

NHS Community Pharmacist Consultation Service (Minor Illness Pathway) Implementation checklist for General Practice and Primary Care Network Teams

<u>Action</u>	<u>Complete</u>
Collaborative approach: Meetings with PCN stakeholders (in conjunction with LMCs, LPCs and CCGs) to determine how to implement the referral pathway, strong relationships between pharmacy and practice colleagues.	
Clinical, operational and governance responsibilities identified and agreed.	
Agreement between participating pharmacies and practices on referral processes including which symptom groups will be referred, if pharmacy appointment slots are possible, and a process to refer patients back to the practice where clinically necessary.	
Practice staff awareness of what is being introduced including: NHS CPCS service (role of community pharmacist), the patient journey, how the service will operate and any daily activity that is required.	
Staff confident in communicating with patients. Script available for reception team to support patient triage, an understanding of who is eligible for the service, and the advice to be given to the patient.	
Contact details shared with agreed process for notifying the practice of changes in pharmacist availability. Healthcare professional telephone numbers, and email addresses, shared with both the practice and pharmacy.	
Referral method operational: reception staff have the appropriate training and feel competent to make referrals.	
Process for updating practice patient clinical record to show that the patient has been offered/referred to a community pharmacist consultation.	
Process for monitoring arrangements for referrals and gathering staff/ patient feedback including handling of any incidents.	
Patient communications made available advising about referral pathway (practice digital screens, answer phone, website, social media etc).	
Post-event message (PEM) process (from pharmacy to practice). Practice staff aware of process to manage PEMs received from community pharmacy	
Agree a 'go-live' date when the practice will be ready to make referrals and communicate this to regional implementation lead(s).	