



Greater Manchester
Community Pharmacy
Provider Board

GP CPCS

Presentation for Primary Care Networks

Message for community pharmacy PCN leads and contractors

(to be removed if presenting)

We would not encourage you to proactively engage in conversations at this stage, however if you are approached by a general practice or PCN colleagues, we have produced this resource to support you with responding to any queries you receive.

This presentation can be used as a reference document to inform your conversation or used to present.

Please inform your LPC if this engagement takes place including details of any developments and support you require for the further deployment and implementation of GP CPCS.

Bolton LPC – louise@boltonlpc.org.uk

GMLPC – enquiries@gmlpc.org.uk

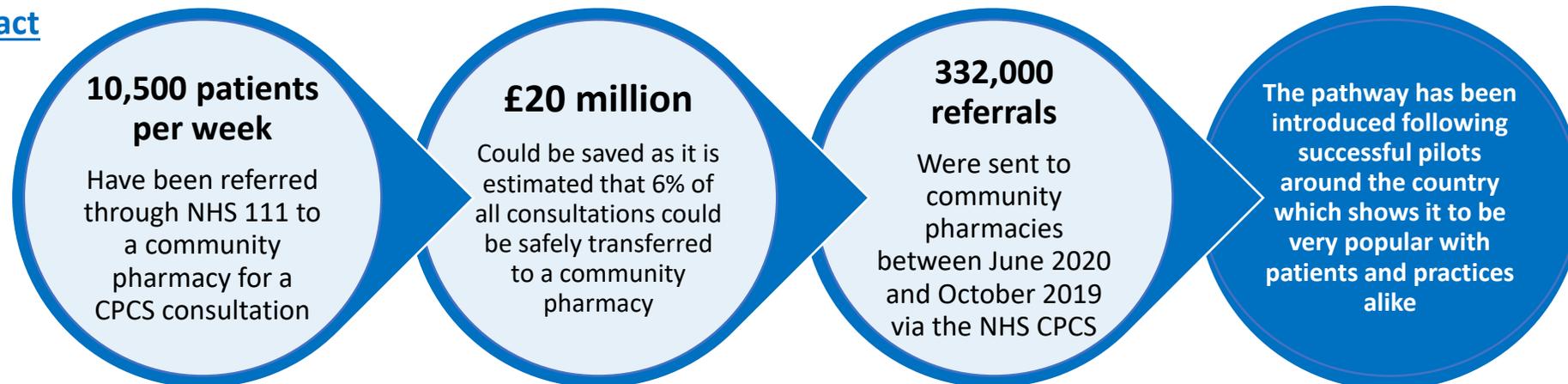
What is GP CPCS?

- The GP Community Pharmacist Consultation Service (GP CPCS) is a pathway that general practices use to refer patients with minor illness or low acuity conditions to a community pharmacist
- A patient referred electronically through GP CPCS will receive a consultation with a pharmacist (in the consultation room or remotely) where the pharmacist will clinically assess the patient, referring to SCR and NICE CKS as appropriate – this is not a conversation over the counter (e.g. Minor Ailments Service)
- Only patients electronically referred from general practice or NHS 111 can be included in this service

Background

- The NHS CPCS is a nationally commissioned & funded advanced service that was launched in community pharmacies across England in October 2019
- Electronic referrals from NHS 111 were made to community pharmacies for patients with a minor illness or those needing an urgent supply of a medicine
- A pathway to expand this to general practice patients with a minor illness was piloted by NHSE&I in 2019-20 and the decision to expand the service to include referrals from general practice to community pharmacy was agreed from 1st November 2020

Evidence and Impact



Benefits

- As general practices continue to deliver the COVID-19 vaccination programme, this greater use of pharmacists' expertise can help ensure patients are provided with the right care by the right person at a time most convenient to them. This will increase capacity within general practice for the treatment of patients with higher acuity needs, both now and post pandemic
- This service aims to support the local NHS system and improve access to primary care through more effective use of existing resource, capacity, and expertise within the system

Patients	<ul style="list-style-type: none">• Accessible & professional clinical service from the pharmacist of their choice• Re-educate patients to go to the most appropriate healthcare professional for their needs
General Practice	<ul style="list-style-type: none">• Create capacity – more GP appointments available as those with minor illnesses/low acuity conditions have been referred to pharmacy• Patients seen by the right healthcare professional at the right time• Build on and enhance local relationships between primary care providers
Pharmacy	<ul style="list-style-type: none">• Allows community pharmacy to demonstrate its place within the NHS to manage patients with minor illnesses/low acuity conditions• Build on and enhance local relationships between primary care providers
NHS	<ul style="list-style-type: none">• Cost-effective use of NHS resources to support patients with minor illnesses/low acuity conditions

Referral Pathway

The process begins at the GP and should be considered as part of your total triage process:

1. The patient contacts the general practice via telephone or online triage system
2. Care navigator or receptionist assesses the patient's issue against a list of conditions (see next slide) which are suitable for referral under CPCS
3. Care navigator or receptionist makes an electronic referral to the community pharmacy of the patient's choice. The referral details are sent through to the pharmacy as an electronic message using the patient access connect template:

Patient Access Connect Template (EMIS)

This is a tool integrated into EMIS-web which includes the condition list and some triage questions to help to identify appropriate referrals. The tool pre-populates with patient demographic information and sends it directly from the EMIS to the community pharmacy system (PharmOutcomes) via ITK link.

[Please note patients are not required to sign up to the Patient Access app to utilise this referral mechanism.]

PharmRefer (non-EMIS)

For non-EMIS practices, there is a web-based referral tool called PharmRefer, for which practices will have a login and which captures the same patient demographic information and sends it directly to the community pharmacy system (PharmOutcomes.)

[There are currently no integrated tools on the market for non-EMIS practices.]

Funding for the IT referral mechanism has been sourced by GMHSCP.

There is a helpful [4-minute video](#) for general practice teams to see the EMIS tool in practice.

Further information about PharmRefer can be found [here](#).

Referral Pathway

Required information for referral

This information is required for each referral, and the IT referral mechanism adopted by the practice includes all mandatory fields;

- Referrer name and position
- Patient name
- Patient date of birth (DOB)
- Patient gender
- Patient's contact telephone number
- Patient's registered general practice
- Where the referral is being made to
- Patient's presenting minor illness complaint
- Date / time of referral
- NHS number

Please see Appendix C in the [GP CPCS Toolkit for GP and PCN Teams](#) for further information.

List of minor ailments conditions that can be referred

The following list is not exhaustive but reflects the case mix based on current NHS 111 referrals;

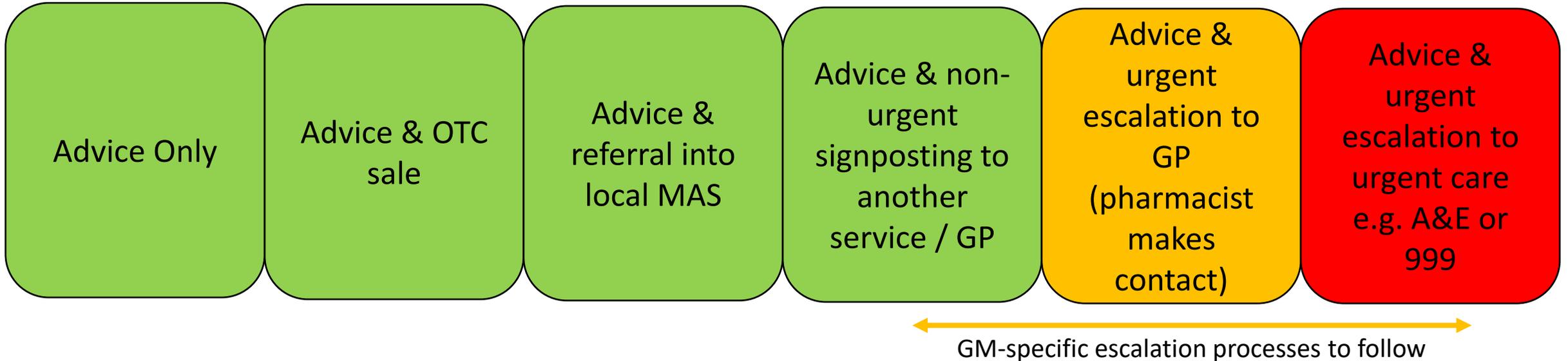
- Acne, spots and pimples
- Allergic reaction
- Ankle or foot pain or swelling
- Arm pain or swelling
- Athlete's foot
- Bites or stings, insect or spider
- Blisters
- Cold or flu
- Constipation
- Cough
- Diarrhoea
- Earache, ear discharge or ear wax
- Eye, red or irritable
- Eye, sticky or watery
- Knee or lower leg pain or swelling
- Lower back pain
- Lower limb pain or swelling
- Mouth ulcers
- Rectal pain, swelling, lump or itch
- Shoulder pain
- Skin, rash
- Sleep difficulties
- Sore throat or hoarse voice
- Tiredness (fatigue)
- Toe pain or swelling
- Vaginal discharge
- Vaginal itch or soreness
- Vomiting

Please see Appendix B in the [GP CPCS Toolkit for GP and PCN Teams](#) for the full list of NHS CPCS symptom groups for determination by general practice.

Consultation Outcomes

Once the referral has been received by the Pharmacy:

- The pharmacy will contact the patient and the pharmacist will conduct a consultation (remotely or face-to-face if clinically required)
- A clinical consultation will take place, including making the appropriate electronic health record, and accessing SCR or NICE CKS as appropriate
- There are a number of possible outcomes following the consultation, these are as follows;



- If a referral is necessary, the pharmacist contacts the general practice using the GM escalation process and agrees next steps e.g., patient is booked into an emergency appointment at the practice that day (this will be shared once signed off by GMHSCP)
- The pharmacist will make a record of the consultation which is sent electronically to the patient's general practice by NHS mail

GM Implementation

March Update



Community Pharmacy Provider Board (CPPB) have set up a GP CPCS working group which will include wider stakeholders from the Greater Manchester Health and Social Care Partnership (GMHSCP), Primary Care Board (PCB), North West NHSE&I region and LPCs across the North West



The Greater Manchester Health & Social Care Partnership (GMHSCP) Pharmacy Team will work with a task and finish group comprising of general practice and pharmacy representatives to support the commencement of a phased implementation of the service and identify early adopter PCNs. We are also working with colleagues across the North West to share best practice and implement learnings from the pilot



These groups were formed in early 2021 to agree priorities and process and prepare a high-level plan. A communications and engagement plan is being prepared and regular communications will be shared through relevant forums with all key stakeholders within GM



There are a number of elements in the GP pathway of the CPCS service specification which require a local agreement based on the national template, these include the NHS CPCS symptoms groups, referral pathway and escalation process. For further information please refer to the [GP CPCS Toolkit for GP and PCN Teams](#), check your LPC website, or contact your LPC



Further support for implementation and deployment will be provided by the Community Pharmacy Provider Board and members of the GP CPCS working group

Resources

GP CPCS Tools	Link
NHS CPCS Toolkit for GP and PCN teams	Report template - NHSI website (england.nhs.uk)
Advanced Service Specification NHS CPCS	https://www.england.nhs.uk/wp-content/uploads/2019/10/CPCS-Advanced-Service-Specification.pdf
Patient Access Patient Signposting Video	https://www.youtube.com/watch?v=pyQUfUR2lz0
PharmRefer Video	Pinnacle Media (pharmoutcomes.org)
NHSBSA GP CPCS Page	General Practice Community Pharmacist Consultation Service (GP CPCS) NHSBSA
PSNC GP CPCS Page including GP CPCS Animation	CPCS – GP referral pathway : PSNC Main site
GP CPCS Pilot - Bristol, North Somerset and South Gloucestershire pilot	NHS England » GP Referral to NHS Community Pharmacist Consultation Service – Bristol, North Somerset and South Gloucestershire pilot
Frequently Asked Questions (FAQ's)	Frequently Asked Questions (primarily for general practice teams)