

## Questions for CP Devon Team

### ↻ Service payment if gateway not met

Do we get payment if gateway not met? I worry if I only record when gateway met then it looks like I give everyone an antibiotic.

🗨 1

CP Devon 2/21/24 9:53AM

This question is covered by the CPE here <https://cpe.org.uk/national-pharmacy-services/advanced-services/pharmacy-first-service/pharmacy-first-service-faqs/>:

**Will the Pharmacy First consultation fee be paid for consultations with self-presenting (walk-in) patients who do not pass a Gateway point in the relevant clinical pathway?** No. For self-presenting patients, a fee will only be paid where the consultation is provided and the patient's condition/situation passes a Gateway point in the clinical pathway. The discussions with these patients will incur a cost for pharmacy owners, which is a concern for Community Pharmacy England and is one of the reasons we negotiated the £1000 monthly payment which will be paid to pharmacies providing the service, subject to them meeting the minimum clinical pathway consultation numbers set out in the Drug Tariff.  
If a patient is referred to the service, e.g. by a general practice, if they do not pass a Gateway point in the clinical pathway, the patient can still have a consultation under the minor illness consultation part of the service and a consultation fee will be paid for that.

---

⇒ **Remote consultations for referrals to Pharmacy First by GPs**

Can these consultations be carried out over the telephone if the conditions are not covered by the clinical pathways

🗨 1

CP Devon 2/20/24 10:09PM

This question is covered by the CPE here <https://cpe.org.uk/national-pharmacy-services/advanced-services/pharmacy-first-service/pharmacy-first-service-faqs/> :

Where it is clinically appropriate to do so, minor illness consultations (referrals) and urgent medicines supply consultations (referrals) can be undertaken via telephone/audio or video consultation by a pharmacist who is on the pharmacy premises.

Similarly, where it is safe to do so, clinical pathways consultations can be conducted via good quality video consultation by a pharmacist who is on the pharmacy premises. Remote clinical pathways consultations can **only** be provided via a good quality video consultation – they **cannot be provided by a telephone/audio consultation**.

---

⇒ **Ear perforation**

Do these patients need review at 6 weeks post perforation? Also, is there a good leaflet we can give about keeping ear dry e.g how long before they can swim? It's practical advice like this that is important for parents

🗨 1

CP Devon 2/20/24 10:06PM

As mentioned, perforated eardrums generally heal spontaneously within 2 months. Part of your safety netting might include next steps for the patient if their symptoms do not improve (i.e. the perforation does not heal). I like the NHS website information sheet for patients, which covers some of your query <https://www.nhs.uk/conditions/perforated-eardrum/> We generally would not offer a routine follow up, unless symptoms weren't improving.

---

⇒ **Clinical examination module exeter uni**

Could you please provide more information about this? I have done my IP and am looking at what is currently happening in Scotland with Pharmacy First Plus – how can I build on my knowledge for improving present and future practice

🗨 1

CP Devon 2/20/24 9:58PM

The MSc in Clinical Advanced Practice landing page is here <https://www.exeter.ac.uk/study/postgraduate/courses/medicine/advancedclinicalpracticemsc/>

There are many optional constituent modules, which you can apply for individually or as part of a larger piece of study (the majority are also included in the MSc Clinical Pharmacy Practice, so consider what the right route is for you if you want a full degree). Modules that might fit into what we discussed tonight include Minor Illness in Primary Care, Advanced Clinical Assessment and Advanced Clinical reasoning. They are listed under the module section. TK

↩ Are there any forms/printed notes that can be given to patients following a consultation with the agreed course of action/ red flags/ follow up details on? Just using blank paper and wondered if there is a more professional, well laid out form available?

🗨 2

**CP Devon** 2/20/24 10:02PM

[patient.info](#) provides summary sheets on conditions, as well as PILs - differentials and red flags are often listed (but not called these, as they are patient-facing documents). The TARGET AMS advice sheets also provide a template you can tick off with advice and guidance. The NHS website also has some good sheets e.g. <https://www.nhs.uk/conditions/ear-infections/>

**CP Devon** 2/23/24 9:51AM

The following link may be helpful too: <https://www.what0-18.nhs.uk/professionals/gp-primary-care-staff/safety-netting-documents-parents>

