

Why Use PharmRefer?

Helping front line staff, reducing stress and workloads

PharmRefer only requires a single log in at the start of the working day, resulting in eight hours continual use by care navigators/receptionists.

Triage tool helps identify suitable candidates via a range of questions asked to the patient, giving the patient confidence that decisions being made about their care are based on clinical knowledge. The questions were created, and peer reviewed, by GPs.

Reducing referrals back to GPs and improving patient care

Evidence shows, that no referrals were made back into general practice where the triage tool in PharmRefer had been used.

If the triage tool recommends a CPCS referral, the patient details can be searched for in the Personal Demographics Service (PDS) (the national electronic database of NHS patient demographic details) and be directly entered in the referral, ensuring the pharmacist can easily access the summary care record when completing the consultation.

Ensuring referrals are dealt with swiftly and efficiently

The patient can be sent a system generated SMS text, if a mobile number is provided at point of referral (or be given a hard copy letter), to confirm that they have been referred by the GP for a Community Pharmacy Consultation Appointment and provide a reference number when they visit the pharmacy .

The patient referral is delivered straight into the PharmOutcomes platform at the community pharmacy, to which all staff have access regularly*.

Keeping the practice informed of outcomes

Once the consultation has been completed in the pharmacy, a notification is automatically sent back to the referring GP surgery by email.

The attached summary contains the pharmacist details, patients details, consultation details and full outcome along with any medicines supplied if applicable.

TRY PHARMREFER RISK FREE!

You are able to access and use PharmRefer for free until end of December 2022 as it is being funded centrally by NHS England for this period. A login can be gained from Emily Topham by emailing emily.topham@nhs.net with the Subject 'PharmRefer Login Request' in the title, including your practice ODS code, practice generic email address and lead user contact details

*To note: If the nhs.net mail is used there can be a delay or difficulty in picking up the referral as the nhs.net system is only accessed in community pharmacy a few times a day and the store email requires individual access, which locum staff may not have, relying on other team members to access the system. This is why we have a local process asking patients to ring the pharmacy first.