111 Patient Flow

Patient calls 111

Patient is assessed, and clinician suggest referral to a community pharmacy for a low acuity condition

Patient is advised (sample script only):

"Mrs Jones, from the symptoms you are describing, we will arrange for you to see a local community pharmacist who can see you today and provide you with advice and management support."
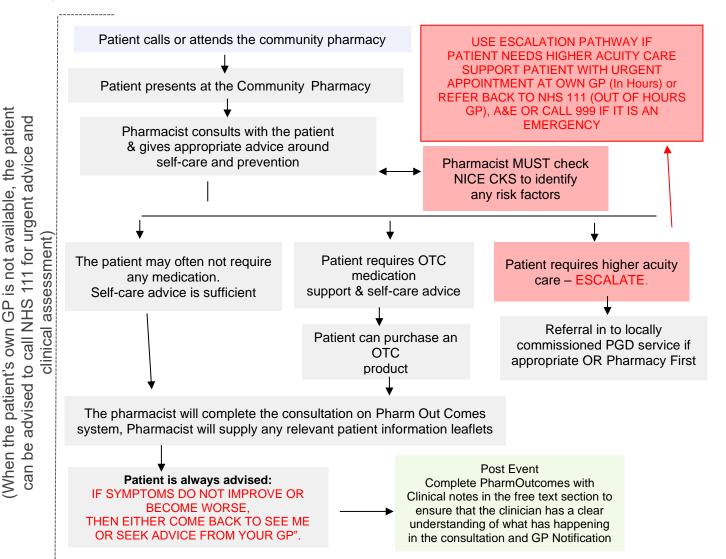
Pharmacies are offered. The preferred pharmacy is selected

An electronic referral is made to the pharmacy via PharmOutcomes

Patient is advised (Sample script)
"The pharmacist will now be expecting you, so please attend within the next XXXX hours (before pharmacy closes that day).
The pharmacist will see you in a private consultation room where your condition will be assessed, you'll be given advice about your symptoms and any ongoing self-care. When you arrive, please let the pharmacist know that the practice has sent you and they will have your details"

With 111 clinician

In the Pharmacy

(When the patient's own GP is not available, the patient can be advised to call NHS 111 for urgent advice and clinical assessment)

Patient calls or attends the community pharmacy

Patient presents at the Community Pharmacy

Pharmacist consults with the patient & gives appropriate advice around self-care and prevention

Pharmacist MUST check NICE CKS to identify any risk factors

USE ESCALATION PATHWAY IF PATIENT NEEDS HIGHER ACUITY CARE SUPPORT PATIENT WITH URGENT APPOINTMENT AT OWN GP (In Hours) or REFER BACK TO NHS 111 (OUT OF HOURS GP), A&E OR CALL 999 IF IT IS AN EMERGENCY

The patient may often not require any medication.
Self-care advice is sufficient

Patient requires OTC medication support & self-care advice

Patient requires higher acuity care – ESCALATE.

Patient can purchase an OTC product

Referral in to locally commissioned PGD service if appropriate OR Pharmacy First

The pharmacist will complete the consultation on Pharm Out Comes system, Pharmacist will supply any relevant patient information leaflets

Patient is always advised:
IF SYMPTOMS DO NOT IMPROVE OR BECOME WORSE,
THEN EITHER COME BACK TO SEE ME OR SEEK ADVICE FROM YOUR GP".

Post Event
Complete PharmOutcomes with Clinical notes in the free text section to ensure that the clinician has a clear understanding of what has happening in the consultation and GP Notification