

NHS Service Finder Guidance:

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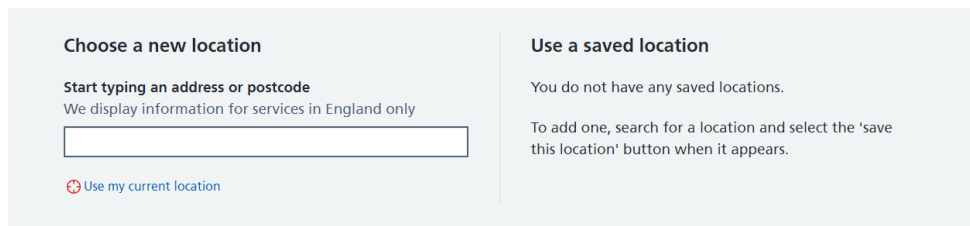
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Scope: To enable pharmacists to use the NHS Service Finder to locate non-public numbers for escalation of Pharmacy First referrals to General Practices for onward referral of urgent care.

Procedure:

1. On the NHS service finder website (<https://servicefinder.nhs.uk>) log into your account or create a new account. If creating a new account, use an individual NHS.net email address **not** a shared mailbox address.
2. Enter the address or postcode in which you want to search. If searching for GPs local to you then use the pharmacy postcode as a location.

Enter a search location



Choose a new location

Start typing an address or postcode
We display information for services in England only

[Use my current location](#)

Use a saved location

You do not have any saved locations.

To add one, search for a location and select the 'save this location' button when it appears.

3. In 'Type of Service' box enter 'GP' to search GP services near to the location entered. Select 'GP Practice' to find local GPs.
4. Information that will appear:
 - GP Surgeries near your location.
 - Name of GP Surgery.
 - Location of surgery and distance from Postcode entered.
 - Standard Opening Times.
 - Address of GP Surgery.
 - Website of GP Surgery.
 - Non-Public email of GP Surgery.
 - Telephone Numbers of GP Surgery:
 - Public
 - **Non-Public**

The Non-Public Number is the Health Care Professional Line for the GP Surgery. This can be used for the escalation of patients who need to be referred back to a General Practice clinician for a **same day** consultation.

This number **should not be used** for any other routine enquiry, for example: prescription amendments or out of stock medication or queries than can be dealt with by email.