

Pharmacy First – a quick reference guide for GP teams

The Pharmacy First Service replaced the Community Pharmacy Consultation Service in January 2024. Alongside referrals for minor illnesses / lower acuity conditions, practice teams can now refer patients presenting with one of seven common conditions for a same day appointment with their local pharmacist.

Referring patients into the Pharmacy First Service frees up appointments within the practice for patients with more complicated conditions.

Clinical Pathways

Pharmacists can provide advice and NHS funded treatment, including antibiotics, if clinically appropriate, for seven common conditions.

Patients presenting with any of the following should be considered for a referral to their local pharmacy team.



Minor Illnesses

Patients with low acuity conditions / minor illness can still be referred for a same day appointment with their local community pharmacist. There is no product supply as part of this service, but it can be used in conjunction with the GM wide Minor Ailment Service if required for those patients who do not pay for prescriptions if the symptoms are covered by the service.

These are the most commonly referred conditions:

- Athlete's foot
- Allergy and hay fever
- Constipation
- Conjunctivitis
- Cold and flu symptoms
- Cough
- Diarrhoea
- Eczema and minor skin conditions
- Minor aches and pains
- Mouth ulcers
- Thrush

Do refer

- Patients presenting with symptoms of minor illness (e.g. cough, cold, sore throat)
- Patients presenting with conditions covered by the seven clinical pathways who meet the inclusion criteria
- Using EMIS local services or PharmRefer (avoid signposting, as a consultation with the pharmacist is not guaranteed. The patient won't be expected, or followed up if they don't attend – the practice won't receive any feedback on the outcome)

Don't refer

- ✗ Children under 1 year old
- ✗ People that don't meet the inclusion criteria for the clinical pathways
- ✗ People who have symptoms in the red section of the protocol (access [here](#))
- ✗ (in general) people with symptoms lasting more than 3 days (except patients with sinusitis who have symptoms for > 10 days)
- ✗ People who are pregnant
- ✗ People who are immunosuppressed

When referring a patient into the Pharmacy First Service, please ask them to contact the pharmacy to agree a mutually agreeable appointment time