Dear Colleague

PHARMACY FIRST SERVICE FOR SORE THROATS, COLDS & FLU-LIKE ILLNESS

The purpose of this letter is to advise you of a new Pharmacy First service which has been developed in partnership with CPNI and will be available from 1st December 2018 until 31st March 2019*. The service enables patients to consult with their community pharmacist first for advice and treatment for sore throats, colds and flu-like illness.

* Please note, if level of activity suggests potential overspend the service may be withdrawn prior to 31st March 2019.

Background
“Delivering Together”¹ describes the need for enhanced support for primary care. Community Pharmacy is recognised as an important part of primary care which can help to reduce pressure on other parts of the HSC. In line with this strategic direction the Department of Health has made funding available, through Transformation funding streams, to enable this initiative to be available in community pharmacies to help address winter pressures on the health service.

Service outline
The aim of the Pharmacy First Service is to displace activity, including consultations, advice and generating prescriptions for these common conditions, from general practice to a community pharmacy based

service and promote the role of the community pharmacist as the first port of call for the management of sore throats, colds and flu-like symptoms.

A brief summary of the service is provided in Appendix 1.

**Training**
I am writing to invite you to attend one of the following training events.

<table>
<thead>
<tr>
<th>Date</th>
<th>Venue</th>
<th>Time</th>
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</thead>
<tbody>
<tr>
<td>Wednesday 21st November 2018</td>
<td>Clock 3, Tullyglass Hotel, Ballymena</td>
<td>7:30pm – 9:00pm</td>
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<tr>
<td>Thursday 22nd November 2018</td>
<td>CR1 &amp; 2, Riddell Hall, Belfast</td>
<td>7:30pm – 9:00pm</td>
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<tr>
<td>Monday 26th November 2018</td>
<td>W J Mayes Hall, Craigavon Civic Centre</td>
<td>7:30pm – 9:00pm</td>
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<tr>
<td>Tuesday 27th November 2018</td>
<td>Courtyard Room, Silverbirch Hotel, Omagh</td>
<td>7:30pm – 9:00pm</td>
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<tr>
<td>Wednesday 28th November 2018</td>
<td>Chestnut Suite, Lisburn Civic Centre, Lagan Valley Island</td>
<td>7:30pm – 9:00pm</td>
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</tbody>
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**Please note:** One pharmacist from each pharmacy is required to attend one of these training sessions in order for that pharmacy to be eligible to provide the service. It will be the responsibility of the pharmacy contractor to ensure that the training is cascaded to other pharmacists providing the service, including locums.

I look forward to your participation in delivering this service.

Yours sincerely,

Joe Brogan
Assistant Director of Integrated Care
Head of Pharmacy and Medicines Management

Enc. Appendix 1: Pharmacy First Service for Sore Throats, Colds & Flu-Like Illness
Appendix 1

Pharmacy First Service for Sore Throats, Colds and Flu-Like illness

Service Outline

Patient Referral
- Patient self-referral
- Referral from GP practice
- Referral from Out-of-hours medical service

Patient consent
- Privacy notice provided to patient

Consultation with pharmacist in consultation area / room
Consultation recorded on Patient Consultation Form
- The consultation area should be where both the patient and pharmacist can sit down together
- The patient and pharmacist should be able to talk at normal speaking volumes without being overheard by another person (including pharmacy staff)
- The consultation area should be clearly designated as an area for confidential consultations, distinct from the general public areas of the pharmacy
- The consultation area must provide equal access to all patients who may wish to avail of the Pharmacy First Service

Consultation Outcomes

Patient advice
Patients will receive advice on how to manage their condition, expected duration of symptoms, how to help themselves if symptoms recur and follow up requirements

Written information
Patients will be provided with relevant patient information leaflet(s)

Supply of medicines
Where a pharmacist decides that an individual’s symptoms are such that a supply of medicine(s) is indicated these should be selected from the agreed formulary and supplied in line with the medicines SPC

Referral to GP
Where a pharmacist decides that an individual’s symptoms are such that referral to the GP is indicated a copy of the patient consultation form should be forwarded to the GP in line with local arrangements

Patient Consultation Form (triplicate form)

BSO Pharmacy
Top copy (white) sent with 2nd prescription submission (service payment & evaluation)

GP practice
Yellow copy sent securely to GP practice where referral necessary

Pharmacy
Pink copy retained in pharmacy