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

Patient calls GP practice

Patient is assessed, and care navigator/reception staff 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."

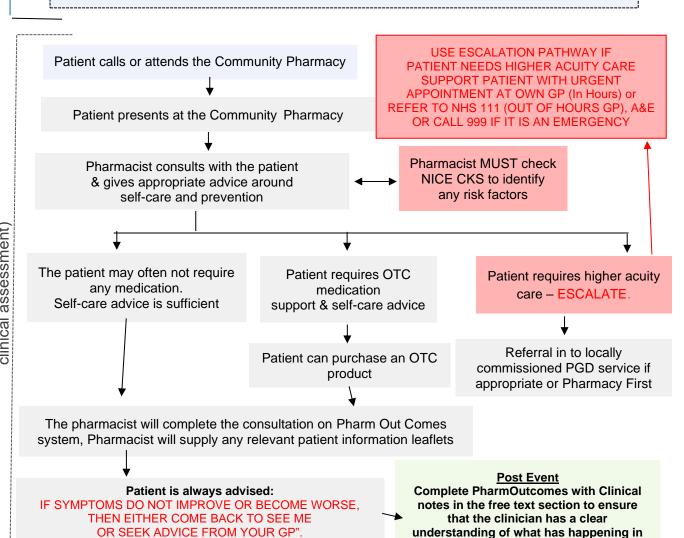
Pharmacies are offered. The preferred pharmacy is selected

An electronic referral is made to the pharmacy via NHS mail

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).

Please be assured that this is a new NHS service. 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"



the consultation and GP Notification