



Pharmacy First (PGD) Services

Service 1 – Treatment of Simple UTI in females

Service 2 – Treatment of Impetigo

GP Practice Information Pack

April 2018

Pharmacy First PGD Scheme for UTI & Impetigo - GP Practice Information

1.0 Introduction

Patient Group Directions (PGDs) provide a legal framework that allows some registered health professionals such as Pharmacists to supply and/or administer specified medicines to a pre-defined group of patients, without them having to see a prescriber.

The service aims to provide any eligible patient who is registered with a GP practice contracted to NHS England North Midlands Staffordshire and Shropshire Area (NHSE S&S), with access to medication for the treatment of simple urinary tract infections (UTI) or impetigo via community pharmacy. The service will be provided through community pharmacies contracted to NHS England North Midlands (Shropshire & Staffordshire Area) who have signed up to provide this service.

2.0 Patient eligibility

This scheme is available to patients who are registered with a GP practice contracted to NHS England North Midlands Staffordshire & Shropshire (NHSE S&S), and they can access the scheme at any participating pharmacy. Patients accessing the scheme who are entitled to free prescriptions will receive medication free of charge. All current NHS exemptions (including those with valid pre-payment certificates) are applicable. Patients who are not exempt from prescription charges will pay a prescription charge for each item supplied under the PGDs in this service.

3.0 Referral to GP or other healthcare services

In a situation where a patient presents with a symptom(s) that requires referral to their GP or other healthcare professional (urgent or otherwise), the pharmacist must complete the 'Referral from Community Pharmacy' with the patients details, reasons for the referral including assessment of urgency, and details of the pharmacist referring.

If the patient has been referred to the pharmacy service via a Care Navigation Pathway and is symptomatic, but is excluded under the PGD, the pharmacist must make all reasonable attempts to contact the patients GP practice to arrange for an appointment.

4.0 Duties of GP Practices

One of the aims of the scheme is to reduce the demand for GP appointments for these conditions thereby allowing patients with more complex medical needs to be seen more quickly.

GP practices are encouraged to refer patients directly into the scheme where it is deemed appropriate to do so and with the agreement of the patient. It is envisaged that reception staff who book appointments for patients will be ideally placed to offer referral into the Pharmacy First PGD Scheme and will therefore need to have an understanding of, and access to, the referral criteria in order to do so appropriately. A quick reference guide is provided at the end of this information pack.

GP practice based healthcare professionals can also advise patients during their consultations to access the scheme in the future where it is felt that this would have been more appropriate for the condition/symptoms that they presented with.

5.0 Notification of supply

All consultations in the pharmacy are recorded on the PharmOutcomes system. This will send a secure email to the patient's GP practice to inform of the supply so that the information can be added to the patients' medical record. If the pharmacy receives an email failure notification, a copy of the consultation record has to be printed and sent to the patient's general practitioner for information within two working days.

If the GP practice is not able to receive PharmOutcomes notifications currently, could you please provide a secure generic email address (nhs.net) to NHSE North Midlands such that electronic notifications can be sent from community pharmacies in the future.

6.0 Contractual Period

The agreement is for the period 1st April 2018 to 31st March 2020, but may be subject to an earlier review if deemed necessary.

7.0 Raising concerns

NHS England North Midlands (NHSE S&S) has a responsibility to ensure that all participating pharmacies deliver the scheme in accordance with the Service Level Agreement. Patients must be able to access the service during all times that the Responsible Pharmacist is on duty, and there is an expectation that a patient is only signposted to another participating pharmacy in exceptional circumstances. Patients should not be referred to their GP practice unless there is a clinical reason to do so.

Where a GP practice has signposted a patient appropriately to a participating pharmacy and the pharmacy has not delivered the service in accordance with terms of the SLA, then a DATIX entry or similar reporting mechanism should be used, and these will be investigated by NHSE North Midlands.

Pharmacy First PGD Service – Quick Reference Guide 2018

Common Ailment	Criteria for exclusion/GP referral required
Uncomplicated Urinary Tract Infection (UTI)	<ul style="list-style-type: none"> • Females under 16 years of age • Females aged 75 years and over • Male patients • Recurrent UTI treated with antibiotics within previous 4 weeks • Pregnancy or Breastfeeding
Impetigo	<ul style="list-style-type: none"> • Children under 12 months of age • Recurrent impetigo infection treated within previous 4 weeks

