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 makes consultation record available to the GP

Practice allocates a routine appointment to the patient

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

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

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

