

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 SystemOne).
- Search for and open the patient record – Accurx will automatically match it.

Step 2: Access AccuMail

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



Step 3: Start the Pharmacy First Referral

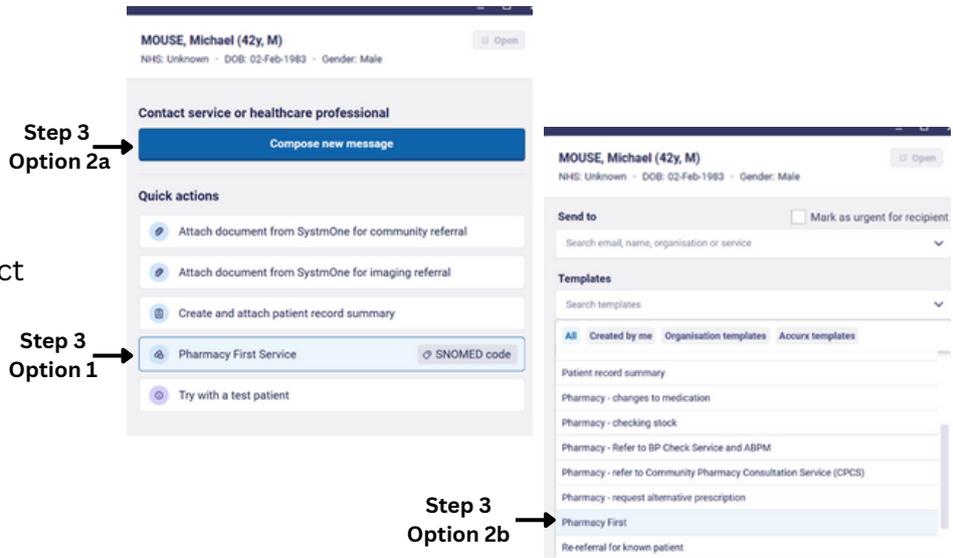
There are two ways to begin the referral:

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'.

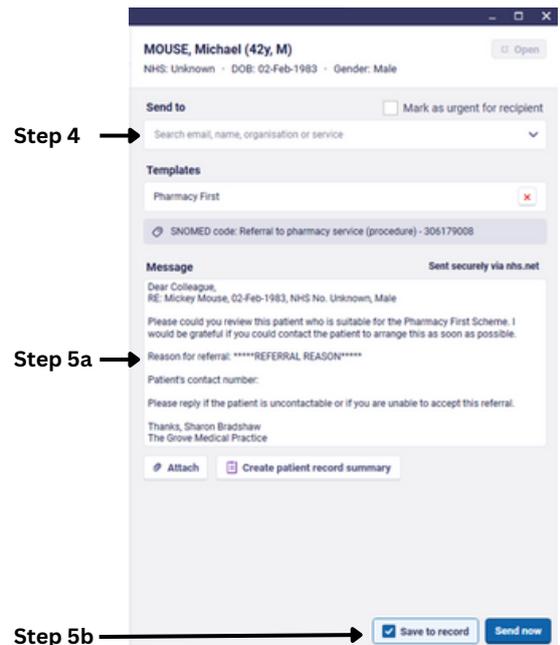


Step 4: Choose a Pharmacy

- 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 NHS Secure Email Standard (DCB 1596) or domains that are otherwise deemed secure by NHSmail.

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



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/SystemOne).

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.