

# Guidance Sheet: NHS Pharmacy First Scotland in the Care Home Setting

On the 29th of July 2020, a new service which offers consultations and advice for minor illnesses will be launched in all community pharmacies across Scotland. For the first time, this will be open to those living in care homes and will require care home and pharmacy teams to work closely together in new ways to support residents. This guidance sheet gives a broad overview of how NHS Pharmacy First Scotland will work in the care home setting and what you will need to do to access the service. We would strongly advise that you also speak with your community pharmacy team(s) to agree further details on how you will work together.

## What do I need to do to access the service?

If a resident is showing symptoms of a minor illness (headache, indigestion, cold sores, sore throat etc.), gather the following information before contacting the pharmacy:

- **Who** it is that needs a consultation – name, date of birth, the address of the care home (including postcode) and their sex as assigned at birth (unless it is known that their CHI number has been changed). You will also need to give your name and position as the resident's representative.
- **What** the symptoms are – be as specific as possible
- **How** long the resident has had these symptoms for
- **Action taken** – what has been done so far?
- **Medication/Medical conditions** – what other current health issues does the resident have?

## What will the pharmacy team do?

On contacting the pharmacy, you will speak with the Pharmacist or a trained member of the pharmacy team. They will ask for the information you have gathered, and may look for further details if necessary – this may involve referring to any records they hold for the resident or asking you to investigate further if possible.

All of this information will be used by the pharmacy team to decide upon the course of action which is in the best interests of the resident.

## What will happen next?

After discussing the information you provide about the resident, one or more of the following will happen:

- You will be given advice on the management of the minor illness that the consultation was about. This may include advice on what homely remedy products you should use to manage/treat the condition.
- If absolutely necessary (and using homely remedy stock is not appropriate), an NHS supply of medication may be made by the pharmacy for that individual person.
- The Pharmacist may decide that it would be more appropriate that the resident is referred their GP or another healthcare professional – you would use your normal process to arrange this onward care as appropriate.

## How can I prepare for this service launching?

We would strongly advise you to contact your community pharmacy team(s) to discuss the finer details of how this will work locally. You may wish to discuss practical aspects including but not limited to:

- The types of condition that can and cannot be dealt with under the service
- How to access consultations (in person, telephone, NHS Near Me etc)
- How to capture the details and outcome of an NHS Pharmacy First consultation in the care home records
- How to obtain any medication supplied and reasonable expectations on timescales – deliveries are not a funded part of this service, but you may wish to discuss whether this could be accommodated alongside existing arrangements
- Best practice re: MAR sheets and labelling (if appropriate)

A service information leaflet is available to view and print [here](#).