

To: All Community Pharmacies

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9<sup>th</sup> July 2019

Dear Colleague

## **EVALUATION OF PHARMACY FIRST SERVICE FOR SORE THROATS, COLDS & FLU-LIKE ILLNESS**

As you will be aware the Pharmacy First Service for sore throats, colds and flu-like illness, operated from participating community pharmacies from 1<sup>st</sup> December 2018 until 31<sup>st</sup> March 2019, with over 21,000 consultations haven taken place in that time period

HSCB, in collaboration the Medicines Optimisation & Innovation Centre (MOIC), is undertaking an evaluation of the service to determine its effectiveness and will be based upon:

- Stakeholder engagement (Community Pharmacists, pharmacy staff, GPs, GP practice staff, OOHs providers)
- Review of patient consultation forms
- Qualitative analysis of patient experience

The purpose of this letter is to seek your feedback of the service by participation in the online survey which has developed in collaboration with CPNI. The survey can be accessed via the following link and should be completed by **Monday 22<sup>nd</sup> July**.

<https://consultations.nidirect.gov.uk/hsc-northern-health-social-care-trust/e1dcd22d>

Feedback from community pharmacists delivering the service is vital to inform the development of similar services and the roll-out of the extended Pharmacy First service in the future.

Please note that all responses are anonymous and do not contain any identifiable information.

I would like to take this opportunity to thank you for your participation in this service and taking time to contribute to the evaluation. I look forward to sharing the outcomes of this evaluation with you in due course.

Thanks again for your support with this. If you have any queries, please contact your local Pharmacy Adviser.

Yours sincerely,



**Joe Brogan**  
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