

Pharmacy Team

1. Make it a whole-team effort

- Ensure every staff member understands each service, its benefits, and eligibility so they can proactively offer it.
- Provide ready-made conversation starters (e.g., BP check example) and let confident team members model good practice.
- Share success stories to keep motivation high

CELEBRATE SUCCESS:



For Example: *'This week as a team we have found two people with high blood pressure which is now being managed by the GP practice, and we have completed 20 Pharmacy First consultations!'*

We are really making a difference to our local community!'

HELPFUL WORDS FOR YOUR PHARMACY TEAM:



Have you had your blood pressure checked recently?

Many people don't know they have high blood pressure, and it increases the risk of heart attacks and strokes. If known, it can be easily managed and your risk reduced.

Would you like your blood pressure checking now? It is free and takes about 10 minutes.

2. Use admin support to protect clinical time including:

- Delegate appointment booking, greeting patients and taking initial details
- Regular checks for referrals on NHS mail/IT pharmacy system
- Checking that consultation records are complete and sent to GPs before close of play

3. Service delivery



- The pharmacist remains responsible for service delivery however the different service specifications detail who can deliver the services.
- In all cases the pharmacy contractor must ensure that all pharmacy staff involved in the provision of the service are familiar with and adhere to the SOP.

| SERVICE | WHO MUST COMPLETE THE CONSULTATION? | WHO ELSE CAN DELIVER? |
|--|---|---|
| Pharmacy First (Urgent Meds, Minor Illness, Clinical Pathways) | Pharmacist | |
| Oral Contraception | Pharmacist (until changes later in 2025) | From later in 2025, Pharmacy Technicians will be able to deliver the PGDs |
| Blood Pressure Check | Any suitably trained, competent member of the pharmacy team | Must follow NICE guidance 136 and have completed device training |

4. Role of foundation pharmacists

- Cannot replace the responsible pharmacist but can shadow consultations and help with broader service workflow to build competence



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|  | <h3>Record Keeping and Follow Up</h3> <p>1. Record keeping</p> <ul style="list-style-type: none"> • Accurately record all consultations and decisions on an NHS assured Pharmacy IT system adhering to defined standards of record keeping. • Consultation records should be made on the day the service was provided unless there are exceptional circumstances • Take care when responding to 'Yes/No' questions that you have answered correctly. • Remember that practice teams and patients will read records. Detailed, well written, clear and concise patient notes build confidence in the service and support patient care. <p>2. Follow up</p> <ul style="list-style-type: none"> • Where needed, schedule patient follow-up or onward referral appropriately. Do not ask patients to recontact NHS111 or their General Practice – you need to do this for them. • You must send a notification of service provision to the patient's general practice no later than the working day after the service provision. This should be by i) GP Connect Update Record, ii) NHS mail (such as post event message) or iii) hard copy. Please check your Pharmacy IT system regularly for any failed messages and ensure they are sent • Where an action is required by the General Practice team, you must send an URGENT ACTION communication to the General Practice team. • Remember the exception for the Pharmacy Contraception service where the woman may access the service without giving consent for the record to be shared with her general practice. |
|  | <h3>Consultation Rooms</h3> <ul style="list-style-type: none"> • Consultation rooms must be used for the provision of the services. • Consultation rooms must meet the requirements ('Consultation room' sign; distinct from public areas; and able to seat service provider and user to communicate confidentially). • Consultation rooms should be clean, tidy and free from clutter. • Infection Prevention Control measures must be in place • IT equipment must be accessible within the consultation room so contemporaneous consultation records as part of the service can be made. • For the Blood Pressure Check service, the patient must be able to rest their arm on a table/bench at a suitable height. |

Resources

- [NHS England » NHS Pharmacy Contraception Service](#)
- [NHS community pharmacy hypertension case-finding advanced service](#)
- [NHS England » Community Pharmacy advanced service specification: NHS Pharmacy First Service](#)
- Training to develop skills in clinical record keeping: [Documenting in patient clinical records : CPPE](#) , [Clinical documentation for pharmacists | RPS](#), guidance from [Community Pharmacy England](#)