

# Pharmacy First Services Template - (Previously CPCS)

Modified on: Tue, 3 Sep, 2024 at 12:08 PM

The Pharmacy First template can be found on the **Reception and Administration** template by clicking on the **"Pharmacy First"** button.

The screenshot shows the 'Reception & Administration' template in the ardens system. The top bar includes a date selector set to 'Year only' for '2024' and a warning message: 'Changing the consultation date will affect all other data entered. To avoid this, cancel and press the 'Next' button'. The main area is divided into sections: 'Encounter' (Face-Face, Telephone, Email, eConsultation, Letter, Prescription, Referral, SMS, Tests, Notes), 'Links' (ID + contact details verified, Consent to access records, Communication, DNA + SEA, Equipment, Letters + Forms, Recordings, Registration, Results, Transport / Other, Follow-Up), and a 'Pharmacy First' button highlighted in the 'Links' section. The bottom right corner shows 'Coronavirus COVID-19' information: 'NE on 06 May 2020 10:56' and a 'Home' link.

The Reception and Administration template can be found either under **Auto-Consultations - ardens OTHER PROFESSIONALS**, or by clicking on the **Reception and Admin** button on the toolbar.

Alternatively, the **Pharmacy First** template could be added to your **F12 Favourite screen** (<https://support.ardens.org.uk/support/solutions/articles/31000059244-f12-launcher-favourites>) for quick access.

If you wish to learn more about how to set up Pharmacy First on SystmOne and how to deal with the incoming tasks and patient record, please refer to the **TPP Pharmacy First Resource** (<https://tpp-uk.com/pharmacy-first/>), that is published on their website and click on the supporting video.

Community Pharmacy Services - PF, PCS, HCFS

Home | PFS Minor Illness | PFS Clinical Pathways | HCFS | PCS

## Community Pharmacy Services

ardens  
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Pharmacy First Service - Minor Illness previously CPCS

Pharmacy First Service - Clinical Pathways

Hypertension Case-Finding Service - HCFS

Pharmacy Contraception Service - PCS

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☐ Show empty recordings

Event Details Information Print Suspend **Ok** Cancel Show Incomplete Fields

The **Pharmacy First template** can be used to send and record a referral under the Pharmacy First Contractual Framework. There are two types of referrals under this scheme, the first is for minor illness, which replaces the previous CPCS service and the second is for a clinical pathways referral which covers 7 common conditions that can be treated by the pharmacist. These include Impetigo, Infected Insect Bites, Acute Otitis Media, Shingles, Acute Sinusitis, Acute Sore Throat and Uncomplicated UTI in women.

Community Pharmacy Services - PF, PCS, HCFS

Other Details... Year only 2024

Changing the consultation date will affect all other data entered. To avoid this, cancel and press the 'Next' button [Hide Warning](#)

Home | PFS Minor Illness | PFS Clinical Pathways | HCFS | PCS

## Pharmacy First Service - Minor Illness

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Referral - minor illness

Reason for referral

Notes & additional comments

★ Referral to Pharmacy First service ☐ ☐ Pharmacy First Click ok and reopen template first

Referral to Pharmacy First Service declined ☐ ☐

Exclude: < 1 yr old ☐ ☐

R: [Referral Red Flags](#)

Send To email: right click > send via NHSmail to the pharmacy's nhs.net email account

Arden's Ltd - Letters: Last one day view has no data for patient

DHSC Resources  
[Find a pharmacy](#)  
[NHSBSA](#)  
[PharmRefer](#)  
[Pharmacy First](#)

☒ Show recordings from other templates  
☐ Show empty recordings

Information Print Suspend **Ok** Cancel Show Incomplete Fields

# Sending a referral for Pharmacy First Service (minor illness consultation)

The Pharmacy First referral can be easily sent from the Pharmacy First template. The reason for referral can be quickly documented by clicking on the preset text icon to the right of **"Reason for referral"**.

Home | PFS Minor Illness | PFS Clinical Pathways | HCFS | PCS

Pharmacy First Service - Minor Illness

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help & support

Referral - minor illness

Reason for referral

Notes & additional comments

★ Referral to Pharmacy First service

Referral to Pharmacy First Service declined

Exclude: < 1 yr old

☐

☐

☐

Pharmacy First

Click ok and reopen template first

This is pre-populated with a list of conditions NHS England recommends as being appropriate to refer to under this service. More than one option can be select in this list by highlighting the notes you wish to add along with holding the Ctrl button on the keyboard. Once the reason(s) for referral have been documented, any other notes required can be entered in the Notes and Additional Comments box.

Add preset note

☐

Enter text to search

Search

Clear

presnet notes

Acne, spots and pimples

Allergic reaction

Ankle or foot pain or swelling

Athlete's foot

Bites or stings, insect or spider

Blisters

Cold and flu

Constipation

Cough

Diarrhoea

Ear discharge or ear wax

Earache

Eye, red or irritable

Eye, sticky or watery

Eyelid problems

Hair loss

Headache

Hearing problems or blocked Ear

Hip, thigh or buttock pain or swelling itch

Knee or lower leg pain

Lower back pain

Lower limb pain or swelling

38 Rows

Ok

Cancel

The Patients' agreement to be referred to the Pharmacist can be documented by using the **"Referral to pharmacy first service"** read code.

Home | PFS Minor Illness | PFS Clinical Pathways | HCFS | PCS

Pharmacy First Service - Minor Illness

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help & support

Referral - minor illness

Reason for referral

Notes & additional comments

★ Referral to Pharmacy First service

☒

☐

Pharmacy First

Click ok and reopen template first

Headache

<< Click

**Please Note:** As stated on the template; click **OK** at the bottom of the template and then reopen the **Pharmacy First** template before completing the **Pharmacy first referral form**.

Clicking on the **"Pharmacy First Referral"** button will launch a word document, pre-populated with the patient's demographic information.

The screenshot shows a web-based form titled "Pharmacy First Service - Minor Illness". At the top, there are navigation tabs: "Home", "PFS Minor Illness", "PFS Clinical Pathways", "HCFS", and "PCS". The "PFS Minor Illness" tab is selected. Below the tabs, the form has a header area with the "ardens" logo and "help & support" text. The main form area includes a "Referral - minor illness" section with a "Reason for referral" dropdown menu set to "Headache". There is a text area for "Notes & additional comments". At the bottom, there is a "Referral to Pharmacy First service" checkbox, a "Pharmacy First" button, and a link that says "Click ok and reopen template first".

When clicking on the **Pharmacy First Referral form**, you will be presented with your local address book similar to below. If you select a pharmacy from the practice's address book, it will pre-populate the details of the pharmacy into the form.

The screenshot shows a "Select Recipient" dialog box. It has tabs for "Organisation Contacts", "Trust Contacts", "Search", and "CCG Contacts". The "Organisation Contacts" tab is selected. There are "Collapse All", "Export", and "Import" buttons. The main area is a table with columns: "Contact", "Type", "Address", "Telephone", and "Fax". The "Contact" column is expanded, showing a tree view with "Favourites" (containing "Boots Chemist") and "Organisation Contacts" (containing "Surgery Telephone Directory"). The "Boots Chemist" entry is selected, and its details are shown in the table: "Type" is "Shop Dispensary" and "Address" is "Salisbury". The "Telephone" and "Fax" columns are redacted with black boxes.

Once the document has loaded, it can be checked and any additional information added. If the Pharmacy First template was saved and reopened when generating the referral document, the reason for the referral will have auto-populated from the template. Once you are happy with the document, save it to the patient's record using **"Save Final Version"**.

The screenshot shows the "SystmOne Mail Merge" window. The "File" menu is open, showing options like "Save For Future Editing", "Save Final Version", "E-mail", "New Template", "Amend Details", "Merge Now", "Amend Field", "Form Protection", "Favourites", "Patient Demographics", "Patient Clinical Care", "Medication", "Vaccinations", "Sender/Recipient", and "Miscellaneous". The "Merge Fields" section is visible. The main area shows a preview of the "Pharmacy First Service Referral Form". The form has a header with the NHS logo and a date/time stamp "05/02/2024 13:11". The text "Dear Pharmacist" is followed by "Please review the below patient under the NHS Pharmacy First Service." Below this is a table with patient details: "Patient Name", "Date of Birth", "Gender", and "NHS Number". The "Patient Name" and "Date of Birth" fields are redacted with black boxes.

Once the document has been saved to the patient's record, it should show in the view at the bottom of the **Pharmacy First template**. From here you can right-click on the letter and select send via NHSmail. You will then need to select **"Existing Contact"** and choose the pharmacy to send to from your Address Book. When the patient's record is saved, this will email a copy of the referral document to the pharmacy.

The screenshot shows the 'Community Pharmacy Services - PF, PCS, HCFS' window. The main title is 'Pharmacy First Service - Minor Illness'. The 'Referral - minor illness' section is active, showing 'Reason for referral' and 'Notes & additional comments'. There are checkboxes for 'Referral to Pharmacy First service' and 'Referral to Pharmacy First Service declined', both of which are checked. A 'Send' button is visible. Below the 'Send' button, a list of referrals is shown, including one dated '05 Feb 2024' for 'A CPCS Referral Letter to Boots Chemist, \*\*\* Surgery Telephone Directory \*\*\*'. The right-hand side of the window contains a sidebar with a 'New 'A CPCS Referral Letter' Word letter' section, a 'ARDENS AHl on 05 Feb 2024' section, and a 'Show recordings from other templates' checkbox.

## Adding a Pharmacy to your Address Book

If your local pharmacies are not already present in your SystmOne address book, these can be easily added by a SystmOne administrator. Go to **Setup > Referrals and Letters > Address Book** from here a new place can be added with the contact type of pharmacy. Ensure the pharmacy's name, address, and email is added to the record before saving.

## Sending a referral for Pharmacy First service (clinical pathways consultation)

The inclusion and exclusion criteria for each of the 7 conditions can be checked before the referral is made to the pharmacy to avoid unnecessary referrals. Log in to PharmRefer by clicking on the link to complete the referral to the community pharmacy. Ideally this should be done electronically and not via email. For those practices **without** a PharmRefer login, the steps for sending the referral via NHS mail can be followed as above.

Any other notes required can be entered in the Notes and Additional Comments box. Patients' agreement to be referred to the Pharmacist can be documented by using the "Referral to pharmacy first service" read code.

Community Pharmacy Services - PF, PCS, HCFS

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## Pharmacy First Service - Clinical Pathways

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Impetigo, not bullous or recurrent + age >=1y	<input type="checkbox"/>	<input checked="" type="checkbox"/> Exclude if pregnant + <16y, bullous or recurrent (>=2 in 12m)
Infected insect bite + age >=1y	<input type="checkbox"/>	<input checked="" type="checkbox"/> Exclude if pregnant + <16y
Shingles + age >=18y	<input type="checkbox"/>	<input checked="" type="checkbox"/> Exclude if pregnant
Acute otitis media, not recurrent + age 1-17y	<input type="checkbox"/>	<input checked="" type="checkbox"/> Exclude if pregnant + <16y or recurrent (>=3 in 6m or >=4 in 12m)
Acute sore throat + age >=5y	<input type="checkbox"/>	<input checked="" type="checkbox"/> Exclude if pregnant + <16y
Acute sinusitis, not immunosuppressed or chronic sinusitis (>12w) + age >=12y	<input type="checkbox"/>	<input checked="" type="checkbox"/> Exclude if pregnant + <16y, immunosuppressed or chronic (>12w)
Uncomplicated UTI, not pregnant or recurrent, no catheter + woman 16-64y	<input type="checkbox"/>	<input checked="" type="checkbox"/> Exclude if pregnant, catheter or recurrent (>=2 in 6m or >=3 in 12m)

Notes & additional comments

Referral to pharmacy service PharmRefer ☐

NHSBSA

Find a pharmacy  
Pharmacy First

Arden's Ltd - Letters: Last one day view has no data for patient

☒ Show recordings from other templates  
☐ Show empty recordings

Event Details Information Print Suspend Ok Cancel Show Incomplete Fields

## Receiving completed consultations from the Pharmacy

Community Pharmacies will be able to send a summary of the consultation from either the Clinical Pathways or Minor illness consultation. Messages will appear in the GP system generic workflow, and structured data will be provisionally held against the patient record until a member of the practice team reviews and files the data. Structured information will then be ingested into the patient record without the need for transcribing or coding.

Please see **Pharmacy First On TPPs website** (<https://tpp-uk.com/pharmacy-first/>) for more information if required.

- **Support Home**
- **Contact Us**
- **Book Training** (<https://www.ardens.org.uk/training-sessions>)
- **Main Website** (<https://www.ardens.org.uk>)