

Checklist: Handling a Pharmacy First urgent medicine supply referral when the item is out of stock

1. Check your stock

- Confirm the item is unavailable in your pharmacy and that the patient requires it urgently

2. Communicate with the patient

- Explain the situation clearly
- Gain their agreement to locate an alternative pharmacy

3. Identify an alternative convenient pharmacy

- Use [NHS Service Finder](#) or your local network to find another pharmacy providing Pharmacy First

4. Confirm stock availability

- Call the pharmacy to check if they have the item in stock
- If unavailable, continue searching for another suitable pharmacy

5. Forward the referral

- If the pharmacy confirms stock availability, securely send the referral:
 - Via NHSmail (as a PDF attachment) or
 - Through the Pharmacy First IT system (if functionality available)

6. Remind the receiving pharmacy to contact the patient

- The new pharmacy should contact the patient and complete the supply as per the service specification

7. Claim the service completion fee

- Both the referring and dispensing pharmacies are eligible for the service fee

8. Document the process

- Keep records of the referral and any actions taken for audit and follow-up purposes

9. Review stock regularly

- Monitor frequently requested urgent supply medicines to minimise future stock issues