

SUPPLEMENTAL FILE 4. The reasons for rejections of referrals by community pharmacists.
(n=389)

Reasons for rejections	Number (%)
Patient was uncontactable	138 (35.5)
Patient Housebound	75 (19.3)*
Wrong pharmacy	48 (12.3)
Pharmacy unable to provide the service	36 (9.3)
Patient refused service	35 (9.0)
Patient re-admitted	21 (5.4)
MUR/NMS not appropriate	14 (3.6)
Problems with details on referral	9 (2.3)
Miscellaneous other	8 (2.0)
Patient deceased	5 (1.3)

*prior to a change being made to the *PharmOutcomes* template June 2015 (see Supplemental File 2) 39% of rejections were due to the patient being 'housebound'. In the period 1st June- 31st July 2015 this rate dropped to 14.3%