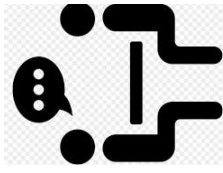


The Patient / Pharmacist Consultation

The Consultation



Structured consultation
Information recorded on
PharmOutcomes



Clinical assessment
using SCR (with patient
consent) & NICE CKS

The Outcome

Red flags &/or urgent will
require escalation, usually
back to GP practice or
NHS111 / A&E (10% of
cases in pilot)

Advice & Referral
to Extended Care
Service

Community Pharmacy
Extended Care Service (Tier1)
(Midlands Region)

Advice Only (verbal,
printed, links or
websites, self care,
homely remedies) (40%
of consultations in pilot)

Advice & signpost to
another healthcare
professional

Advice & OTC
product
purchase
recommended

**Advice if
symptoms get
worse or no better
after X days**