

Pharmacy First Newsletter

April 2024

Welcome to the April 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.

Multi-Factor Authentication (MFA) Update:

As an ICB we are aware of issues surrounding the introduction of MFA for users of Pinnacle platforms e.g. PharmRefer, PharmOutcomes, Outcomes4Health. If your pharmacy is having any problems or know of any practices struggling to implement MFA please email Fiona Pedlingham (email at the end of this newsletter) so we can look to resolving these issues. We are keen to ensure that practices and pharmacies feel supported and able to continue making/receiving referrals under the Pharmacy First service.

Pharmacy First: Requirement to have an otoscope from 1st April

- As of April 1st, 2024, pharmacy owners must ensure they have an otoscope available, and all clinical pathways must be accessible in physical pharmacies registered for the Pharmacy First service.
- This deadline was highlighted in the NHS England letter [announcing the Pharmacy First service](#), which advised that pharmacy owners could start providing the service on 31st January 2024, excluding the acute otitis media pathway, as long as an order for an otoscope had been placed and they were awaiting delivery.

GP Connect: Update Record:

- The system will be rolled out [incrementally from March 2024](#) and will initially support community pharmacies to share information with GP practices about consultations performed under the Pharmacy First (minor illness and clinical pathways), Hypertension Case Finding and Pharmacy Contraception services. In the future, this will expand to include updates for urgent supply of medicines.
- The user interface for pharmacy staff does not change with the implementation of Update Record. Pharmacy staff will continue to record and submit consultation information as they have been. The difference with Update Record is when the consultation has been completed, the information is automatically shared within the GP system, rather than being sent as a PDF by email. Pharmacy staff can be confident that they have securely sent clinically appropriate information, in a way which practice staff can easily manage and add to the patient record.
- **Update Record will not be used for information which needs urgent or timely action. For anything urgent, pharmacy staff should continue to use their existing communication methods to contact the practice.**
- For more information: [GP Connect: Update Record - NHS England Digital](#)

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:

- [Pharmacy First service - FAQs - Community Pharmacy England \(cpe.org.uk\)](#)
- 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](#)

If you would like any support, have any questions, or would like to provide some feedback about the Pharmacy First service, please contact Fiona Pedlingham, Primary Care Commissioning Manager at the ICB: f.pedlingham@nhs.net