



# Pharmacy First and the Extended Offer

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# Pharmacy First – service details

- ▶ The service will consist of three elements:

**Referrals for minor illness consultations with a pharmacist**

Previously part of CPCS, GP practices can refer to this element

**Urgent supply of repeat meds and appliances**

Previously part of CPCS but GP practices cannot refer for this element

**Clinical pathway consultations**

New element, GP practices can refer to this element

# Pharmacy First

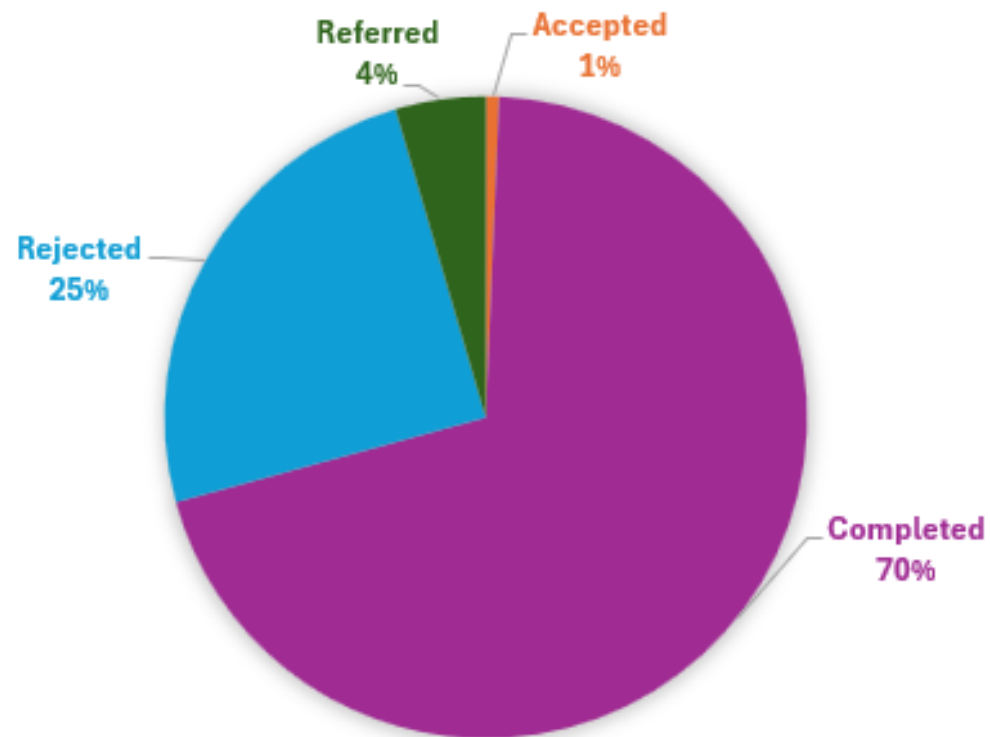
Surrey GP referral data:

31/01/24 – 17/03/25:

**24 127 referrals**

- Accepted : 161
- Completed : 16 909
- Rejected : 5964
- Referred : 1093

PHARMACY FIRST REFERRALS:JAN24-MAR25



# Rejection Reasons

Top reasons for rejecting referrals

- Patient uncontactable
- Patients do not fit the Pharmacy First criteria
- Duplicate referrals/entered as self-referrals
- Failed to attend pharmacy post phone conversation

There has been a reduction in the number of inappropriate referrals with most rejections attributed to patients being uncountable

# Pharmacy First - Surrey

NHSBSA Data

| Surrey ICB              | Feb-24 | Mar-24 | Apr-24 | May-24 | Jun-24 | Jul-24 | Aug-24 | Sep-24 | Oct-24 | Nov-24 | Dec-24 | Jan-25 |
|-------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Acute Otitis Media      | 252    | 314    | 271    | 296    | 223    | 288    | 321    | 296    | 307    | 443    | 637    | 485    |
| Acute Sore Throat       | 520    | 759    | 746    | 730    | 592    | 746    | 549    | 695    | 756    | 1004   | 1400   | 1347   |
| Impetigo                | 82     | 104    | 91     | 95     | 93     | 115    | 102    | 138    | 126    | 166    | 147    | 154    |
| Infected Insect Bites   | 37     | 50     | 58     | 278    | 412    | 547    | 778    | 405    | 183    | 143    | 75     | 50     |
| Shingles                | 64     | 45     | 62     | 63     | 74     | 86     | 66     | 75     | 73     | 90     | 83     | 84     |
| Sinusitis               | 315    | 289    | 275    | 265    | 210    | 229    | 152    | 247    | 320    | 437    | 657    | 633    |
| Uncomplicated UTIs      | 436    | 488    | 524    | 560    | 525    | 662    | 719    | 756    | 780    | 890    | 934    | 828    |
| Urgent Medicine Supply  | 1074   | 1383   | 1463   | 1676   | 1425   | 2023   | 1967   | 2062   | 1572   | 1895   | 2265   | 1671   |
| Minor Illness Referrals | 1606   | 1606   | 1440   | 1362   | 1185   | 1205   | 983    | 1046   | 1032   | 1403   | 1604   | 1365   |

# Company Chemists' Association (CCA) AMR report

- ▶ PHARMACY FIRST: SUPPORTING ANTIMICROBIAL STEWARDSHIP
- ▶ Full report can be found [here](#)

## Key points to take away

- ▶ Between January and September 2024 over 1.4 million patient appointments have been transferred from general practice to pharmacy through clinical pathway consultations. The service has dramatically increased access to urgent care, particularly in deprived communities.
- ▶ On average, 66% of patients who attend a pharmacy through the Pharmacy First service receive antibiotic treatment.
- ▶ Pharmacists provide treatment in line with guidelines. The vast majority (88%) antibiotics supplied are first line treatments.

# Pharmacy First in Epsom

- ▶ There are now 8 pharmacies in Epsom delivering Pharmacy First
- ▶ This is down from 10 previously – but delivery remains strong
- ▶ Collectively, we provide hundreds of appointments every day
- ▶ Integrated with local GP practices and NHS 111



# Promoting Pharmacy First Locally

- ▶ CPE toolkit includes press releases, posters, social media tiles, and animations
- ▶ Materials support in-pharmacy, digital, and local media outreach
- ▶ Templates available for community messaging
- ▶ Designed for easy implementation by teams at all sites

# Service Impact & Media Briefings

- ▶ 5+ million Pharmacy First consultations since launch
- ▶ 2.4 million via clinical pathways (e.g., 835k sore throat, 665k UTI)
- ▶ Aims to free up 10 million GP appointments per year
- ▶ £645m Primary Care Recovery Plan investment, £215m for Pharmacy First expansion
- ▶ Quote: 'Pharmacy First is a stepping stone to a more clinical future' - CPE