Pharmacy First Urgent Escalation Process

In-hours

Pharmacist identifies a patient requiring escalation

Urgent in-hours GP appointment required

Pharmacists
telephones the
practice to arrange
the appointment

Pharmacist makes consultation record available to the GP Practice allocates an urgent sameday appointment to the patient

Out of hours

Refer to A&E or call 999

NHS111 healthcare professionals' line

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

Send via your approved IT solution e.g. PharmOutcomes

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

Tell patient to attend A&E immediately or call ambulance

Report to GP on same day or asap on the following day Then Clinical Service
will provide advice
which may result in
an onward referral, or
support to resolve
the issue so the
episode of care can
be completed

Use service finder, local professional line (if known) to contact the GP

