

# Pharmacy First best practice checklist - Pharmacy

## Best Practice Checklist for Community Pharmacy Teams

<b>Investing time in building relationships with local practices – regular review meetings</b>	
<b>Spending time with general practice teams to support training of reception teams on appropriate referrals</b>	
<b>Understanding the priorities of your practices and aligning community based pharmacy services eg. Pharmacy First will support GP access</b>	
<b>Discussing the expected number of daily referrals from your practice</b>	
<b>Agreeing a timeframe in which patient should expect contact from the Pharmacist/will the patient walk in, what's the cut off for same day consultations?</b>	
<b>Agreeing escalation pathway to GP for patients that require higher acuity care – Urgent and non-urgent</b>	
<b>Regularly checking NHS Mail or PharmOutcomes for referrals</b>	
<b>Ensuring locums are able to deliver the service</b>	
<b>Using the wider pharmacy team to support the process and locums</b>	
<b>Regular communication with practices to discuss service provision and opportunities to improve from both sides</b>	
<b>Sufficient information is provided to the practice relating to referrals back eg. a referral back form</b>	
<b>Resolving issues directly with practices</b>	
<b>Pharmacy First is part of the pharmacy's Model Day processes</b>	
<b>Undertaking CPD in areas of less confidence</b>	
<b>Developing Pharmacy First Business Continuity Plan – notification of DoS and local practices</b>	
<b>Linking Pharmacy First to other local services where appropriate</b>	

