

# Pharmacy First: Clinical Documentation

NHS England Pharmacy First Service Spec 2024 | PGD Requirements

## ■ REQUIRED: Every Consultation

- Patient name, date of birth, NHS number
- Presenting complaint and duration in days
- Eligibility confirmed: inclusion criteria met, exclusions checked
- Clinical score: record all individual scoring components where a scoring tool is used (e.g. FeverPAIN)
- Supply decision and rationale linked to PGD criteria

Required for EVERY consultation: including self-care only and referral outcomes.

## ■ RECORD: For Any Antibiotic Supply

- Allergy status confirmed (especially penicillin allergy)
- Antibiotic: name, strength, dose, frequency, duration, quantity
- Batch number and expiry date must be recorded for medicines supplied under a PGD
- Counselling: complete the course, common side effects explained

Outcome	Extra fields required	Notes
Self-care only	Self-care advice + safety netting	Specific symptoms and action required
Delayed supply	Antibiotic details + patient instructions	When and how to use the backup supply
Immediate supply	All antibiotic fields + safety netting	Batch number and expiry are mandatory
Referral	Reason + where referred + interim advice	Record even when no medicine is supplied

## ■ SAFETY NET: Must Be Specific

- Name the exact symptoms the patient should watch for
- State the timeframe (e.g. if not improving within 3 days)
- "Seek help if needed" does NOT meet the audit standard
- State the exact action: return to pharmacy / 111 / A&E; / 999

**Timing and compliance:** Start the PharmOutcomes record at the beginning of the consultation. Complete records contemporaneously and submit claims promptly. Retrospective records are an audit risk. Retain records in accordance with current NHS records management requirements.

**Consultation skills:** Documentation should support, not replace, patient-centred consultation skills. Maintain eye contact, actively listen, and use the record as a prompt while engaging with the patient.