Step-by-Step Process - Sending a Pharmacy First Referral

Step 1: Open AccuRx Toolbar

- Launch Accurx from your clinical system (e.g., EMIS Web or SystmOne).
- Search for and open the patient record Accurx will automatically match it.

Step 3

Option 2a

Step 3

Option 1

MOUSE, Michael (42y, M) NHS: Unknown · DOB: 02-Feb-1983 · Gender: Male

Ouick actions

Contact service or healthcare professional

Compose new message

Attach document from SystmOne for community referral

Attach document from SystmOne for imaging referral

Create and attach patient record summary

A Pharmacy First Service

Try with a test patient

Step 2: Access AccuMail

• Click the AccuMail icon (it looks like an "@" symbol) in the toolbar.



There are two ways to begin the referral:

Option 1: Quick Actions

• Under the Quick Actions heading, select 'Pharmacy First Service'.

Option 2: Compose Message

- a. Click 'Compose Message'.
- b. Under the 'Templates' dropdown menu, select 'Pharmacy First'.

Step 4: Choose a Pharmacy

- Ask the patient which pharmacy is most convenient (consider location, opening hours, availability).
- Start to type the name of the Pharmacy. A list of local participating pharmacies will appear.
- Select the chosen pharmacy from the list

Step 5: Complete the Referral

- a. Enter the reason for the referral in the text box provided.
- b. Click 'Send Now'.
- If 'Save to record' selected, AccuRx will auto-save the referral details into the patient's clinical record.

The referral is instantly sent to the NHS Shared mail account of the intended Pharmacy who will action accordingly.

Please note - Pharmacies do not need an account with AccuRx to be able to action referrals. AccuMail uses NHSmail inboxes and enables you to securely email domains that meet the <u>NHS Secure Email Standard</u> (DCB 1596) or <u>domains</u> that are otherwise deemed secure by NHSmail.



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Templates

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All Created by me Organisation templates Accurx templates

Mark as urgent for re



@ SNOMED code

Step-by-Step: Receiving a Pharmacy First Post Event Notification

Step 1: Pharmacy Completes Consultation

- After the Pharmacy First consultation, the pharmacist records the outcome in their pharmacy's IT system (e.g., PharmOutcomes).
- The completed Post Event Notification (PEN) is then sent automatically to the **practice's shared mailbox**. (e.g., Safehaven mail account).

Step 2: Check the Practice Shared Mailbox

- Regularly monitor the practice's shared NHSmail inbox for incoming Post Event Notifications.
- These notifications will typically arrive as an email with an attachment or outcome summary in the body of the message. see **figure 1.**

Figure 1		
Pharmacy First Consultation Service CASC/	DE-595-SPID-628111168	
Remarks Health low rises plinadetealth@Healets tocentra Polytowith (the allocal Matcheal Matcheal		C flagty = 0; Rapty-At → Farward = 0; Fa
Tollow up. Completed on D7 April 3125. If there are problems with here this message is displayed, club her	e la colosa di un a unale decumente.	
🛃 smalpet 🗸 🗸		
7th Apr 2025		
		Ward Green Healthcare Lnd 95: Verson Road Ward Green Bornieg 570 390 01228 320790
	NHS Community Pharmacy First Service - Notification of low acuity/minor illness consultation to patients general practice.	
To The Grove Medical Practice, 124-126 Park Grove, B	amaley, South Yorkshire 570 1QE (CB5019)CB5019	
Following a low acuity/minor illness referral to the Support has been given to the patient following an Details of the support or advice provided and any	pharmacy, this patient had a consultation with a pharmacist at the above pharmacy on the date shown, assessment of their needs with the information available to the pharmacist at the time, additional information for the general practice is given below:	
Patient Details		
Name	Mickey House	
Address	95 Vernon Road	
Postcode	\$70 5HJ	6
Date Of Birth	02-Feb-1983	

Step 3: Handle the Notification

You now have two options:

Option A: Manual Entry

- Read the notification details.
- Manually type the relevant information into the patient's clinical record (EMIS/SystmOne).

Option B: Upload Attachment

- Save the attached notification from the email.
- Upload it directly into the patient's record using your clinical system's document management process.

Step 4: Check for Further Action

- Most Post Event Notifications are for information only.
- If further clinical action is required, the pharmacist is expected to contact the surgery separately (e.g., via phone or email).
- Unless specified otherwise, assume the notification is complete and no further follow-up is needed.

Step 5: Record Completed Action

- Ensure the PEN is saved and/or documented in the patient's record.
- Mark the email as actioned or file it according to your practice's document management protocol.