

# Resolving NHS Pharmacy First Service Issues/Incidents- Recommended Pathway for BLMK ICS

## Step 1

Single issue with a Pharmacy/Practice with regards to the Pharmacy First referral:

- Phone Pharmacy/Practice to resolve

## Step 2

Second issue of a similar theme with a Pharmacy/Practice:

- Email Practice/Pharmacy Manager to highlight issue and ways to support and resolve

## Step 3

Repeated issues of the same theme not resolved with the above process:

- Please complete the linked **form** which will be sent to the ICB for further investigation and support - [BLMK ICB NHS Pharmacy First Service Feedback Form](#)

# Local Contact Details (Practices)

## Suggested Recording of Pharmacy First Service Issues/Incidents

Practice Name	ODS Code	Practice Manager	Pharmacy Phone Number	Pharmacy Email Address	Practice Manager Email Address	Type of Issue/Incident