LOOK FOR OPPORTUNITIES

Prescription Collections
- ☐ Could this patient benefit from another service?
- ☐ Would a BP check be appropriate?
- ☐ Is there an opportunity for a Pharmacy First consultation?

Over The Counter requests
- ☐ Sore throat
- ☐ Earache
- ☐ Sinusitis
- ☐ Infected insect bites
- ☐ Impetigo
- ☐ Shingles
- ☐ Uncomplicated UTI
- ☐ Minor illnesses

GP & NHS111 referrals
- ☐ Deliver excellent service
- ☐ Support continued referral growth

Telephone Enquiries
- ☐ Promote available services
- ☐ Offer pharmacist support
- ☐ Signpost appropriately

CONVERSATION STARTERS

Prescription Collection	"Did you know we offer several NHS services here in the pharmacy?"
Pharmacy First	"Our pharmacist may be able to help with that through Pharmacy First."
Blood Pressure Check	"Would you like a free blood pressure check while you're here today?"
Contraception Service	"We provide NHS contraception services through the pharmacy."

Agree key objectives:
- Achieve PF threshold
- Increase consultations by referral conversion & patient engagement
- Build effective GP/NHS relationships to improve referrals
- Remove success barriers and coach sustained improvement

Set success markers:
- Meet/exceed monthly PF threshold (20+/£500, 30+/£1000)
- Maximise consultation fees
- Improve referrals & conversion rates
- Track daily conversations, opportunities and consultations

Monitor results:
- Daily measures
- Weekly measures
- Monthly outcome



Team communication:
- Daily huddle
- Weekly review
- Recognise and motivate
- Manage underperformance

Agree core activity drivers:
- Use every patient contact
- Increase external referrals
- Market services

Agree roles and accountabilities:

Manager/supervisor – set goals, manage team, remove barriers, build relationships

Enhanced Services lead – coordinate team activity, track progress, maintain focus, escalate concerns

Pharmacist – deliver quality consultations, support quality

Wider team – identify/record opportunities, provide services

DAILY SUCCESS CHECKLIST. HAVE I

- ☐ Promoted Pharmacy First?
- ☐ Offered a Blood Pressure Check?
- ☐ Identified a contraception service opportunity?
- ☐ Introduced a patient to the pharmacist?
- ☐ Created a service conversation?
- ☐ Supported my colleagues?

SHARE LEARNING. ACT ON PERFORMANCE UPDATES. SUPPORT A QUALITY PATIENT EXPERIENCE