
THE NEW COMMUNITY PHARMACY CONSULTATION SERVICE COMES TO THE SUNBURY PRACTICE

WHAT IS IT?

The Community Consultation Service was launched by NHS England in October 2019. The idea is to enable patients to have a same day consultation in a private consulting room with a Pharmacist for a wide range of minor health issues. This will allow patients to be seen and receive treatment quickly, as well as relieving pressure on GPs so that they are able to attend to urgent and serious health care issues.

TRIED AND TESTED, SAFE AND EFFICIENT

With the support of the British Medical Association (BMA) and the Royal College of GPs (RCGP), the initial pilot involved referring 111 telephone calls to Pharmacists for consultation and treatment. This was achieved both safely and with high patient satisfaction.

After this success, the scheme was extended in November 2020 to include referrals to Pharmacists from GPs. This was done in Bristol, North Somerset and South Gloucestershire. Again, patient satisfaction, same day consultations and a significant reduction in GP in-house appointments were seen. This service has since been extended nationally.

HOW IT WILL WORK AT THE SUNBURY PRACTICE

Upon contacting the Practice and explaining symptoms online, or over the telephone, the Triage Team may refer you to a Community Pharmacist. The types of issues which may be referred include:

- Acne
- Spots and pimples
- Bites and stings
- Blisters
- Cold or flu
- Mouth ulcers
- Sore throats

The Pharmacist will then contact and offer you a same day consultation, in person or online if preferred.

This new service will be monitored and reviewed periodically, to ensure patients are receiving the appropriate level of care for their issues.

If the Pharmacist is unable to resolve the issue, you will be referred to an appropriate health professional.