Pharmacy Blood Pressure Check Service: Top Tips for Service Delivery



Please read alongside the published 'Overall Top Tips for Quality Service Delivery'

Stay Clinically Up to Date



- Ensure that pharmacists, pharmacy technicians and pharmacy team members
 providing the service are appropriately trained and familiar with the latest <u>NICE</u>
 guideline NG136 Hypertension in adults: diagnosis and management.
- Be familiar with eligibility criteria of the service. The service specification is being nationally reviewed (Summer 2025) so ensure you are aware of the changes.
- This service includes a blood pressure (BP) check and delivery of ambulatory blood pressure monitoring (ABPM).

Blood Pressure Service Consultation



- Ensure a confidential consultation room is used, and it is clean and tidy.
- Ensure patients feel at ease and understand the service
- Talk to patients about their BP reading and what it means. This is important with normal readings too. Provide a written or digital copy of their reading along with helpful resources.
- Tailor the advice and support to the individual's needs and circumstances, including those with complex needs or those who may have limited access to other services.

ABPM Provision



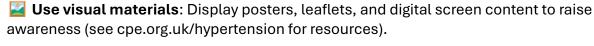
- When there is a high clinic BP reading (diastolic and/or systolic), ABPM must be offered
 to the patient in a timely manner. Let the patient know they cannot drive whilst wearing
 the ABPM.
- Trained pharmacy staff can fit the ABPM. Put the patient at ease and explain how it works and why it is important.
- Make sure the patient understands it cannot get wet, and they must avoid baths and showers whilst wearing.
- Ensure the ABPM is set to record two measurements per hour during waking hours. At least 14 measurements are needed to obtain a reading so think about the time of fitting and the patient's normal waking hours.
- ABPMs must be reset between patients.
- CPE have a good patient leaflet about ABPM

Streamline Workflow



- Integrate the service into your daily routine (e.g. booking appointments or walk-in patients).
- Implement clear standard operating procedures (SOPs) for all aspects of the service, including the consultation, referral process, record-keeping and regularly review the SOP.
- Use a checklist or a structured template for consistency.
- Delegate administration tasks where possible.
- Regularly check for referrals on your pharmacy IT system and NHSmail.
- Use a reminder service to ensure patients turn up for their appointments, such as emails, SMS or phone calls.
- Ensure patients are aware they can cancel and rebook their appointments.

Promote the Service





- **Promote online**: Leverage social media and your pharmacy website to reach a broader audience.
- Mighlight key points: Emphasize that the service is free and quick—only about 10 minutes.

Pharmacy Blood Pressure Check Service: Top Tips for Service Delivery



- Promote the service through SMS and encourage word-of-mouth referrals from patients.
- Tackle health inequalities by engaging underrepresented groups—work with trusted local contacts and highlight the service's benefits.
- **Leverage existing touchpoints** such as the New Medicine Service, Pharmacy First, and other interactions—Make Every Contact Count.
- **Include carers in conversations**; let them know they can accompany the patient and they may also benefit from having their own BP measured.
- **Simplify access** by using and advertising a booking system to improve attendance.
- C Keep your team informed and motivated—share success stories of patients with managed BP to reinforce impact.

Promote Your Services with Local GPs

- Engage the whole GP team: Make sure all the practice team nurses, pharmacists, pharmacy technicians, managers know about the service; offer leaflets and digital materials.
- National priorities: Highlight how the service supports PCN DES goals (e.g. CVD prevention) and QoF targets.



- **Collaborate locally** (GP practices and community pharmacies) and agree referral pathways: It may be that patients with high ABPM readings can be referred to PCN pharmacists at PCN level or Integrated Neighbourhood Team level
- **Share outcomes**: Give the practice regular updates to demonstrate value and boost referrals.
- **2 way feedback**: Provide the GP practice with regular updates to demonstrate value and boost referrals. Ask for feedback from the GP practice too.
- Sustain momentum: Reconnect with practices if referrals drop—remind them of the service's impact.
- **Share information about other pharmacy services**: Help practices see your pharmacy as a wider health hub

Offsite provisions



- The BP service must usually be provided from the pharmacy but can be provided from other locations WITH THE PERMISSION of the commissioner.
- If you wish to apply to provide the service outside your consultation room please request permission from england.eastmidspharmacy@nhs.net (East Midlands pharmacies) or nhsbsolicb.pharmacy-westmidlands2@nhs.net (West Midlands pharmacies)

Resources

NHS service specification
 CPPE Hypertension Training resources
 MICE NG136 guidelines