consultations per quarter

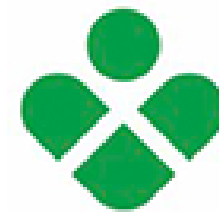
Month	Minimum number of clinical pathways consultations
February 2024	1
March 2024	5
April 2024	5
May 2024	10
June 2024	10
July 2024	10
August 2024	20
September 2024	20
October 2024 onwards	30

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# 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
- NHSE commissioned SPS to develop patient group directions (PGDs) and a protocol for the Pharmacy First service
- The final PGDs and protocol, 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





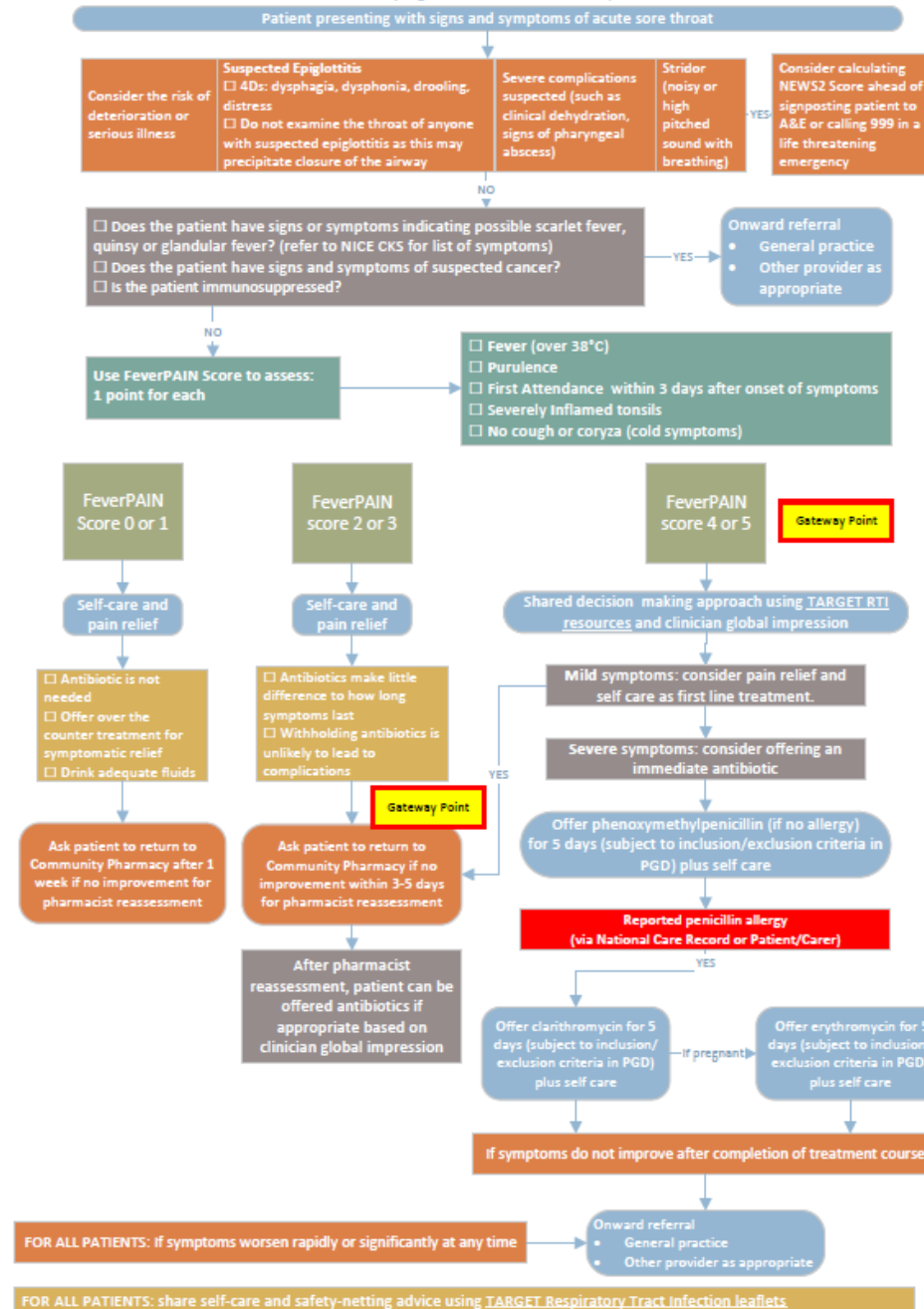
# Development of clinical pathways



# 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 is 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

Acute Sore Throat  
(For adults and children aged 5 years and over)  
Exclude: pregnant individuals under 16 years



# Acute Sore Throat (For adults and children aged 5 years and over)

Exclude: pregnant individuals under 16 years

Patient presenting with signs and symptoms of acute sore throat

Consider the risk of deterioration or serious illness	<b>Suspected Epiglottitis</b> <input type="checkbox"/> 4Ds: dysphagia, dysphonia, drooling, distress <input type="checkbox"/> Do not examine the throat of anyone with suspected epiglottitis as this may precipitate closure of the airway	Severe complications suspected (such as clinical dehydration, signs of pharyngeal abscess)	Stridor (noisy or high pitched sound with breathing)	Consider calculating NEWS2 Score ahead of signposting patient to A&E or calling 999 in a life threatening emergency
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NO

Does the patient have signs or symptoms indicating possible scarlet fever, quinsy or glandular fever? (refer to NICE CKS for list of symptoms)  
 Does the patient have signs and symptoms of suspected cancer?  
 Is the patient immunosuppressed?

YES

Onward referral

- General practice
- Other provider as appropriate

NO

Use FeverPAIN Score to assess:  
1 point for each

Fever (over 38°C)  
 Purulence  
 First Attendance within 3 days after onset of symptoms  
 Severely Inflamed tonsils  
 No cough or coryza (cold symptoms)

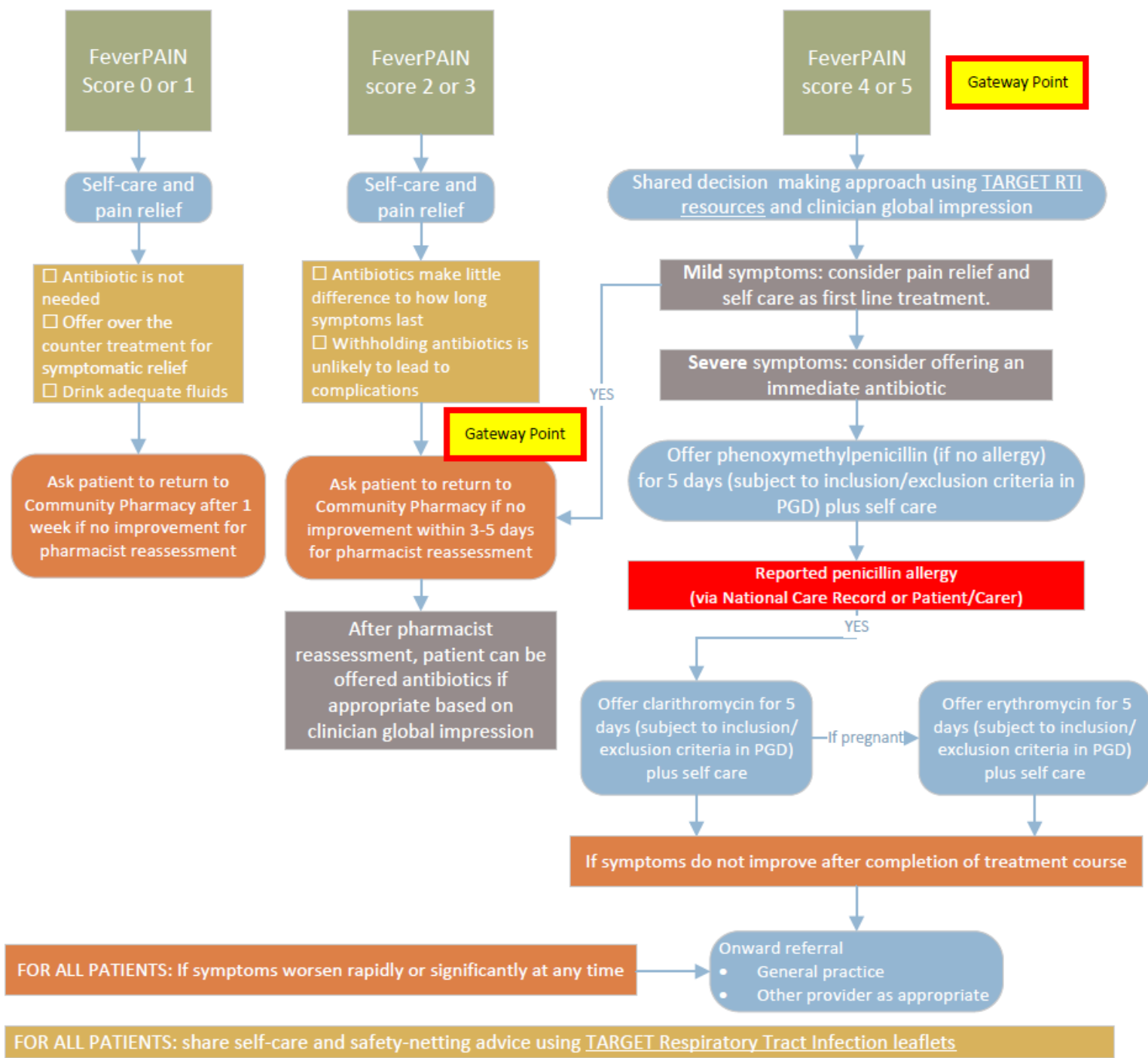
FeverPAIN Score 0 or 1

FeverPAIN score 2 or 3

FeverPAIN score 4 or 5

Gateway Point





# PGDs

- Pharmacists need to read all 23 PGDs and protocol
- Draft PGDs and protocol published on 1st December 2023 to help pharmacists and pharmacy owners start to prepare
- Pharmacists **must read and sign the final versions of the PGDs and protocol**, rather than the draft versions
- Draft versions are not signed by NHSE – they do not provide authorisation to supply medicines at NHS expense for the Pharmacy First service



# Learning and development requirements

# Learning and development

- CPPE webpage detailing training resources
  - [www.cppe.ac.uk/services/pharmacy-first/](http://www.cppe.ac.uk/services/pharmacy-first/)
- Pharmacy First self-assessment framework – developed by CPPE and NHSE
- Personal development action plan

## 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)



# Learning and development

- NHSE funded training by Cliniskills
  - Clinical examination skills includes e-learning and face-to-face training
  - [www.cliniskills.com/community-pharmacists/](http://www.cliniskills.com/community-pharmacists/)
- CPE Pharmacy First webinars:
  - **Getting to know the service** recorded version available
  - **Getting ready for launch** – 15th Jan

# LPC Sponsored Training

[\(https://cptv.org.uk/our-news/pharmacy-first/\)](https://cptv.org.uk/our-news/pharmacy-first/)

- 3 Evening Engagement Events:
- *18<sup>th</sup> Jan High Wycombe (FULL)*
- *24<sup>th</sup> Jan Oxford (Limited places)*
- *30<sup>th</sup> Jan Reading (FULL)*
- 18<sup>th</sup> Feb E Berks – ENT Training (CPPE) – 15 places left
- Date TBC BOB (Bucks, Berks W. and Oxfordshire) 120 places ENT Training (ECG)

## PHARMACY TRAINING

Search using an F code or post code to find training resources specific to your area.

SEARCH BY:

F Code

Post Code



SEARCH BY F CODE

\*if you experience problems searching, please try clearing your browser cache

How it works



**FREE to all CPTV CONTRACTORS!!**

## Who is eligible for the free LFD tests?

**NICE**  
National Institute for  
Health and Care Excellence



### OVERVIEW

### RESOURCES

-  **Summary Document**  
Print off and keep list of all resources
-  **CP England**  
Implementation Checklist
-  **NHSE Service Spec**
-  **CPE Service Info**  
Including SOP and FAQs
-  **NHS Profile Manager**
-  **Eligible Patients**
-  **Data Collection Forms**



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**
3. Place an **order for an otoscope**
4. Download read, and SIGN

1. **The PGDs and**
2. **The clinical protocol**

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




December 2023

### Pharmacy owner checklist: getting going with the Pharmacy First service

This checklist details the actions pharmacy owners can start to undertake to prepare to provide the Pharmacy First service, while waiting for further information and resources to be published. Further information on the service and resources can be found at [cpe.org.uk/pharmacyfirst](https://cpe.org.uk/pharmacyfirst).

Activity	By whom?	By when?	Completed
Read the service specification, clinical pathways, draft Patient Group Directions and protocols as well as the FAQs on the Community Pharmacy England website			



December 2023

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

This 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 free 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 IT, 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-ref); 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.

Community Pharmacy England [cpe.org.uk](https://cpe.org.uk)



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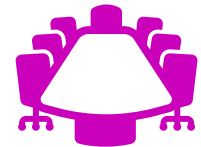
[cpe.org.uk/pharmacyfirst](https://cpe.org.uk/pharmacyfirst).

	Activity	By whom?	By when?	Completed
1.	Read the <a href="#">service specification, clinical pathways</a> ,			



# 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 at [cpe.org.uk/pharmacyfirst](https://cpe.org.uk/pharmacyfirst)
- **Further resources** are being developed by Community Pharmacy England to help you and LPCs to promote the service to patients, the public and local stakeholder organisations



# Questions

[cpe.org.uk/pharmacyfirst](http://cpe.org.uk/pharmacyfirst)

