

# What Good Looks Like: Pharmacy First

- Practices are currently sending referrals.
- All practice patient services team members can explain the service, the conditions suitable and how to make a referral.
- Practices are aware of local resources and support
- The practice have the latest referral guidance easily available to patient services teams to view.
- The practice uses PharmRefer or EMIS Local Services to send referrals and each team member has their own log on.
- The practice has a multifactor authentication application suitable for their needs.
- There is a clear process for pharmacies to refer patients back to the practice if they need escalating and all team members know the process.
- The practice and local community pharmacies have engaged with each other to make the service work well locally for patients.
- Practice administration teams are aware of how post consultation messages are received and the actions needed to file them.