Community Pharmacy West Yorkshire

Pharmacy First – Where to Escalate 111 Referrals

After receiving a Pharmacy First referral from 111, the pharmacist may, during the consultation decide that the patient needs escalating for more support than can be offered within the pharmacy. The pharmacist should use their clinical judgement to decide the urgency, route and need for referral.

Patients should not be asked to call back 111 for escalation following a Pharmacy First assessment.

Options for when a 111 referral into Pharmacy First requires escalation:

Out of Hours
Weekdays, 6:30 pm to 8:00am. Weekends & BH, 24-hour service

In hours

Options available:

- SERIOUS clinical concern – signpost to A&E or phone 999.
- Refer to GP out of hours (OOH).
  - Call GP OOH to book an appointment.
- Advice only - phone NHS 111, press *7. Request call back from the clinical assessment service (CAS). **This is for a healthcare professional to healthcare professional conversation and NOT onward patient referral.**
- Refer to a local Urgent Treatment Centre (UTC) – if this is chosen, ask patient which site is best for them
  - Call the UTC to book appointment

- SERIOUS clinical concern – signpost to A&E or phone 999.
- Contact patient's usual GP using the locally agreed procedure (note - bypass numbers for practices can be found on NHS Service Finder if required). Do not signpost the patient to their GP practice;
  - Call the GP to secure them an appointment.

Urgent Medicines Referrals & Out of Stocks

If an urgent medicines referral is received but the required medicine is not in stock:

1. With the patient's agreement, find another pharmacy that provides the service.
2. Contact the pharmacy to confirm the medicine is available.
3. Once confirmed, forward the electronic referral to that pharmacy using NHSmail or the NHS-assured Pharmacy First IT system.

An onward referral for urgent medicine should only be made where the supply is likely to be made (e.g. is clinically appropriate and medication can be legally supplied under the HMR.

Urgent Treatment Centres (UTCs) within West Yorkshire

Note: another version of this document, which includes non-public contact numbers for the UTCs, has been emailed out to all Pharmacy First pharmacies.

LEEDS

St Georges Urgent Treatment Centre, St Georges Centre, St Georges Road, Middleton, LS10 4UZ.

- ODS Code, Y05992

Wharfedale Urgent Treatment Centre (Otley), Newall Carr Road, Otley, LS21 2LY

- ODS Code, 2000065311

WAKEFIELD

Pontefract General Infirmary Urgent Treatment Centre, Southgate Pontefract General Infirmary, Friarwood Lane, Pontefract, WF8 1PL

- ODS Code, 2000004971

For other areas, check NHS Service Finder