

Guidance to Midlands Community Pharmacy Teams on managing NHS 111 Pharmacy First

A Minor Illness Referral Needs Urgent Escalation

If following an NHS 111 Pharmacy First consultation, a patient requires onward referral for an urgent appointment when their GP practice is closed, the pharmacist should call NHS 111 using the healthcare professional's line for access to a clinician to seek advice.

The healthcare professionals' line can be accessed via ringing NHS111 and selecting option 9 and then option 3 and option 3 again.

Unable to Supply an Urgent Repeat Medicine

If the medicine is not in stock, pharmacists should check other local pharmacies for availability.

If the medicine is in stock elsewhere then forward the electronic referral to this pharmacy via NHSmail or PharmOutcomes (visit <http://tinyurl.com/bdfz3mav> for guidance).

In this instance, both pharmacies are eligible for the service completion. **There is no need to call NHS 111 in this instance.**

A Minor Illness Referral Needs Non-Urgent Escalation

If following an NHS 111 Pharmacy First consultation, a patient requires a non-urgent onward referral to their GP practice, the pharmacist should signpost the patient to make contact with their practice and close the referral on PharmOutcomes accordingly.

Do not ask the patient to contact NHS 111 back following a Pharmacy First referral from NHS 111
Pharmacists should make any contact necessary with NHS 111 via the healthcare professionals' line

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Contacting NHS111 DHU as a healthcare professional

Please see this guidance if you need to contact NHS111 to bypass the queue.

Do not ask the patient to phone back NHS 111 following a Pharmacy First referral from NHS 111

Pharmacists should make any contact necessary with NHS 111 via the healthcare professionals' line

Dial 111

- To access the NHS111 Health Professionals Line dial 111

Press 9

- You will hear the following message, "Thank you for calling NHS 111, please press 9 to continue"

Press 3

- You will hear the following message, "If your call is about physical health, press 1. If you are in mental health crisis, press 2. If you are a healthcare professional or lab technician, press 3"

Press 3

- You will hear the following message, "If you are ambulance crew, press 1. If you are calling from a care home, press 2. For any other healthcare professional, press 3"

Wait

- NHS 111 will have '111 HCP' on their display to indicate the call has been received from a healthcare professional.

Speak

- The advisor will process your support request, this may include rebooking the patient into a service (including a call back), connecting you directly to an NHS111 clinician or adding you to a clinician call back list.