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Please read alongside the published '[Overall Top Tips for Quality Service Delivery](#)'

	<p>Stay Clinically Up to Date</p> <ul style="list-style-type: none"> • Ensure that pharmacists, pharmacy technicians and pharmacy team members providing the service are appropriately trained and familiar with the latest NICE 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).
	<p>Blood Pressure Service Consultation</p> <ul style="list-style-type: none"> • 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.
	<p>ABPM Provision</p> <ul style="list-style-type: none"> • 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
	<p>Streamline Workflow</p> <ul style="list-style-type: none"> • 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.
	<p>Promote the Service</p> <p> Use visual materials: Display posters, leaflets, and digital screen content to raise awareness (see cpe.org.uk/hypertension for resources).</p> <p> Promote online: Leverage social media and your pharmacy website to reach a broader audience.</p> <p> Highlight key points: Emphasize that the service is free and quick—only about 10 minutes.</p>

	<p> Promote the service through SMS and encourage word-of-mouth referrals from patients.</p> <p> Tackle health inequalities by engaging underrepresented groups—work with trusted local contacts and highlight the service’s benefits.</p> <p> Leverage existing touchpoints such as the New Medicine Service, Pharmacy First, and other interactions—Make Every Contact Count.</p> <p> Include carers in conversations; let them know they can accompany the patient and they may also benefit from having their own BP measured.</p> <p> Simplify access by using and advertising a booking system to improve attendance.</p> <p> Keep your team informed and motivated—share success stories of patients with managed BP to reinforce impact.</p>
	<p>Promote Your Services with Local GPs</p> <p> 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.</p> <p> Align with clinical priorities: Highlight how the service supports PCN DES goals (e.g. CVD prevention) and QoF targets.</p> <p> 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</p> <p> Share outcomes: Give the practice regular updates to demonstrate value and boost referrals.</p> <p> 2 way feedback: Provide the GP practice with regular updates to demonstrate value and boost referrals. Ask for feedback from the GP practice too.</p> <p> Sustain momentum: Reconnect with practices if referrals drop—remind them of the service’s impact.</p> <p> Share information about other pharmacy services: Help practices see your pharmacy as a wider health hub</p>
	<p>Offsite provisions</p> <ul style="list-style-type: none"> 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.eastmidsparmacy@nhs.net (East Midlands pharmacies) or nhsbsolicb.pharmacy-westmidlands2@nhs.net (West Midlands pharmacies)

Resources

<ul style="list-style-type: none"> NHS service specification 	<ul style="list-style-type: none"> Community Pharmacy England Resources
<ul style="list-style-type: none"> CPPE Hypertension Training resources 	<ul style="list-style-type: none"> NICE NG136 guidelines