

Pharmacy First Newsletter

March 2024

Welcome to the March edition of the Pharmacy First Newsletter. This newsletter is distributed to all community pharmacies in Humber & North Yorkshire and aims to support the delivery of this service.

Pharmacy First- Disposal of Offensive Waste

Q: What are the arrangements concerning the removal of offensive waste generated by the Pharmacy First service?

A: Pharmacy contractors providing this service will be paid according to arrangements set out within the Drug Tariff. This will include a block payment, a consultation fee and arrangements to cover the reimbursement of any NHS medicines supplied. The payment covers all costs incurred by the contractor, as well as providing the remuneration for providing the service.

Information on how to dispose otoscopes and ear thermometer covers can be found in the [Health Technical Memorandum 07-01: Safe and sustainable management of healthcare waste](#).

Single use instruments such as otoscope and ear thermometer cover and tongue depressors are classified as offensive waste. This is **not** clinical waste, but may contain body fluids, secretions or excretions (page 81) and therefore needs to be put in yellow and black-striped 'tiger' bags.

People may challenge on whether this will be 'known infectious waste'. Known infectious wastes will usually only come from wards treating patients (or patient samples) and certain specialist departments, including GUM clinics, skin clinics and laboratories (page 48).

Any bins used for sharps **cannot** be used for disposing of any other waste from a consultation, and any mixing of hazardous waste is banned. Contractors will need to make their own arrangements to ensure that they dispose of any waste generated through the provision of the Pharmacy First Service appropriately.

Reminder of action required if the pharmacy must temporarily withdraw from provision:

If the Pharmacy First service must be temporarily withdrawn by the pharmacy contractor due to circumstances beyond the scope of the business continuity plan, they must inform:

- The NHS Directory of Services (DoS) Provider and Commissioner Helpline (0300 0200 363) as soon as possible to stop referrals being made to the pharmacy.
- GP practices and UEC settings within the local primary care network (PCN) must also be contacted to prevent them making further direct referrals.
- The local commissioner of the service of their temporary withdrawal from the service, do this by emailing: england.pharmacyreturns@nhs.net

Useful links & resources:

- Delivery of Pharmacy First via PharmOutcomes: [Help - PharmOutcomes](#)
- Pharmacy First recorded webinars: [Implementing Pharmacy First: Webinar series launched - Community Pharmacy England \(cpe.org.uk\)](#)
- CPPE Guidance: [NHS Pharmacy First service : CPPE](#)
- Pharmacy First spec and docs: [NHS England » Community Pharmacy advanced service specification: NHS Pharmacy First Service](#)
- Pharmacy/GP training materials: [Pharmacy First Resources - Virtual Outcomes](#)

Top tips & reminders:

- Utilise the Contact Sheet (Annex D) documents shared by the ICB when needed for patient escalations. If you do not have a copy please contact the email address at the end of this newsletter.
- Work closely with your GP practices to discuss any issues or patients escalated back to practice. This will help with learning and building positive relationships/understanding amongst the wider primary care system.
- Ensure you are checking PharmOutcomes regularly for patient referrals. If a patient has not made contact, confirm if there is a clinical need to contact them instead.
- Communicate and agree the referral/escalation process with your GP practices. This ultimately supports a more effective system and the patient being referred.
- Pharmacists must not refer a patient back to NHS 111 or the IUC CAS by asking the patient to call back directly.
- The pharmacy contractor must ensure that the service is available throughout the pharmacy's full opening hours, including when a locum pharmacist is present. Provision of this should be included in your standard operating procedure (SOP) for the Pharmacy First service.

If you would like any support or have any questions about the Pharmacy First service, please contact Fiona: f.pedlingham@nhs.net