# **Standard Report for: Pharmacy First - Patient Registration**

## **Report date: 2024-02-27**

## **Report period: Full duration of service 31st Jan 2024 to 20th March2024**

## **Activity Indicators**

Active Providers in your area = 54  
Number of Provisions or Personal Interactions = 4085

## **Referral Outcomes**

|  |  |
| --- | --- |
| **Referral status** | **Number** |
| Referred, outstanding | 109 |
| Rejected | 709 |
| Accepted but not completed | 23 |
| Completed | 3244 |

## **Days of Attendance**

|  |  |
| --- | --- |
| **Day of the Week** | **Number of People** |
| Mon | 591 (27.1%) |
| Tue | 433 (19.8%) |
| Wed | 407 (18.6%) |
| Thu | 349 (16%) |
| Fri | 402 (18.4%) |
| Sat | 2 (0.1%) |

## Uptake Profile Through Life of Service

| **Month Commencing** | **Number of People** |
| --- | --- |
| Jan 2024 | 117 |
| Feb 2024 | 2294 |
| Mar 2024 | 1674 |

1. Use the referral pathway on EMIS – Local enhanced services button for all referrals for minor conditions and those patients who may be eligible for clinical pathway common condition.
2. Ocute Otitis, Sinusitis, Infected Bites and Stings, Sore Throats, Uncomplicated UTI Impetigo and Shingles.
3. The assessment tool is available on the local enhanced service button for surgery staff to talk through with patients to assess if Pharmacy can consult them.

Most common reasons for dropped/rejected referrals are

1. Patients not being contactable either through patient choice or potential wrong contact details- Ensure all staff check contact details for patients at point of referral.
2. Duplicate referrals being sent in error
3. Pharmacies not having Otoscope in pharmacy yet – A little backlog on delivery but hoping to be resolved soon.
4. Surgeries refer patients who are outside scope of service spec mainly UTIS for over 64s and adults presenting with earache.
5. Pharmacies mis recording outcomes and rejecting referral even though advice/OTC product been given.

Yvonne at Community Pharmacy Somerset is capturing a learning document and will be sharing with all Pharmacies on improving and recording outcomes accurately.

Yvonne is available to look at specific surgery data upon request to establish learning opportunities with surgeries if they want it. Contact [Yvonne.somersetlpc@gmail.com](mailto:Yvonne.somersetlpc@gmail.com) to arrange.