Pharmacy First Urgent Escalation Process

In-hours **Pharmacists** Practice allocates **Pharmacist** Urgent inhours GP Pharmacist makes identifies a telephones the an urgent same appointment consultation record day appointment patient requiring practice to arrange available to the GP required to the patient escalation the appointment Out of hours The pharmacist Pharmacist does not arranges the Send via your set any expectations Refer to A&E or call NHS111 healthcare appointment, or the approved IT solution professionals' line of any specific 999 practice may e.g. PharmOutcomes treatment or contact the patient outcome directly Tell patient to attend Then Clinical Service A&E immediately or will provide advice call ambulance which may result in Use service finder, an onward referral, or

local professional line

(if known) to contact

the GP



Report to GP on same

day or asap on the

following day

support to resolve

the issue so the

episode of care can

be completed

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Next review: April 2026

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