



As you will be aware, General Practices across England have started to take action, following a ballot of GP partners by the BMA. This means that many practices are 'working-to-rule', only undertaking tasks that are included in their NHS contract.

This may mean fewer appointments with GPs are offered to patients in your area, which is likely to result in more people seeking help and advice from their community pharmacy.

With the increase in the Pharmacy First threshold to 15 in August, now might be a good time to promote this service to patients who present at your pharmacy.

Here are a few suggestions to engage your whole pharmacy team but please note that this list is aimed at complementing any internal resources that you organisation has produced:

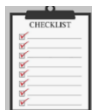


[Brief your pharmacy team](#) on the service

Create a script, and encourage counter staff to engage with everyone they speak to, ensuring that the Pharmacy First service is as visible as possible



Max out your 'internal referrals' from the counter - use the [Virtual Outcomes module](#) with your team to maximise opportunities - the top tips recording is a 16 minute video. This module is complemented by a series of short modules relating to each of the clinical pathways and is **free** for you and your team to access



In particular, ensure that people presenting with UTIs or Sore Throats are checked against Gateway Criteria - we believe more people are treated self-care OTC advice and sale that could have been a pathway consultation



Make sure the whole pharmacy team are familiar with the [Gateway Criteria](#) for each of the 7 conditions; there are resources such as reminder sheets and [aid memoirs](#) available to assist



For formal referrals - approach your practice. Use our [Pharmacy First GP Letter](#) encourage them to utilise the LPC provided training for surgeries



Once live, feedback regularly to the practices - this should be a quick, regular phone or f2f conversation depending on your situation and cover feedback going both ways - what's working for the practice, what's working for the pharmacy, what's not working for both, how to get it better in the next week

There is a lot of [resources](#) available so make use of these to help to consistently deliver the key messages. This document is available to download from the LPC website.