

January 2026

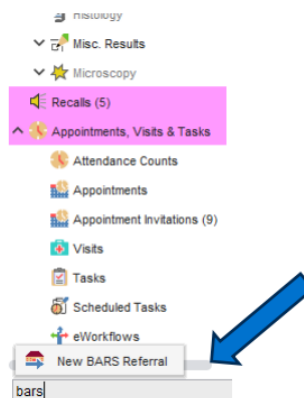
SystemOne Integrated Referrals to Pharmacy First

TPP recently launched a new integrated referral solution that allows GP practice teams to refer patients to Pharmacy First directly from SystemOne without using either email or an external platform such as PharmRefer. This is called:

New BARS Referral

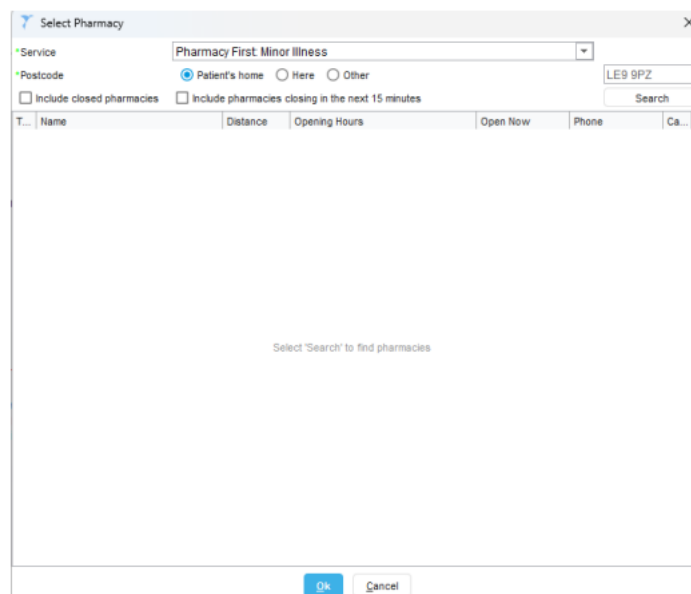
(BARS stands for Booking and Referral Standard)

This can be launched in SystemOne by searching in the *Search Features* field in the bottom left-hand corner of the screen once a patient has been loaded up.



Once launched the following pop up will appear.

To add a shortcut on your tool bar please see appendix 2.



Currently no other service can be selected other than *Pharmacy First: Minor Illness*. However this referral route can be **used for both Pharmacy First minor illness and clinical pathways** - those conditions that a pharmacist can supply NHS funded treatments for under a patient group direction (PGD). See appendix 1 for a list of conditions suitable for Pharmacy First.

From the above screen a pharmacy can be searched by either the patient's home postcode, their GP practice postcode or another postcode. A patient can be referred to any pharmacy in England that has signed up to this service. Once the relevant postcode has been entered, a list of pharmacies that have signed up to the service will be shown.

- Opening hours extracted from those held in the Directory of Services.
- Pharmacies will be listed in their distance from the postcode entered.
- Pharmacies closed or closing within the next 15 minutes will be excluded from the list unless the *Include closed pharmacies* or *Include pharmacies closing in the next 15 minutes* are ticked.
- The information that the capacity status indicates is currently unknown.

Name	Distance	Opening Hours	Open Now	Phone	Capacity
Heathbrook Pharmacy 10 Arnolds Crescent Newbold Verdon Leicester Leicestershire LE9 9LD	0.5 miles	Tuesday 08:30 - 13:00 14:00 - 18:00 Wednesday 08:30 - 13:00 14:00 - 18:00 Thursday 08:30 - 13:00 14:00 - 18:00 Friday 08:30 - 13:00 14:00 - 18:00 Saturday 09:00 - 13:00 Sunday Closed Monday 08:30 - 13:00 14:00 - 18:00	Open	01455 822779	
Desford Pharmacy 1B High Street Desford Leicestershire LE9 9JF	2.1 miles	Tuesday 09:00 - 13:00 14:00 - 18:00 Wednesday 09:00 - 13:00 14:00 - 18:00 Thursday 09:00 - 13:00 14:00 - 18:00 Friday 09:00 - 13:00 14:00 - 18:00 Saturday 09:00 - 13:00 Sunday Closed Monday 09:00 - 13:00 14:00 - 18:00	Open	01455 823548	
Bosworth Pharmacy 9 Main Street	2.6 miles	Tuesday 09:00 - 17:00 Wednesday 09:00 - 17:00	Open	01455 290424	

Clicking on a pharmacy to select it to send a referral will launch a further pop-up

BARS Referral Details

Other Details: Exact date & time Tue 26 Aug 2025 11:30

Changing the consultation date will affect all other data entered. To avoid this, cancel and press the 'Next' button [Hide Warning](#)

Pharmacy Details

Pharmacy: Fenix Healthcare Pharmacy Service ID: 2000137871

Address: 115-117 Blaby Road
 Wigston
 Leicestershire

Status: Pending

Patient Contact Details

*Contact Number: *Contact Type: Known Telecoms

Referral Details

*Condition: Presets

*Narrative: Presets

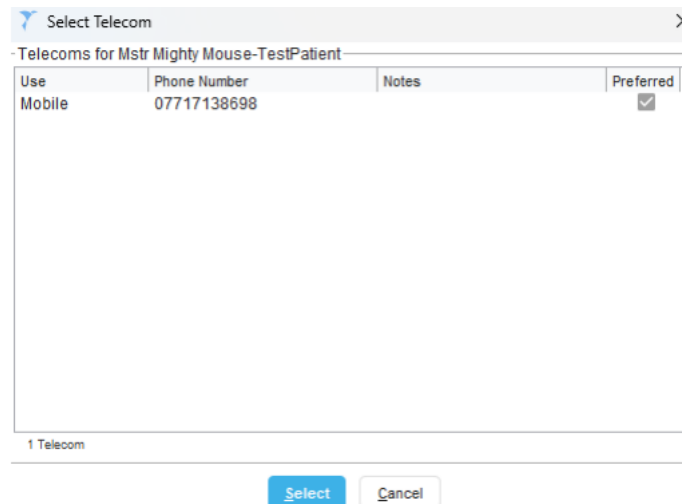
*Instruction: Presets

Ok Cancel



The *Condition*, *Narrative* and *Instructions* fields on the BARS Referral Details window must be completed; pre-sets can be set up, but are not included by default. It is suggested that condition pre-sets are created by practices using the conditions listed in appendix 1.

Patient contact details can either be manually entered or selected by clicking the Known Telecoms button.



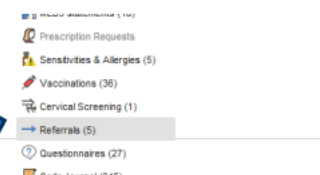
If needed, additional information can be sent to the pharmacy using the *Narrative* field. If no additional information is required, then uses will need to enter *N/A* or similar.

Once all the fields are completed, clicking OK will close the window and the referral will be sent when the record is saved. Referral will appear in the new journal as:

Tue 26 Aug 2025 11:30 - Surgery: Mr Paul Gilbert (Pharmacist)
 P GILBERT → Pharmacy Referral for Pharmacy First: Minor Illness

They will not be coded unless a code is manually added before the record is saved, but the following code can be used: Referral to Community Pharmacy Pharmacy First Service (983341000000102 or Ycj9z). Records will not be marked as clinically relevant so may not automatically show in the new journal until all entries are selected to be viewed.

Referrals can also be seen under referrals in the clinical tree



Referrals

Referrals In | Referrals Out

View: Referrals to elsewhere | Show open referrals | Show closed referrals

Created	UBRN	Referrer	Referred To	Type	Details
26 Aug 2025	08Zc-IT5K-vLbi	Mr Paul M Gilbert	Fenix Healthcare Pharmacy	Pharmacy	Referral for Pharmacy First: Minor Illness Sent
26 Aug 2025	08Zc-n4T4-700J	Mr Paul M Gilbert	Bosworth Pharmacy	Pharmacy	Referral for Pharmacy First: Minor Illness Sent



Important Points to Note

- The integrated way to refer will be easier for General Practice to send referrals into Community Pharmacy. Some patients, however, may need urgent escalation/discussion. Ensure Community Pharmacy has a way to do this e.g. back door telephone numbers for HCP-to-HCP conversations. This is the only time this phone number will be used.
- To enable outcomes to be shared seamlessly please ensure GP Connect is switched on. Outcomes will still need to be verified by the practice so nothing will drop back into a patient record without needing prior approval:
 - Information on GP Connect: [GP Connect: Update Record - NHS England Digital](#)
 - How to enable GP Connect: [TPP-SystmOne-GP-Connect-NHS-111-Direct-Booking-Training-Guide-FINAL.pdf](#)
- The information that the capacity status indicates is currently unknown. Community Pharmacies are being asked to communicate with their local practices during times they are at capacity or unable to provide services. This will prevent referrals being sent that are unable to be actioned.
- Whilst patient "bounce backs" are unlikely when digitally referred, it is estimated that 1 in 10 patients will need to be sent back to the practice. This is not a failed referral, but triage to determine the patient is seen by the correct health care professional.
- The new integrated solution is a new concept and whilst it enables easier referral, please be patient with any teething problems and be mindful of colleagues getting used to a new process.
- If you have found something that works well e.g. pre-sets for conditions, explanatory notes to support system use etc. please do share this with the ICB so we can distribute amongst other practices to help get everyone up and running.

(acknowledgement for support from Leicester, Leicestershire and Rutland ICB)

Useful videos on Pharmacy First:

[How the Pharmacy First service works](#)

[The value of the Pharmacy First service](#)

Useful videos on BARs TPP:

[BaRs - Referrals to Pharmacies TPP](#)

 [Phar Refer video-20250829_175342-Meeting Recording.mp4](#)



Appendix 1

Conditions suitable for Pharmacy First minor illness referrals (this list is not exhaustive).

- Acne, spots, and pimples
- Allergic reaction
- Ankle or foot pain or swelling
- Athlete's foot
- Bites or stings, insect, or spider
- Blisters
- Constipation
- Cough
- Cold and 'flu
- Diarrhoea
- Ear discharge or ear wax
- Earache
- Eye, red or irritable
- Eye, sticky or watery
- Eyelid problems
- Hair loss
- Headache
- Hearing problems or blocked ear
- Hip, thigh, or buttock pain or swelling
- Itch
- Knee or lower leg pain
- Lower back pain
- Knee or lower leg pain
- Lower back pain
- Lower limb pain or swelling
- Mouth ulcers
- Nasal congestion
- Pain and/or frequency passing urine.
- Rectal pain
- Scabies
- Scratches and grazes
- Sinusitis
- Shoulder pain
- Skin, blisters or rash
- Sleep difficulties
- Sore throat
- Teething
- Tiredness
- Toe pain or swelling
- Vaginal discharge
- Vaginal itch or soreness
- Vomiting
- Wound problems – management of dressings.
- Wrist, hand, or finger pain or swelling

Conditions suitable for Pharmacy First that can be treated by PGD. Note, patients with these presentations but outside the age / sex restrictions can still be referred, but are at higher risk of referred back as they can only be managed by the pharmacy with over the counter treatments or advice.

- Acute otitis media in ages 1 to 17 years
- Impetigo in ages 1 year and over
- Infected insect bites in ages 1 year and over
- Shingles in ages 18 years and over
- Sinusitis in ages 12 years and over
- Sore throat in ages 5 years and over
- Uncomplicated urinary tract infections in women aged 16-64 years

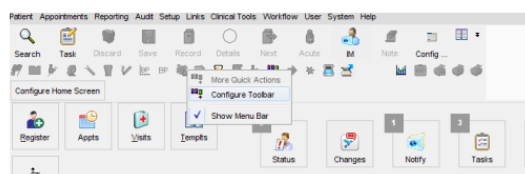


Appendix 2

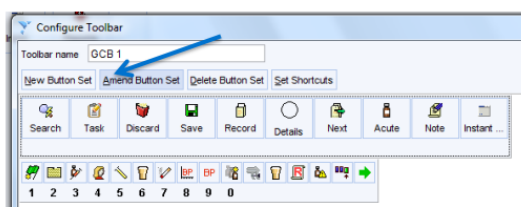
Instructions to add to a SystemOne toolbar.

To ease how the BARS template can be accessed, it can be set up to be added to a SystemOne toolbar. To do this, follow these steps:

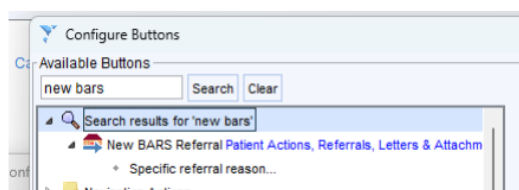
1. Right-click on the toolbar you would like to add the icon to at the top of the screen. Select "Configure toolbar"



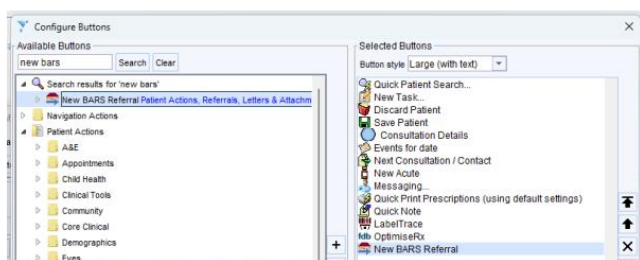
2. Select (left click) the toolbar you'd like to add the link to (here the toolbar with the large icons has been selected) – then click on "Amend Button Set"



3. In the pop-up, type in a key word in the search box at the top left (for example "New BARS") and press Search. The icon and descriptions should appear in the list below



4. Double click on the icon or description. The icon and description should move to the right hand side of the current window



5. Click OK twice and then the button should appear on the toolbar.



6. To use the button, load up a patient and hit the "BARS" button at any time. This should take the user quickly into the referral template.

