

## Locum checklist for CPCS – GP CPCS Pathway

It is vital that the Community Pharmacist Consultation Service is provided throughout the pharmacies opening hours. This document provides a guide for locum pharmacists unfamiliar with the pharmacy's ways of working. Keep this sheet with any other local service documentation, including Declarations of Competence or PGDs.

### Important information and local processes

- You are required to contact the patient within 2-3 hours of receiving a referral
- If the referral arrives before 2.30pm the patient must be contacted the same day – after 2.30pm you must use your professional judgement to decide if same day urgent intervention is needed (particularly if pharmacy is closed the next day)
- Please ensure PharmOutcomes and NHS mail is checked regularly throughout the day, and at least first thing in the morning and last thing before closing
- When managing requests through CPCS for minor illnesses, you should deal with the patient using your professional knowledge and skills, examining, and taking a history as needed. Look for red flags and use Clinical Knowledge Summaries to support any decisions
- The episode of care should be completed by either providing advice only, advice and OTC sale, advice, and supply under the Minor Ailments Service (MAS), signposting to other healthcare provider or urgent escalation to GP or Urgent Care; please ensure you enter thorough & complete information into PharmOutcomes & submit to complete the record
- **The patient should NEVER be sent back to the GP without speaking to the surgery team first, explaining the reason why they need to be seen and facilitating an appointment**

### Accessing CPCS

As with local services, most CPCS referrals are received through PharmOutcomes although some may arrive via the Pharmacy's NHS Shared Mailbox. They are recorded (ideally during the consultation) on PharmOutcomes to ensure all data is captured.

#### **Consultations may be remote or face to face; face to face consultations must occur in the consultation room.**

<b>The SOP for CPCS/GPCPCS can be found:</b>	
<b>The Service Specification is located:</b>	
<b>Who can access PharmOutcomes?</b>	<i>Please add all names of people with access to PharmOutcomes</i>
<b>Who has a smart card and can provide access to SCR records if I can't?</b>	<i>Please add all names of team members with smart cards and SCR access</i>
<b>PharmOutcomes &amp; NHSmail is checked for referrals how often and by who?</b>	
<b>Signposting: Healthcare providers and their non-public contact details can be found through Service Finder. This pharmacy is / is not registered*</b>	All local healthcare providers and their non-public contact details can be found through Service Finder. <a href="https://finder.directoryofservices.nhs.uk/#/login">https://finder.directoryofservices.nhs.uk/#/login</a> Login detail can be found:
<b>This pharmacy does / does not* provide a Care at the Chemist Service. The service spec and formulary can be found:</b>	
<b>Location of Annex C: Onward referral information</b>	<i>Annex C onward referral information is held in a separate PharmOutcomes template called "CPCS Annex C details". Access the template and click the relevant locality to view the referral data.</i>
<b>Local Surgery Professional Phonelines:</b>	1) 2) 3)
<b>Further national resources can be found here:</b>	<a href="https://psnc.org.uk/services-commissioning/advanced-services/community-pharmacist-consultation-service/cpcs-gp-referral-pathway/">https://psnc.org.uk/services-commissioning/advanced-services/community-pharmacist-consultation-service/cpcs-gp-referral-pathway/</a>
<b>Local resources to support GPCPCS including a pharmacy briefing, watch on demand webinar and locally agreed processes can be found here:</b>	<a href="https://psnc.org.uk/halton-st-helens-and-knowsley-lpc/services/national-services/community-pharmacist-consultation-service/">https://psnc.org.uk/halton-st-helens-and-knowsley-lpc/services/national-services/community-pharmacist-consultation-service/</a>

\*Delete as appropriate

## Locum checklist for CPCS – NHS111 Pathway

It is vital that the Community Pharmacist Consultation Service is provided throughout the pharmacies opening hours. This document provides a guide for locum pharmacists unfamiliar with the pharmacy's ways of working. Keep this sheet with any other local service documentation, including Declarations of Competence or PGDs.

### Accessing CPCS

As with local services, most CPCS referrals are received through PharmOutcomes although some may arrive via the Pharmacy's NHS Shared Mailbox. They are recorded (ideally during the consultation) on PharmOutcomes to ensure all data is captured.

### Important information

- The patient will have been advised by NHS111 to contact the pharmacy; however, you may wish to contact them directly using the information provided on PharmOutcomes
- When managing requests through CPCS for minor illnesses, you should deal with the patient using your professional knowledge and skills, examining, and taking a history as needed. Look for red flags and use Clinical Knowledge Summaries to support any decisions
- The episode of care should be completed by either providing advice only, advice and OTC sale, advice, and supply under the Minor Ailments Service (MAS), signposting to other healthcare provider or urgent escalation to GP or Urgent Care; please ensure you enter thorough & complete information into PharmOutcomes & submit to complete the record
- **The patient should NEVER be told to contact NHS111, the GP or the Out of Hours Service themselves. Any onward referral should be managed by the pharmacist**

**Consultations may be remote or face to face; face to face consultations must occur in the consultation room.**

<b>The SOP for CPCS can be found:</b>	
<b>The Service Specification is located:</b>	
<b>Who can access PharmOutcomes?</b>	<i>Please add all names of people with access to PharmOutcomes</i>
<b>Material to explain CPCS data recording can be found at:</b>	<i>Written and Video guides are available on PharmOutcomes at:  <a href="https://pharmoutcomes.org/pharmoutcomes/help/home?cpcs">https://pharmoutcomes.org/pharmoutcomes/help/home?cpcs</a></i>
<b>Who has a smart card and can provide access to SCR records if I can't?</b>	<i>Please add all names of team members with smart cards and SCR access:</i>
<b>PharmOutcomes &amp; NHSmail is checked for referrals how often and by who?</b>	
<b>Where is the POM register (to record emergency supplies)?</b>	
<b>Signposting: Healthcare providers and non-public contact details can be found through Service Finder. This pharmacy is / is not registered*</b>	All local healthcare providers and their non-public contact details can be found through Service Finder. <a href="https://finder.directoryofservices.nhs.uk/#/login">https://finder.directoryofservices.nhs.uk/#/login</a> Login detail can be found:
<b>This pharmacy does / does not* provide a Care at the Chemist Service. The service spec and formulary can be found:</b>	
<b>Location of Annex C: Onward referral information</b>	<i>Annex C onward referral information is held in a separate PharmOutcomes template called " CPCS Annex C details". Access the template and click the relevant locality to view the referral data.</i>
<b>Nationally agreed patient flow information can be found here:</b>	<a href="https://psnc.org.uk/wp-content/uploads/2019/09/CPCS-patient-flow-diagrams.pdf">https://psnc.org.uk/wp-content/uploads/2019/09/CPCS-patient-flow-diagrams.pdf</a>
<b>Further national resources can be found here:</b>	<a href="https://psnc.org.uk/services-commissioning/advanced-services/community-pharmacist-consultation-service/">https://psnc.org.uk/services-commissioning/advanced-services/community-pharmacist-consultation-service/</a>

\*Delete as appropriate