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|  | **Advice** | **Payment issue** | | **Pharmacy refusal to supply** | | | | **Pharmacy staff signpost patient to an NHS provider** | | | | | **Pharmacy staff signpost patient to**  **NHS 'urgent care' service** | | | | | **Pharmacy staff signpost patient to other resources** | | |  |
| Patient | Pharmacy staff provided **advice only** | Patient **unable** to pay for pharmacy-recommended product | Patient **unwilling** to pay for pharmacy-recommended product | Supply refused on basis of **suspected abuse** | Supply refused on the basis  of **unsuitability** for the patient's circumstances | Supply refused for **legal reasons** (e.g. quantity requested, age of patient) | General Practitioner | | Dentist | Optician | Sexual Health Service | Other NHS provider | NHS 111 | Out-of-hours GP service | ‘Walk in' centre | Accident & Emergency department | Other NHS ‘urgent care’ service | Local **government services** (e.g. Child Services, Housing Benefit, Waste Management) | **Reference** resources (e.g.  NHS Choices, specific websites) | **Self-treatment** (e.g.  medicines already at home, non-drug treatment) | Was this patient referred to the pharmacy through the **Community** **Pharmacist** **Consultation** **Service** (CPCS)? |
| 1 |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 2 |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 3 |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 4 |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  |  |  |  |  |  |
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| 6 |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 7 |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 8 |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 9 |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 10 |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 11 |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 12 |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  |  |  |  |  |  |
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| 16 |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 17 |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 18 |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 19 |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 20 |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 21 |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 22 |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 23 |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 24 |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  |  |  |  |  |  |
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| 30 |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **TOTAL** |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  |  |  |  |  |  |



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| **Advice** | **Payment issue** | | **Pharmacy refusal to supply** | | | **Pharmacy staff signpost patient to an NHS provider** | | | | | **Pharmacy staff signpost patient to NHS 'urgent care' service** | | | | | **Pharmacy staff signpost patient to other resources** | | | Was this patient referred to the pharmacy through the **Community** **Pharmacist** **Consultation** **Service** (CPCS)? |
| Pharmacy staff provided  **advice only** | Patient **unable** to pay for pharmacy-recommended product | Patient **unwilling** to pay for pharmacy-recommended product | Supply refused on basis of **suspected abuse** | Supply refused on the basis  of **unsuitability** for the patient's circumstances | Supply refused for **legal reasons** (e.g. quantity requested, age of patient) | General Practitioner | Dentist | Optician | Sexual Health Service | Other NHS provider | NHS 111 | Out-of-hours GP service | ‘Walk in' centre | Accident & Emergency department | Other NHS ‘urgent care’ service | Local **government services** (e.g. Child Services, Housing Benefit, Waste Management) | **Reference** resources (e.g.  NHS Choices, specific websites) | **Self-treatment** (e.g.  medicines already at home, non-drug treatment) |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |

**TOTAL**

**Supplementary question**

How will you and your pharmacy team change your practice as a result of conducting this practice-based audit? (State in free text)