

GP referral pathway to the CPCS - Action Plan template for pharmacy teams

The implementation of the general practice referral pathway into the Community Pharmacist Consultation Service (CPCS) will be managed locally by the NHS (or their delivery partners), with support from LPCs. The aim is that rollout happens across a Primary Care Network (PCN) or larger area, and because general practices can choose whether they wish to make referrals to the CPCS, the service will be activated at different times across the country.

Community pharmacy contractors will therefore need to ensure they keep in contact with their LPC to find out how implementation is progressing in their area, but there are some tasks to support implementation of the referral pathway into the contractor’s processes which can be undertaken ahead of the local rollout. Contractors can use this action plan template to guide their teams through the tasks necessary to implement the pathway in the pharmacy. Additional actions should be added, as necessary, to meet the needs of the pharmacy team and the local situation.

Topic	Action to be completed	Lead	Timescale	Completed
Guidance	Read the updated NHS CPCS Toolkit for pharmacy staff , so you understand more about how the pathway will operate.			<input type="checkbox"/>
	Read the updated service specification .			<input type="checkbox"/>
	Read any locally prepared briefing materials (these may be provided by NHS England and NHS Improvement (NHSE&I), the local delivery partner, the Primary Care Network (PCN) or the LPC).			<input type="checkbox"/>
Standard Operating Procedure (SOP)	Put an SOP in place or review any existing SOP for the service, to include the GP referral pathway.			<input type="checkbox"/>
Engagement	Brief relevant staff on the changes to CPCS and provide them with the one-page overview on how the service will work.			<input type="checkbox"/>
Training	Ensure pharmacists that will provide the service read the updated service specification and toolkit .			<input type="checkbox"/>
	Support pharmacists to reflect on continuing professional development activity they could undertake to provide the best possible service to patients, which could include undertaking the NHS-funded CPCS training provided by the Royal Pharmaceutical Society and the Royal College of General Practitioners and reviewing their competence to provide care for patients presenting with the conditions listed in Annex D of the service specification.			<input type="checkbox"/>
	Train all pharmacy staff involved in the provision of the service on its operation, including relevant sections of the SOP.			<input type="checkbox"/>
Pharmacy set up	If you have <u>not</u> already registered to provide CPCS, do so via the NHSBSA Manage Your Service (MYS) portal . Note: Pharmacies which are already registered to provide CPCS do not need to re-register to receive referrals from GPs, as this is an extension to the existing Advanced service.			<input type="checkbox"/>

Topic	Action to be completed	Lead	Timescale	Completed
Service continuity	Put in place a process so locum pharmacists are made aware of the service and understand the SOP so that they can provide the service.			<input type="checkbox"/>
	Put in place a process to check for referrals from NHS 111 and general practices at appropriate intervals, including ensuring staff have access to the pharmacy's NHSmail shared mailbox on every day the pharmacy is open.			<input type="checkbox"/>
Local engagement activity	Review the LPC website or newsletter for information on local rollout plans, to confirm who is leading the local implementation of the referral pathway and the details of any local engagement events. Participate in discussions with the delivery partner or LPC to identify how you can promote uptake of the GP referral pathway by general practices. This could include early exploration of options, through to discussing the planning process for rollout of the referral pathway.			<input type="checkbox"/>
	Once any local meetings are confirmed, arrange for a member of staff to attend the meetings. Meetings may provide a briefing for pharmacies and potentially general practices on the referral process which will be implemented, including how pharmacies will be involved in the pathway. If you have no representative available to attend a meeting at the time set, seek a briefing from the delivery partner/LPC lead on the matters discussed to ensure that you remain fully engaged with local plans.			<input type="checkbox"/>
	Brief all relevant members of the pharmacy team on the outputs of the meeting and ensure any additional briefing materials provided at the meeting has been read and understood.			<input type="checkbox"/>
Final go-live preparations	Review the pharmacy's SOP in the light of information shared at the local meeting, including the local referral process that general practices will use. Brief relevant staff on any changes to the SOP.			<input type="checkbox"/>
	Where not already known, use NHS Service finder to obtain non-public telephone numbers (where available) and NHSmail addresses for local practices to facilitate referrals back to the practice, when necessary.			<input type="checkbox"/>
Claim engagement & setup fee	Once all the above actions have been completed, check you have completed all the actions in Annex F of the service specification and then make a claim via MYS for the £300 GP referral pathway engagement and setup payment.			<input type="checkbox"/>