# The NHS Pharmacy First self-assessment framework

## Background to the Pharmacy First service

The [NHS Long Term Plan](https://www.longtermplan.nhs.uk/) highlights the need to boost out-of-hospital care and reduce pressure on urgent and emergency care. It also commits to making greater use of community pharmacists’ skills and opportunities to engage patients. In May 2023, NHS England and the Department of Health and Social Care (DHSC) published the [Delivery plan for recovering access to primary care](https://www.england.nhs.uk/long-read/delivery-plan-for-recovering-access-to-primary-care-2/) and committed to expanding the role of community pharmacy by supporting the management of seven common conditions.

In addition to providing urgent medicines supply and managing referrals for people presenting with minor illness, the Pharmacy First service will enable community pharmacy teams to complete episodes of care for seven common conditions following specific clinical pathways. This will enable the management of common infections by community pharmacies through offering self-care, safety-netting advice, and, only if appropriate, supplying certain OTC and prescription only medicines via Clinical Protocol and Patient Group Directions (PGDs). Patients may access this service either by referral or when they are identified as suitable by the pharmacist providing self-care as an essential service. This addition enhances the previous NHS Community Pharmacist Consultation Service (CPCS), making further appropriate use of the community pharmacy team’s skills and opportunities to engage and support patients.

## Purpose

The main purpose of this self-assessment framework is to support you (the pharmacy professional) to reflect on your knowledge, skills and behaviours as required to provide all the elements of the NHS Pharmacy First service, to identify any gaps and to support you in taking action to develop your knowledge, skills and behaviours if necessary.

The framework highlights the key competencies required to provide high-quality, person-centred care to people accessing this service, and builds on the fundamental professional requirements of the General Pharmaceutical Council’s [Standards for pharmacy professionals](https://www.pharmacyregulation.org/standards/standards-for-pharmacy-professionals) and [Standards for registered pharmacies](https://www.pharmacyregulation.org/standards/standards-registered-pharmacies). Pharmacy contractors may wish to refer to completed self-assessment frameworks, in agreement with their staff, to help them assure governance and quality of service provision.

In addition to the statements listed in the framework, pharmacy professionals are also expected to meet:

* safeguarding children and vulnerable adults competencies and confidentiality and data protection requirements, in line with the CPCF clinical governance requirements
* [Consultation skills for pharmacy practice: practice standards for England](https://www.cppe.ac.uk/learningdocuments/pdfs/consultnps/consultation%20skills%20for%20pharmacy%20practice_practice%20standards%20for%20england.pdf)

## How to use this self-assessment framework

Consider your previous learning and experience of responding to minor illness in the pharmacy. What evidence do you have to support you in achieving competence, and is there any further learning or training you could complete to take your knowledge and skills to the next level?

Work through the statements in [Table 1](#_Table_1) to assess your readiness to provide the service, and rate yourself based on the following guidance:

|  |  |
| --- | --- |
| **Competent** | I already have the necessary knowledge, skills and behaviours to deliver this aspect of the service. |
| **Development required** | I have some knowledge, skills, and behaviours in this area, but these need to be developed further. I will create an action plan to address this **before** I deliver the service. I will access the resources suggested in the self-assessment framework to help me consider how I can develop my competence in this area. |
| **No previous experience** | This is new to me. I need to prioritise my action plan to develop my competence in this area **before** I deliver the service. I will access the resources suggested in the self-assessment framework to help me consider how I can develop my competence in this area. |

If you do not fully meet a specific statement, you will need to plan actions to address your development needs. You can identify suitable resources to support you in the learning resources column. Ensuring your objectives are SMART (Specific, Measurable, Achievable, Relevant and Time-bound) will make it easier to get started, help you to keep track of your progress and enable you to spend your time more efficiently and productively. To help with this you can use our [action plan template](https://www.cppe.ac.uk/wizard/files/pharm-first/NHS-Phrm-First-AP.docx).

Regularly revisiting this self-assessment framework will help you to apply yourself and your peers’ experiences in providing the service. This will ensure that you continue to meet the needs of people accessing the service, and that you identify opportunities to further develop and improve.

## Table 1

|  |
| --- |
| **Knowing the Pharmacy First service** |
| **Statements** | **Competent** | **Development required** | **No previous****experience** | **Learning resources to support your development** |
| 1. Can you explain the local NHS urgent care system and the role of community pharmacy as part of this system?
 |  |  |  | NHS Pharmacy First: [Service specification](https://www.england.nhs.uk/publication/community-pharmacy-advanced-service-specification-nhs-pharmacy-first-service/)CPPE: *Urgent care: the role of the community pharmacy and the NHS Pharmacy First service* e-learning [coming soon]CPPE*: NHS Pharmacy First service: essential skills* programme [coming soon] |
| 1. Can you explain how the service operates – including the range of conditions and treatments included – to the public and other appropriate professionals?
 |  |  |  | NHS Pharmacy First: [Service specification](https://www.england.nhs.uk/publication/community-pharmacy-advanced-service-specification-nhs-pharmacy-first-service/)CPPE: *Urgent care: the role of the community pharmacy and the NHS Pharmacy First service* e-learning [coming soon]CPPE: *NHS Pharmacy First service: essential skills* programme [coming soon] |
| 1. Can you accurately record consultations using an NHS assured Pharmacy First IT system and transfer data to GP systems?
 |  |  |  | CPPE: [*Documenting in patient clinical records*](https://www.cppe.ac.uk/programmes/l/clinical-e-02/) e-learningTraining guides and support from approved IT system providers |
| 1. Can you identify mechanisms for providing feedback to referring organisations on the appropriateness of their referrals into the service?
 |  |  |  | NHS Pharmacy First: service toolkit |
| 1. Can you identify and report incidents via the route detailed in the service specification?
 |  |  |  | NHS Pharmacy First: [Service specification](https://www.england.nhs.uk/publication/community-pharmacy-advanced-service-specification-nhs-pharmacy-first-service/) |
| **Implementing the clinical pathways and PGDs for the common conditions included in the service** |
| 1. Can you work within the legal and professional framework of a patient group direction, where applicable?
 |  |  |  | NICE MPG2:[Patient group directions](https://www.nice.org.uk/guidance/mpg2)NICE: *[Competency framework for health professionals using patient group directions](https://www.nice.org.uk/guidance/mpg2/resources)*eLfH: [Patient group directions](https://www.cppe.ac.uk/programmes/l/leaders-e-00) |
| 1. Can you undertake clinical assessment of individuals (aged 16-64 years) presenting with urinary tract symptoms and safely supply nitrofurantoin where appropriate for the treatment of uncomplicated urinary tract infection (UTI) in women?
 |  |  |  | **Service resources:**NHS Pharmacy First: [Service specification](https://www.england.nhs.uk/publication/community-pharmacy-advanced-service-specification-nhs-pharmacy-first-service/)*,* PGDs and [clinical pathways](https://www.england.nhs.uk/wp-content/uploads/2023/11/PRN00936_ii_Pharmacy-First-Clinical-Pathways-v.1.6.pdf)**Diagnostic resources:**NES/CPPE: *Common conditions* e-learning [coming soon]CliniSkills: *[Clinical examination skills training for community pharmacists](https://www.cliniskills.com/)*RCGP: [Urinary tract infections resources](https://elearning.rcgp.org.uk/mod/book/tool/print/index.php?id=12652#ch468)[*Diagnosis of urinary tract infections*](https://assets.publishing.service.gov.uk/media/5f89809ae90e072e18c0ccc2/UTI_diagnostic_flowchart_NICE-October_2020-FINAL.pdf)quick reference tool for primary care**Treatment resources:** RCGP TARGET tools to train prescribers: *[TARGET antibiotic toolkit training resources](https://elearning.rcgp.org.uk/mod/book/view.php?id=12651&chapterid=802)* (UTI)NICE [NG109]:[*Urinary tract infection (lower)*: *antimicrobial prescribing*](https://www.nice.org.uk/guidance/ng109)[Summary of product characteristics](https://www.medicines.org.uk/emc) (SPC) |
| 1. Can you undertake clinical assessment of individuals (aged 18 years and over) presenting with herpetic pain and/or rash and safely supply aciclovir or valaciclovir where appropriate for the treatment of herpes zoster (shingles) infection?
 |  |  |  | **Service resources:**NHS Pharmacy First: [Service specification](https://www.england.nhs.uk/publication/community-pharmacy-advanced-service-specification-nhs-pharmacy-first-service/)*,* PGDs and [clinical pathways](https://www.england.nhs.uk/wp-content/uploads/2023/11/PRN00936_ii_Pharmacy-First-Clinical-Pathways-v.1.6.pdf)**Diagnostic resources:**CPPE *[Dermatology: An introduction to managing common skin conditions](https://www.cppe.ac.uk/programmes/l/dermatology-e-01/)* e-learningNES/CPPE: *Common conditions* e-learning [coming soon]NHS: [Shingles resources](https://www.nhs.uk/conditions/shingles/) DermNet: [Herpes zoster resources](https://dermnetnz.org/topics/herpes-zoster) Primary Care Dermatology Society: [Herpes zoster resources](https://www.pcds.org.uk/clinical-guidance/herpes-zoster)CliniSkills: [*Clinical examination skills training for community pharmacists*](https://www.cliniskills.com/)**Treatment resources:** NICE CKS: [*Shingles*](https://cks.nice.org.uk/topics/shingles/)[Summary of product characteristics](https://www.medicines.org.uk/emc) (SPC) |
| 1. Can you undertake clinical assessment of individuals (aged 1 year and over) presenting with common skin conditions and safely supply hydrogen peroxide cream, fusidic acid cream, flucloxacillin, clarithromycin or erythromycin where appropriate for the treatment of localised or widespread non-bullous impetigo?
 |  |  |  | **Service resources:**NHS Pharmacy First: [Service specification](https://www.england.nhs.uk/publication/community-pharmacy-advanced-service-specification-nhs-pharmacy-first-service/), PGDs and [clinical pathways](https://www.england.nhs.uk/wp-content/uploads/2023/11/PRN00936_ii_Pharmacy-First-Clinical-Pathways-v.1.6.pdf)**Diagnostic resources:**CPPE: [*Dermatology: An introduction to managing common skin conditions*](https://www.cppe.ac.uk/programmes/l/dermatology-e-01/) e-learningDermNet: [Impetigo resources](https://dermnetnz.org/topics/impetigo) Primary Care Dermatology Society: [Impetigo resources](https://www.pcds.org.uk/clinical-guidance/impetigo) NES/CPPE: *Common conditions* e-learning [coming soon]CliniSkills: [*Clinical examination skills training for community pharmacists*](https://www.cliniskills.com/)**Treatment resources:** RCGP TARGET tools to train prescribers: [*TARGET antibiotic toolkit training resources*](https://elearning.rcgp.org.uk/mod/book/view.php?id=12651&chapterid=802)(skin infection)NICE CKS: [*Impetigo*](https://cks.nice.org.uk/topics/impetigo/)NICE [NG153]:[*Impetigo: antimicrobial prescribing*](https://www.nice.org.uk/guidance/ng153/)[Summary of product characteristics](https://www.medicines.org.uk/emc) (SPC) |
| 1. Can you undertake clinical assessment of individuals (aged 1 year and over) presenting with insect bite(s)/sting(s) and safely supply flucloxacillin, clarithromycin or erythromycin where appropriate for the treatment of infected insect bite(s)/sting(s)?
 |  |  |  | **Service resources:**NHS Pharmacy First: [Service specification](https://www.england.nhs.uk/publication/community-pharmacy-advanced-service-specification-nhs-pharmacy-first-service/), PGDs and [clinical pathways](https://www.england.nhs.uk/wp-content/uploads/2023/11/PRN00936_ii_Pharmacy-First-Clinical-Pathways-v.1.6.pdf)**Diagnostic resources:**CPPE [*Dermatology: An introduction to managing common skin conditions*](https://www.cppe.ac.uk/programmes/l/dermatology-e-01/) e-learningNES/CPPE: *Common conditions* e-learning [coming soon]CliniSkills: [*Clinical examination skills training for community pharmacists*](https://www.cliniskills.com/)**Treatment resources:** NICE CKS: *[Insect bites and stings](https://cks.nice.org.uk/topics/insect-bites-stings/)* NICE [NG182]:[*Insect bites and stings: antimicrobial prescribing*](https://www.nice.org.uk/guidance/ng182)[Summary of product characteristics](https://www.medicines.org.uk/emc) (SPC) |
| 1. Can you undertake clinical assessment of individuals (aged 12 years and over) presenting with sinus pain) and safely supply fluticasone nasal spray, mometasone nasal spray, phenoxymethylpenicillin, clarithromycin, doxycycline or erythromycin where appropriate for the treatment of acute bacterial sinusitis?
 |  |  |  | **Service resources:**NHS Pharmacy First: [Service specification](https://www.england.nhs.uk/publication/community-pharmacy-advanced-service-specification-nhs-pharmacy-first-service/), PGDs and [*clinical pathways*](https://www.england.nhs.uk/wp-content/uploads/2023/11/PRN00936_ii_Pharmacy-First-Clinical-Pathways-v.1.6.pdf)**Diagnostic resources:**NES/CPPE: *Common conditions* e-learning [coming soon]CliniSkills: [*Clinical examination skills training for community pharmacists*](https://www.cliniskills.com/)**Treatment resources:** RCGP TARGET tools to train prescribers: [*TARGET antibiotic toolkit training resources*](https://elearning.rcgp.org.uk/mod/book/view.php?id=12651&chapterid=802) *(acute rhinosinusitis)*NICE CKS: [*Sinusitis*](https://cks.nice.org.uk/topics/sinusitis/)NICE [NG79]: *[Sinusitis(acute): antimicrobial prescribing](https://www.nice.org.uk/guidance/ng79/resources/sinusitis-acute-antimicrobial-prescribing-pdf-1837642625989)*[Summary of product characteristics](https://www.medicines.org.uk/emc) (SPC) |
| 1. Can you undertake clinical assessment of individuals (aged 5 years and over) presenting with sore throat and safely supply phenoxymethylpenicillin, clarithromycin or erythroymcin where appropriate for the treatment of acute sore throat due to suspected streptococcal infection?
 |  |  |  | **Service resources:**NHS Pharmacy First: [Service specification](https://www.england.nhs.uk/publication/community-pharmacy-advanced-service-specification-nhs-pharmacy-first-service/), PGDs and [clinical pathways](https://www.england.nhs.uk/wp-content/uploads/2023/11/PRN00936_ii_Pharmacy-First-Clinical-Pathways-v.1.6.pdf)**Diagnostic resources:**CliniSkills: [*Clinical examination skills training for community pharmacists*](https://www.cliniskills.com/)CPPE: [*Ear, nose and throat examination – advancing clinical assessment skills*](https://www.cppe.ac.uk/programmes/l/ent-w-01/) workshopNES/CPPE: *Common conditions* e-learning [coming soon]**Treatment resources:** RCGP TARGET tools to train prescribers: [*TARGET antibiotic toolkit training resources*](https://elearning.rcgp.org.uk/mod/book/view.php?id=12651&chapterid=802)(acute sore throat)NICE [NG84]: [*Sore throat (acute): antimicrobial prescribing*](https://www.nice.org.uk/guidance/ng84)[Summary of product characteristics](https://www.medicines.org.uk/emc) (SPC) |
| 1. Can you undertake clinical assessment of individuals (aged 1 year and over and under 18 years) presenting with ear discomfort and safely supply phenazone and lidocaine hydrochloride ear drops where appropriate for the symptomatic relief of pain due to acute otitis media and amoxicillin, clarithromycin or erythromycin where appropriate for the treatment of acute otitis media?
 |  |  |  | **Service resources:**NHS Pharmacy First: [Service specification](https://www.england.nhs.uk/publication/community-pharmacy-advanced-service-specification-nhs-pharmacy-first-service/), PGDs and [*clinical pathways*](https://www.england.nhs.uk/wp-content/uploads/2023/11/PRN00936_ii_Pharmacy-First-Clinical-Pathways-v.1.6.pdf)**Diagnostic resources:**CPPE: [*Ear, nose and throat examination – advancing clinical assessment skills*](https://www.cppe.ac.uk/programmes/l/ent-w-01/) workshopNES/CPPE: *Common conditions* e-learning [coming soon]CliniSkills: [*Clinical examination skills training for community pharmacists*](https://www.cliniskills.com/)**Treatment resources:** RCGP TARGET tools to train prescribers: [*TARGET antibiotic toolkit training resources*](https://elearning.rcgp.org.uk/mod/book/view.php?id=12651&chapterid=802)(otitis media)NICE CKS: *[Otitis media (acute)](https://cks.nice.org.uk/topics/otitis-media-acute/)*NICE [NG91]:[*Otitis media (acute): antimicrobial prescribing*](file:///C%3A%5CUsers%5CKREYNOLDS1%5CDownloads%5COtitis%20media%20%28acute%29%3A%20antimicrobial%20prescribing)[Summary of product characteristics](https://www.medicines.org.uk/emc) (SPC) |
| **Applying clinical knowledge and skills to support person-centred care** |
| 1. Can you communicate effectively and manage the three-way consultation when consulting with children or young people, and people with learning difficulties or dementia and their parents or carers?
 |  |  |  | CPPE: [*Consulting with children and young people*](https://www.cppe.ac.uk/programmes/l/consultcyp-e-01)e-learningCPPE: [*Consulting with people living with dementia*](https://www.cppe.ac.uk/e-learning/consulting_people_lw_dementia/story.html?EL_EID=44713&EventID=44713)e-learningCPPE: [*Learning disabilities*](https://www.cppe.ac.uk/gateway/cs-ftfr) distance learning programme |
| 1. Can you communicate effectively when consulting remotely by telephone or live video link (where appropriate)?
 |  |  |  | CPPE: [*Remote consultation skills*](https://www.cppe.ac.uk/e-learning/remoteconsultationskills/story.html?EL_EID=51186&EventID=51186) e-learningVideo consultations: [*FAQs for clinicians*](https://www.bartshealth.nhs.uk/video-consultations-faqs-for-clinicians) |
| 1. Can you apply tools and techniques to perform the steps involved in taking a structured, person-centred clinical history?
 |  |  |  | CPPE: *[Clinical history-taking: what a good consultation looks like](https://www.cppe.ac.uk/programmes/l/consult-e-00)* e-learningCPPE: *NHS Pharmacy First service: essential skills* programme [coming soon]CliniSkills: [*Clinical examination skills training for community pharmacists*](https://www.cliniskills.com/) |
| 1. Can you apply evidence and guidance to support clinical reasoning and engage the person accessing the service in shared decision making?
 |  |  |  | CPPE: *NHS Pharmacy First service: essential skills* programme [coming soon]NICE: *[Clinical Knowledge Summaries](https://cks.nice.org.uk/)*CPPE: [*Clinical history-taking: what a good consultation looks like*](https://www.cppe.ac.uk/programmes/l/consult-e-00) e-learningCPPE: [*Shared decision making*](https://www.cppe.ac.uk/programmes/l/sharedec-e-00) e-courseNICE [NG197]: [*Shared decision making*](https://www.nice.org.uk/guidance/ng197)NICE/Keele University: [*Shared decision making* learning package](https://www.nice.org.uk/guidance/ng197/resources/shared-decision-making-learning-package-9142488109) |
| 1. Can you use and interpret clinical decision support tools correctly, for example, NEWS2, to identify acute deterioration including sepsis, and the FeverPAIN score for sore throat?
 |  |  |  | NHS Pharmacy First: [Service specification](https://www.england.nhs.uk/publication/community-pharmacy-advanced-service-specification-nhs-pharmacy-first-service/), [clinical pathways](https://www.england.nhs.uk/wp-content/uploads/2023/11/PRN00936_ii_Pharmacy-First-Clinical-Pathways-v.1.6.pdf) and PGDsNES/CPPE: *Common conditions* e-learning [coming soon]NICE: [*Clinical Knowledge Summaries*](https://cks.nice.org.uk/)CPPE: *NHS Pharmacy First service: essential skills* programme [coming soon]CPPE: *[Sepsis](https://www.cppe.ac.uk/gateway/sepsis)* learning gatewayeLfH: [*Sepsis* e-learning programme](https://portal.e-lfh.org.uk/Component/Details/432415)[FeverPAIN](https://www.mdcalc.com/calc/3316/feverpain-score-strep-pharyngitis)clinical score for Strep pharyngitis[National Early Warning Score](https://www.rcplondon.ac.uk/projects/outputs/national-early-warning-score-news-2) (NEWS) 2 |
| 1. Can you identify any presenting red flag signs and symptoms in the consultation?
 |  |  |  | NHS Pharmacy First: [Service specification](https://www.england.nhs.uk/publication/community-pharmacy-advanced-service-specification-nhs-pharmacy-first-service/), [clinical pathways](https://www.england.nhs.uk/wp-content/uploads/2023/11/PRN00936_ii_Pharmacy-First-Clinical-Pathways-v.1.6.pdf) and PGDsCPPE: [*Clinical history-taking: what a good consultation looks like*](https://www.cppe.ac.uk/programmes/l/consult-e-00) e-learningCPPE: [*Sepsis*](https://www.cppe.ac.uk/gateway/sepsis)learning gatewayCPPE: *NHS Pharmacy First service: essential skills* programme [coming soon]CliniSkills: [*Clinical examination skills training for community pharmacists*](https://www.cliniskills.com/community-pharmacists/)NICE: [*Clinical Knowledge Summaries*](https://cks.nice.org.uk/) |
| 1. Can you use a structured approach to communicate with other healthcare professionals to ensure a timely, safe and effective clinical transfer of the person accessing the service?
 |  |  |  | CPPE: [*Clinical history-taking: what a good consultation looks like*](https://www.cppe.ac.uk/programmes/l/consult-e-00) e-learningCliniSkills: [*Clinical Examination Skills Training for Community Pharmacists*](https://www.cliniskills.com/community-pharmacists/)CPPE*: NHS Pharmacy First service: essential skills* programme [coming soon][SBAR communication tool](https://www.england.nhs.uk/wp-content/uploads/2021/03/qsir-sbar-communication-tool.pdf)  |
| 1. Can you appropriately manage a person presenting with anaphylaxis in the community pharmacy setting?
 |  |  |  | BNF: [*Medical emergencies in the community: anaphylaxis*](https://urldefense.com/v3/__https%3A/bnf.nice.org.uk/treatment-summaries/medical-emergencies-in-the-community/%2Aanaphylaxis__;Iw!!PDiH4ENfjr2_Jw!FMaUmKIjKAGmZoyxk7YvnPjkVzYjAQjFTk8bKsB5Nw524IC5ZNVjl1VfGm1VRMY7uKM66BnkkCXMBoTc_0Za$)eLfH: [*Anaphylaxis*](https://www.e-lfh.org.uk/programmes/anaphylaxis/) e-learningResuscitation Council UK: [*Emergency treatment of anaphylactic reactions: Guidelines for healthcare providers*](https://www.resus.org.uk/library/additional-guidance/guidance-anaphylaxis/emergency-treatment) |
| 1. Can you conduct general observations and basic clinical examination/assessment skills, including visual inspection of urine, to inform clinical decision-making in the consultation?
 |  |  |  | CPPE: *NHS Pharmacy First service: essential skills* programme [coming soon]CliniSkills: [*Clinical Examination Skills Training for Community Pharmacists*](https://www.cliniskills.com/community-pharmacists/) |
| 1. Can you conduct an effective otoscopic examination of the ear?
 |  |  |  | CliniSkills: [*Clinical Examination Skills Training for Community Pharmacists*](https://www.cliniskills.com/community-pharmacists/)CPPE: [*Ear, nose and throat examination – advancing clinical assessment skills*](https://www.cppe.ac.uk/programmes/l/ent-w-01/) workshop |
| 1. Can you interpret and apply clinical assessment test results and physical examination findings to make a clinical determination, exclude differential diagnoses, assess severity and patient risk and guide patient management decisions?
 |  |  |  | NHS Pharmacy First: [Service specification](https://www.england.nhs.uk/publication/community-pharmacy-advanced-service-specification-nhs-pharmacy-first-service/), PGDs and [clinical pathways](https://www.england.nhs.uk/wp-content/uploads/2023/11/PRN00936_ii_Pharmacy-First-Clinical-Pathways-v.1.6.pdf)CPPE: [*Clinical history-taking: what a good consultation looks like*](https://www.cppe.ac.uk/programmes/l/consult-e-00) e-learningCPPE: *NHS Pharmacy First service: essential skills* programme [coming soon]NES/CPPE: *Common conditions* e-learning [coming soon]CPPE [*Dermatology: An introduction to managing common skin conditions*](https://www.cppe.ac.uk/programmes/l/dermatology-e-01/) e-learningCliniSkills: [*Clinical Examination Skills Training for Community Pharmacists*](https://www.cliniskills.com/community-pharmacists/)NICE: [Clinical Skills Summaries](https://cks.nice.org.uk/) |
| 1. Can you apply the principles of antimicrobial stewardship to consultations carried out as part of this service, using the TARGET *Antibiotic checklist*, TARGET *Treating your infection* patient information leaflets and self-care leaflets for the relevant conditions?
 |  |  |  | NHS England: [Primary care antibiotic prescribing video](https://www.youtube.com/watch?app=desktop&v=wgqgqZIv8n4&feature=youtu.be)eLfH: [*Antimicrobial Stewardship for Community Pharmacy* e-learning](https://portal.e-lfh.org.uk/Component/Details/602874)RCGP: [*TARGET antibiotics toolkit hub*](https://elearning.rcgp.org.uk/course/view.php?id=553#section-0)RCGP: *[TARGET antibiotics toolkit hub/leaflets to discuss with patients](https://elearning.rcgp.org.uk/mod/book/view.php?id=12647&chapterid=446)* |
| 1. Can you identify appropriate self-care and prevention measures and advise people accordingly as part of the consultation?
 |  |  |  | NES/CPPE: *Common conditions* e-learning [coming soon]CPPE [*Dermatology:* *An introduction to managing common skin conditions*](https://www.cppe.ac.uk/programmes/l/dermatology-e-01/) e-learning CPPE: [*Consultation skills: what good practice looks like*](https://www.cppe.ac.uk/programmes/l/wgll-e-01) e-learningCPPE: *[NHS Community Pharmacist Consultation Service: essential skills](https://www.cppe.ac.uk/programmes/l/cpcs-ew-01/)* programmeRCGP: [*TARGET antibiotics toolkit hub/leaflets to discuss with patients*](https://elearning.rcgp.org.uk/mod/book/view.php?id=12647&chapterid=446)Self-care forum: [*Self-care factsheets*](https://www.selfcareforum.org/fact-sheets/) |
| 1. Can you access safety netting resources and discuss how to use them effectively with patients and/or carers?
 |  |  |  | NHS Pharmacy First: [Service specification](https://www.england.nhs.uk/publication/community-pharmacy-advanced-service-specification-nhs-pharmacy-first-service/), [clinical pathways](https://www.england.nhs.uk/wp-content/uploads/2023/11/PRN00936_ii_Pharmacy-First-Clinical-Pathways-v.1.6.pdf) and PGDsCPPE: [*Clinical history-taking: what a good consultation looks like*](https://www.cppe.ac.uk/programmes/l/consult-e-00) e-learningCPPE: *NHS Pharmacy First service: essential skills* programme [coming soon]RCGP [*TARGET antibiotics toolkit hub/leaflets to discuss with patients*](https://elearning.rcgp.org.uk/mod/book/view.php?id=12647&chapterid=446)Self-care forum: *[Self-care factsheets](https://www.selfcareforum.org/fact-sheets/)* |
| 1. Can you identify appropriate referral pathways and provide relevant signposting information to patients and/or carers?
 |  |  |  | NHS Pharmacy First: [Service specification](https://www.england.nhs.uk/publication/community-pharmacy-advanced-service-specification-nhs-pharmacy-first-service/), [clinical pathways](https://www.england.nhs.uk/wp-content/uploads/2023/11/PRN00936_ii_Pharmacy-First-Clinical-Pathways-v.1.6.pdf) and PGDsNHS Pharmacy First: service toolkitCPPE*: NHS Pharmacy First service: essential skills* programme [coming soon]RCGP: [*TARGET antibiotics toolkit hub/leaflets to discuss with patients*](https://elearning.rcgp.org.uk/mod/book/view.php?id=12647&chapterid=446)Self-care forum: [*Self-care factsheets*](https://www.selfcareforum.org/fact-sheets/) |
| 1. Can you complete an accurate and concise clinical record to support information sharing across healthcare settings?
 |  |  |  | CPPE: *NHS Community Pharmacist Consultation Service: essential skills* programme [coming soon]CPPE: [*Documenting in patient clinical records*](https://www.cppe.ac.uk/programmes/l/clinical-e-02) e-learning |

Document version 1.1 November 2023