

## Receptionist's Protocol

This protocol is for use by all persons dealing with requests for appointments and/or prescriptions either by the patient in person or by telephone.

### For patients making an appointment by telephone or in person

1. If the patient contacts the surgery by telephone, then ask them if they are suffering from one of the conditions included in the Minor Ailments Scheme.
2. If the patient is presenting in person show them the list of conditions included in the Minor Ailments Scheme.
3. Inform them that there is a Minor Ailments Scheme in operation for patients who are exempt from prescription charges. Patients can be referred to a local pharmacy for advice and a medicine rather than waiting for an appointment. Patients who pay for their prescriptions should be referred to the pharmacy for advice and to purchase any relevant medication over the counter.
4. If the patient is present and accepts transfer into the scheme, please provide a scheme leaflet and give them details of their NHS number if they do not already know it.  
Pharmacies have to be satisfied that the patient is registered with a GP practice located within the relevant CCG and will require the patient to know their NHS number. (The pharmacy may telephone the surgery to confirm registration of a patient).
5. If a patient refuses transfer into the scheme an appointment should be made for them in the usual manner.

### For patients self-referring at the Pharmacy

The pharmacist is required to confirm a patient's identification, NHS number and registration at a participating GP Practice. If the pharmacist does not know the patient or have a previous prescription record for them then they may ring the surgery to check their registration or consult the NHS spine provided patient consent has been granted.

### Rapid Referral

On some occasions the Pharmacist may consider that the patient needs to be seen by a doctor. The urgency will depend on the symptoms. In these circumstances the Pharmacist will send a fax as per safe haven fax procedures and ring the surgery on the patient's behalf or advise the patient to contact the surgery themselves. When the surgery is closed, the pharmacist will signpost the patient to NHS111, or if appropriate A&E.