Pharmacy First Non-Urgent Escalation Process

Pharmacist
identifies a
patient
requiring a
non-urgent GP
appointment
(in hours)

Routine GP appointment required

Pharmacists
telephones the
practice to arrange
the appointment

Pharmacist does not set any expectations of any specific treatment or outcome

Use service finder, local professional line (if known) to contact the GP Pharmacist makes consultation record available to the GP

Send via your approved IT solution e.g. PharmOutcomes Practice allocates a routine appointment to the patient

The pharmacist arranges the appointment, or the practice may contact the patient directly

If a patient contacts the practice to request an appointment following a referral, the patient should be offered a routine appointment as appropriate

