

Many GP practices across South Yorkshire are now sending referrals under the Pharmacy First Service via AccuMail. These referrals are delivered directly to your pharmacy's shared NHSmail inbox.

What You Need to Do

Upon receiving a referral via AccuMail, please follow these steps:

1. Check the referral in your pharmacy's shared NHSmail account.
2. Manage the patient in accordance with the Pharmacy First Service specification, which includes:
 - The seven clinical pathways.
 - A broad range of minor illness conditions.
3. Input the referral information into your pharmacy's chosen IT system (e.g., PharmOutcomes) to complete the consultation and submit a claim.
4. This step is essential to:
 - Document the consultation.
 - Generate a post-consultation message to the GP.
 - Trigger the claim process.

Please note - If the referral is not entered into the pharmacy's chosen IT system, it cannot be claimed—even if the consultation is complete.

Clinical Pathway or Minor Illness?

Upon receipt of an electronic referral, Pharmacists should use their clinical judgement to determine the appropriate service route:

- **If the patient meets the criteria for one of the seven clinical pathways, claim accordingly.**
- **If the patient does not meet the clinical pathway criteria, you should claim under the minor illness element of the service.** This still allows for a valid consultation claim, including advice given, OTC sales, or referral/escalation.

Ensure NHSmail Access – Including Locums

It is essential that **all pharmacists, including locums**, have timely and appropriate access to the pharmacy's shared NHS mail inbox. This is critical to:

- Ensure referrals are seen and actioned promptly.
- Prevent any delays in patient care.
- Service delivery and associated claims are not compromised.

To maintain continuity of service, **it is also recommended that additional staff members, such as pharmacy technicians and dispensers, have access to the shared inbox.** This helps ensure that at least one team member is able to check for referrals each day.

Contractors should ensure locum induction processes include clear guidance on accessing NHSmail and identifying referrals.

Additional Support

To help clarify when a claim can be made, Community Pharmacy England (CPE) has published a resource outlining:

- Common service scenarios
- Whether a claim is appropriate
- When to input data into your Pharmacy First IT system

[See here](#)

We strongly recommend reviewing this guide to ensure all eligible consultations are claimed appropriately.