

Adapted by kind permission from LLR  
August 2025

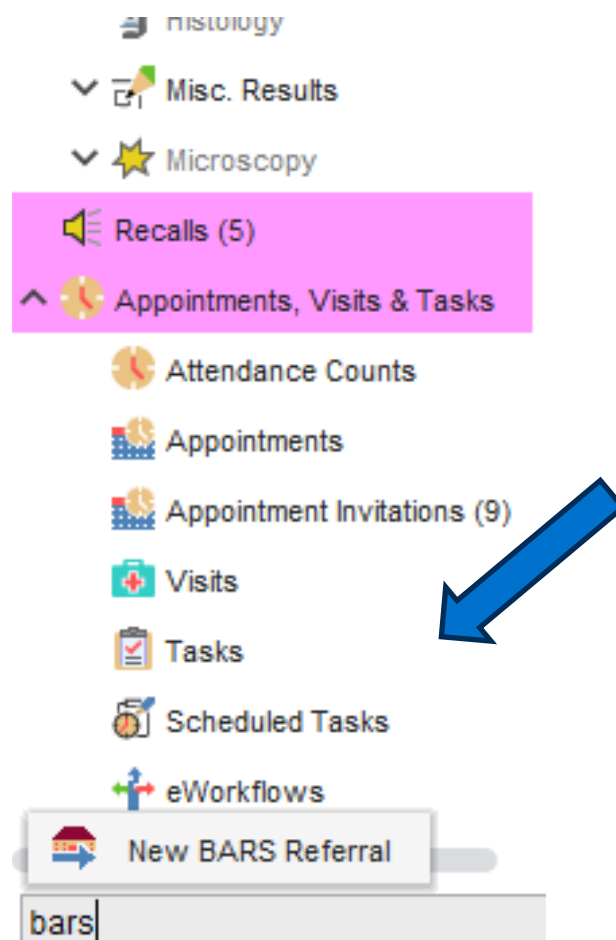
## SystemOne Integrated Referrals to Pharmacy First

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.

Select Pharmacy

\*Service: Pharmacy First: Minor Illness

\*Postcode: ☒ Patient's home ☐ Here ☐ Other LE9 9PZ

☐ Include closed pharmacies ☐ Include pharmacies closing in the next 15 minutes Search

T...	Name	Distance	Opening Hours	Open Now	Phone	Ca...
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Select 'Search' to find pharmacies

Ok Cancel

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.

Select Pharmacy

☐ Patient's home
☐ Here
☐ Other

☐ Include closed pharmacies
☐ Include pharmacies closing in the next 15 minutes

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


**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

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

Use	Phone Number	Notes	Preferred
Mobile	0771		<input checked="" type="checkbox"/>

1 Telecom

Select 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.

If needed, additional information can be sent to the pharmacy using the *Narrative* field, for example symptoms, self care or medication already tried or patient concerns. 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 (9833410000000102 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



- MLSR Statements (10)
- Prescription Requests
- Sensitivities & Allergies (5)
- Vaccinations (36)
- Cervical Screening (1)
- Referrals (5)
- Questionnaires (27)
- Code Journal (245)

Referrals

Referrals In Referrals Out					
<div><div><div>→</div><div>📄</div><div>🏠</div><div>⚡</div><div>📧</div><div>📧</div><div>📧</div><div>📧</div></div><div><div>🔍</div><div>→</div><div>📄</div><div>🚚</div><div>→</div><div>✏️</div><div>📄</div></div></div>					
View Referrals to elsewhere <input checked="" type="checkbox"/> Show open referrals <input type="checkbox"/> 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

# 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.

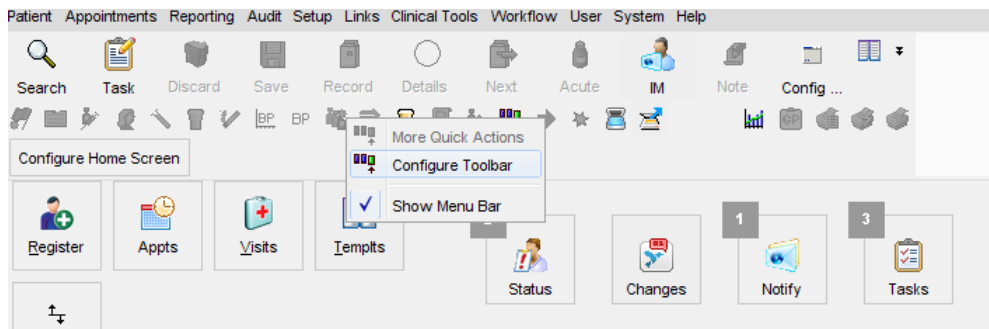
- Acute otitis media in ages 1 to 17 years
- Impetigo in ages 1 year and over
- Infected insect bites in ages 1 year and over
- Shingles in ages 18 years and over
- Sinusitis in ages 12 years and over
- Sore throat in ages 5 years and over
- Uncomplicated urinary tract infections in women aged 16-64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

## Appendix 2

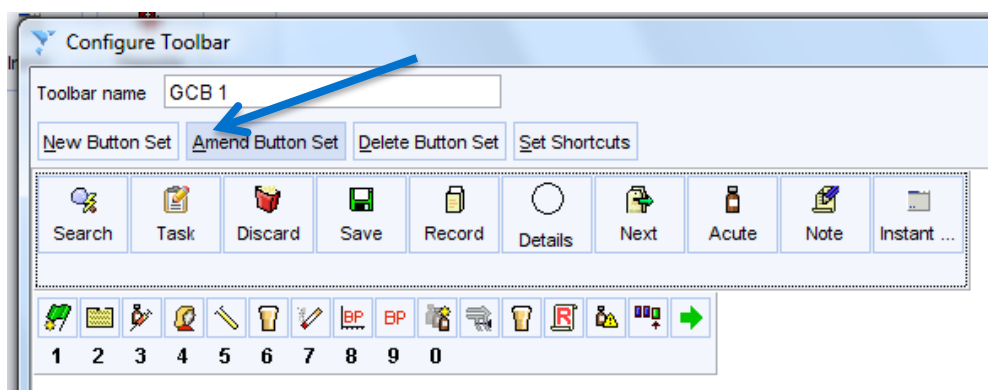
### Instructions to add the BARS template to a SystmOne toolbar

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

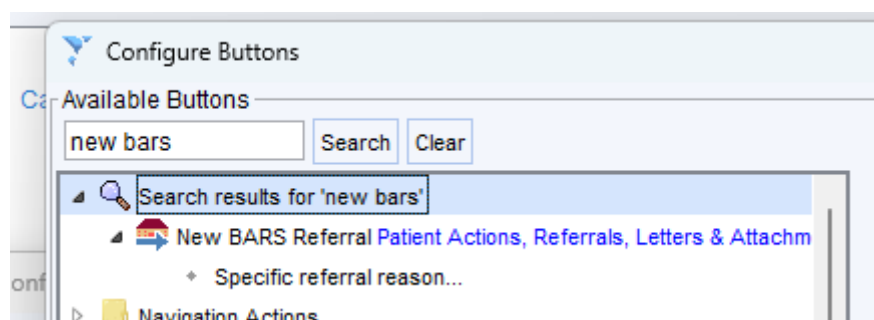
1. Right-click on the toolbar you would like to add the icon to at the top of the screen. Select “Configure toolbar”



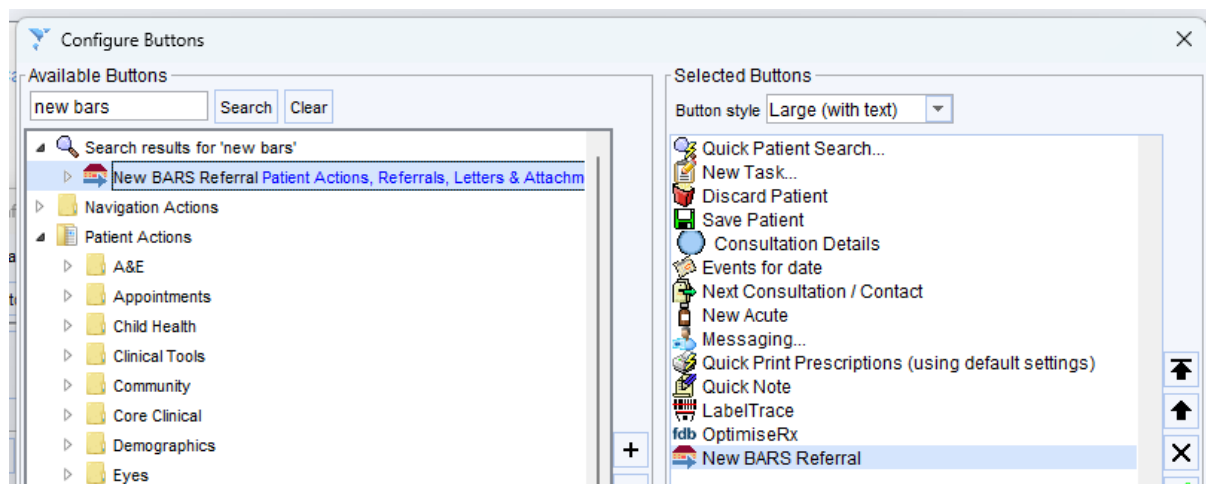
2. Select (left click) the toolbar you'd like to add the link to (here I've selected the toolbar that has with the big icons) – then click on “Amend Button Set”



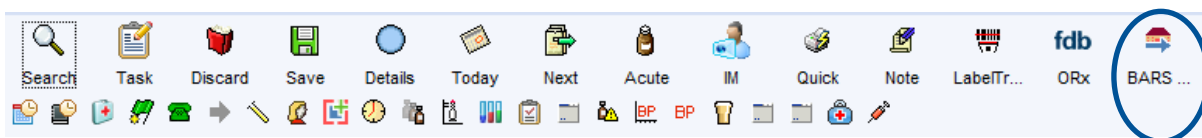
3. In the pop-up, type in a key word in the search box at the top left (here I've typed “New BARS”) and press Search. The icon should appear in the list below



4. Double click on the fdb OptimiseRx (here the top option) OR select and press the '+' icon in the middle of the screen. The icon and description should move to the right hand side



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



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