

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 dialling *7 at the main menu.

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

Accessing 111 as a HCP

Dial 111

Press 9 to Continue

Press *5/6/7 (as Appropriate)

Hold for Health Advisor

111 Messaging:

Thank you for calling NHS 111.

Please press 9 to continue. [Press 9]

Please listen carefully to the following options: -

- If you are calling about repeat prescriptions press 1, for anything else press 2 or Hold [HOLD]
- If the person you are calling about is under 5 press 1, for all other age groups press 2 [Press1]

If you Pressed 1 – Under 5

- There may be a short pause while we connect you to your local 111 service. [Press *7 during this message]
- Did you know you can now select * and access the HCP menu at any point.
- Please continue to hold for the HCP menu. [Hold]
- Press 5 if you are ambulance crew.
- Press 6 if you are calling from a care home
- Press 7 if you are any other Health Care Professional [Press 7]
- Connect With 111 Health Advisor

If you pressed 2 – All other ages

- You can get help from 111 online including how to request an emergency supply of medicines. [Press *7 during this message]
- This service is for Healthcare Profession only, please hold while your call is transferred.
 - DHU Welcome Message
 - Connect With 111 Health Advisor

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