

Middlesex Pharmaceutical Group of LPCs Pharmacy First Newsletter January 2024

In preparation for the launch of the Pharmacy First Service which will be going live on 31st January 2024, the Middlesex Pharmaceutical Group of LPCs has dedicated this month's newsletter to focus on the resources and training available to Community Pharmacies.

The Pharmacy First Service builds on the previous Community Pharmacist Consultation Service (CPCS) by enabling community pharmacies to manage patients for seven common conditions, following specific clinical pathways. The overall service consists of three core elements:

- Pharmacy First (clinical pathways) – new element
- Pharmacy First (urgent repeat medicine supply) – previously commissioned as the CPCS.
- Pharmacy First (NHS referrals for minor illness) – previously commissioned as the CPCS.

The seven conditions are:

Clinical pathway Age range

Acute Otitis Media for 1 to 17 years

Impetigo for 1 year and over

Infected insect bites for 1 year and over

Shingles for 18 years and over

Sinusitis for 12 years and over

Sore throat for 5 years and over

Uncomplicated urinary tract infections for women 16-64 years

* Distance Selling Pharmacies will not complete consultations for Acute Otitis Media.

Pharmacy contractors who have not yet registered to deliver the service are encouraged to do so by registering via the Manage Your Service platform. Please note that only those contractors who register to deliver Pharmacy First by **23:59 on Tuesday 30 January 2024** will qualify for the one-off initial fixed payment of £2,000.



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To prepare for the service, pharmacy contractors are advised to:

- ensure staff review the [CPPE Pharmacy First self-assessment framework](#) to assess their competence to provide all elements of the service
- ensure they comply with the [service specification](#)
- understand the requirements associated with service payments in the drug tariff
- order an otoscope (this does not apply to distance selling pharmacies); guidance on selecting a suitable otoscope is available in Annex C of the service specification
 - pharmacies may start to deliver the Pharmacy First service without being able to provide the otitis media clinical pathway, if they have evidence that they have ordered an otoscope and are awaiting delivery
 - from 1 April 2024 an otoscope must be available, and all clinical pathways must be provided

Pharmacist implementation checklist: Pharmacy First service – attachment included

Pharmacy owner implementation checklist: Pharmacy First service – attachment included

All four approved IT system suppliers listed below are upgrading their systems ready for Wednesday 31 January 2024, so their community pharmacy customers automatically have the Pharmacy First screens to support the clinical pathways and send data for payments and monitoring to NHS BSA. Each supplier is supporting customers and making more information available directly:

Cegedim

EMIS (PharmOutcomes)

Positive Solutions

Sonar

Community Pharmacy Consultation Service (CPCS)

Pharmacy First will incorporate the existing CPCS which will cease to be commissioned from 23.59 on 30 January 2024. The existing CPCS service specification will be available on the NHS England website until this time.

IT system suppliers will continue to make the current CPCS consultation record available until Tuesday 30 April 2024 to enable pharmacy contractors to submit claims for consultations delivered up to and including the Tuesday 30 January 2024. Contractors are allowed a grace period of up to three months to claim for any consultations after the date of that consultation.



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Pharmacy First Webinars

Community Pharmacy England held the 'Pharmacy First: Getting to know the service' webinar on 13th December 2023. This webinar outlined the core details of the Pharmacy First service and how it will work, including the process used to develop the clinical pathways and PGDs, the learning and development requirements, and the accompanying digital systems which are in development. Pharmacy owners and their teams can now watch an on-demand recording of the webinar.

Pharmacy First: Getting to know the service ([Watch the recorded webinar](#))

Community Pharmacy England held the 'Pharmacy First: Getting ready for launch' webinar on 15th January 2024. This webinar focused on how to prepare for the service's launch, building on the content of the December 2023 webinar and providing additional practical information.

[Download the slides from the webinar](#)

Pharmacy First: Getting ready for launch ([Watch the recorded webinar](#))

[Download the slides from the webinar](#)

Pharmacy First Drop-in sessions

Community Pharmacy England will be hosting a series of online drop-in sessions around the launch date of the Pharmacy First service to assist pharmacy owners and their teams with any queries they may have on the service.

The drop-in sessions will be held between 1-2pm on Microsoft Teams on:

- Tuesday 30th January 2024;
- Tuesday 6th February 2024; and
- Thursday 8th February 2024.

You do not need to register for these sessions, just use the details below to join a session:

[Join a drop-in session](#)

Meeting ID: 344 030 046 278

Passcode: tYJ7ox



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Middlesex Pharmaceutical Group of LPCs Pharmacy First Newsletter January 2024

Pharmacy First - FAQs

<https://cpe.org.uk/national-pharmacy-services/advanced-services/pharmacy-first-service/pharmacy-first-service-faqs/>

Resources to promote the service

Community Pharmacy England have released a series of resources to help promote the new Pharmacy First service to patients and members of the public.

Posters for display within pharmacies

[Inside the Pharmacy Poster – Male pharmacist](#)

[Inside the Pharmacy Poster – Female pharmacist](#)

[Inside the Pharmacy Poster – Black pharmacist](#)

[Inside the Pharmacy Poster – Asian pharmacist](#)

[Inside the Pharmacy Poster – Older patient](#)

[Inside the Pharmacy Poster – Black patient](#)

[Inside the Pharmacy Poster – Mother with child patient](#)

[Inside the Pharmacy Poster – Handing over medicine](#)

Posters for more general use

[General Poster – Male pharmacist](#)

[General Poster – Female pharmacist](#)

[General Poster – Black pharmacist](#)

[General Poster – Asian pharmacist](#)

[General Poster – Older patient](#)

[General Poster – Black patient](#)

[General Poster – Mother with child patient](#)

[General Poster – Handing over medicine](#)



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Middlesex Pharmaceutical Group of LPCs Pharmacy First Newsletter January 2024

Social media tiles

- [Social Media Tile – Pharmacy First Service](#)
- [Social Media Tile – Earache](#)
- [Social Media Tile – Impetigo](#)
- [Social Media Tile – Infected insect bite](#)
- [Social Media Tile – Shingles](#)
- [Social Media Tile – Sinusitis](#)
- [Social Media Tile – Sore throat](#)
- [Social Media Tile – Urinary tract infection \(women\)](#)

[Template local press release for Pharmacy First launch](#)

[Small flyers to use on prescription bags, etc. \(Microsoft Word\)](#)

[Suggested social media posts about Pharmacy First](#)

Clinical pathway videos

The [videos talk you through](#) each of the clinical pathways and should be particularly useful for pharmacists preparing to provide the service.

NHS England has published the [final 23 Patient Group Directions \(PGDs\) and protocol](#) for the Pharmacy First service, which is starting on 31st January 2024.

Training for Pharmacy First

Virtual Outcomes

The Middlesex Pharmaceutical Group of LPCs would like to remind all Community Pharmacists that you have free access to the pharmacy training platform Virtual Outcomes, please follow the link below to the training guide:

<https://www.virtualoutcomes.co.uk/vo8539-wp-content/uploads/2020/06/VirtualOutcomes-Login-Easy-Guide-May-19.pdf>

VirtualOutcomes have launched the following training modules:

- One Introduction and Service Overview training module for the whole pharmacy team
- Seven condition modules to look at the key points contained in each



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- These are short averaging about 7-10 minutes each
- These allow the pharmacist or team to 'dip' into each condition as and when necessary

Sonar Informatics

Sonar will be providing an introduction to how pharmacy first will work on Sonar on the dates below:

Wednesday Jan 31, 2024 07:30 PM – 08:30 PM

Wednesday Feb 7, 2024 07:30 PM – 08:30 PM

[Zoom Link](#)

Please download and import the following iCalendar (.ics) files to your calendar system.

Weekly: [https://us02web.zoom.us/meeting/tZUqd-](https://us02web.zoom.us/meeting/tZUqd-GtrD4qE9aNKYORG8j1oJXFcjCdcFlq/ics?icsToken=98tyKuGpqTsiH9aQsBCFRpwcB4igWe_zpiVfj_pcsjTcLBJ0OgmnOch6FLF1M9zT)

[GtrD4qE9aNKYORG8j1oJXFcjCdcFlq/ics?icsToken=98tyKuGpqTsiH9aQsBCFRpwcB4igWe_zpiVfj_pcsjTcLBJ0OgmnOch6FLF1M9zT](https://us02web.zoom.us/meeting/tZUqd-GtrD4qE9aNKYORG8j1oJXFcjCdcFlq/ics?icsToken=98tyKuGpqTsiH9aQsBCFRpwcB4igWe_zpiVfj_pcsjTcLBJ0OgmnOch6FLF1M9zT)

Join Zoom Meeting

<https://us02web.zoom.us/j/81708525092?pwd=Sk5YamlHZjRZK2NFbjBOK0JRemwvdz09>

The Middlesex Pharmaceutical Group of LPCs

The Middlesex Group of LPCs has worked hard to organize 7 commissioned ENT training workshops, and we hope to arrange more in the near future. These workshops were organized on behalf of Kensington, Chelsea & Westminster LPC & Camden & Islington LPC. Our first event consisting of 2 sessions was held on Sunday 7th January 2024 at the Harrow District Masonic Centre with the training delivered by CPPE. This event was the first to be delivered in the country with 120 people in attendance. The event was fully booked within 24 hours and was very well received with positive feedback: "Certainly was an excellent event, a topic that would achieve better training as a workshop rather than an online version."

Due to the lack of availability of nationally commissioned events, The Middlesex Group of LPCs have organised 6 further sessions as follows:

Sunday 11th February - 2 sessions (120 people) **FULLY BOOKED**

Sunday 18th February - 2 sessions (120 people) **FULLY BOOKED**



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Middlesex Pharmaceutical Group of LPCs Pharmacy First Newsletter January 2024

Monday 26th February - 1 session (35 people)

Tuesday 27th February – 1 session (35 people)

Due to the very high demand for these workshops, we are prioritising pharmacists who have already registered to provide the service.

We hope that these face to face training sessions will enable all contractors across NCL and NWL to feel ready and confident to provide the Pharmacy First Service.



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