

GP PRACTICE

Patient Call, Electronic or Walk-in contact received. Triage Conducted Locally agreed process

Open referral form in clinical database. Complete form and save to EPR

Referral form is emailed via nhs.net email to the patient's preferred pharmacy. In Lincolnshire, patient is asked to ring their chosen pharmacy

Upload the received form to Patient Medical Record. Includes an entry "Seen by Pharmacist" together with a specific code for the diagnosis or advice

END

PHARMACY

CONTACT MADE WITH PATIENT

Pharmacist consultation is conducted either over phone, via online meeting or face to face the same day (or next day if preferred by patient)

Complete PharmOutcomes form

PharmOutcomes shows 'GP Notification queued to send'

PharmOutcomes shows 'GP Notification cannot be sent' Manual intervention required

Send completed Pharm Outcomes form to GP practice using secure nhs.net email (attach pdf or copy and paste)

COMPLETED PHARMOUTCOMES FORM IS EMAILED TO THE REFERRING GP PRACTICE

IS ANOTHER SERVICE REQUIRED?

NO

YES

URGENT

Make appropriate arrangements with warm clinical transfer. Details on PharmOutcomes form returned to GP via system

GP

Warm clinical transfer with referring Practice via 'backdoor' telephone number not to be shared outside pharmacy

GP surgery make any further appropriate arrangements with the patient

PATIENT TREATED BY URGENT CARE SERVICES

PILOT STUDY: 88% of patients advised or treated by the Pharmacist