PharmOutcomes®

Community Pharmacy Consultation Service
Introduction to CPCS and NHS 111 ITK referral

Introduction to the CPCS service – What is it and how will it work?

The Community Pharmacy Consultation Service (CPCS) will commence on the 29th October 2019. This service will see participating community pharmacies receiving referrals into an IT platform that have been sent by NHS 111. The referrals will be requests for a pharmacist to support patients that require:

1. An urgent medicine(s) supply
2. A consultation with a pharmacist to manage a minor ailment.

Referrals will be sent directly from the NHS 111 system into the pharmacy IT platform in use as an ITK message. For many areas of the country the IT platform in use is PharmOutcomes.

Referrals from NHS 111

When a member of the public calls the NHS 111 service they are dealt with by a call handler that is not always medically trained. The call handler takes the caller through a medical triage that is managed by the NHS 111 IT system. This is a clinically validated system called "Pathways". Pathways will direct a consultation along a specific route showing next steps that are dependent upon answers provided by the caller, this is set up to eliminate immediate threats to life or serious conditions.

The consultation will arrive at an outcome that in turn allows the call handler to make an appropriate referral. These outcomes are identified by what is called a disposition code. The call handler will be able to choose a suitable service provider from a specific list that is displayed in "Pathways" that is dependent on the consultation outcome (disposition code).

For members of the public calling NHS 111 requiring an urgent supply of medicine(s) or help with the management of a minor condition, community pharmacies will now be displayed within Pathways as a suitable onward provider that the call handler can make a referral to.

PharmOutcomes support to referral management

Pharmacies that have signed up to deliver the CPCS service will receive referrals directly into the PharmOutcomes service screen. A pharmacy will be alerted of referral receipt via a number of mechanisms:

1. **For all pharmacies** - An email will be sent to the pharmacy "Management email" inbox to alert of referral receipt. The management email address can be set from the "Home" page. This email address **DOES NOT** need to be secure as no patient identifiable data is sent as part of this alert. The email will detail the referral centre details and the fact that the ITK message has been received and is awaiting action. The management email inbox should be accessible to all pharmacy team members involved with CPCS service provisions.

Click here to add management email account info
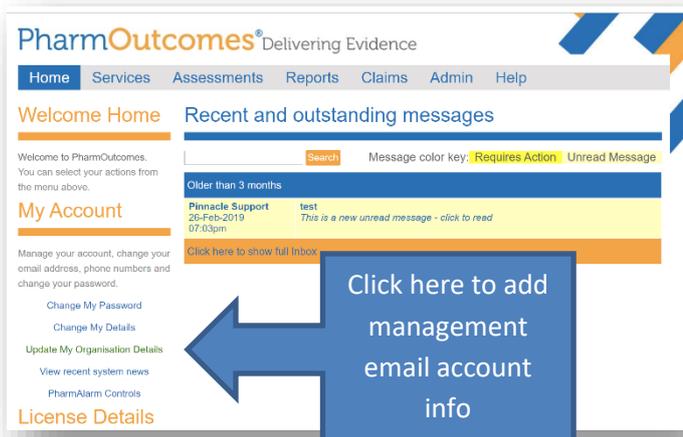
The pharmacy preference should be entered in to the "Management email" field

2. **For Pharmacies with a PharmAlarm device** – In addition to the above, if a pharmacy has a "PharmAlarm" device this will start to flash. PharmAlarm will notify the practitioner of any referral receipt into PharmOutcomes.

PharmAlarm is a small device that plugs in to a USB port on your computer and flashes when you receive a referral in PharmOutcomes. This means you can see at a glance if something needs your attention without having to sign in. It also serves as a visible reminder if you can't deal with things right away. More information on PharmAlarm can be found at https://pharmalarm.app/

Completing a referral follow up

Once logged in to PharmOutcomes, (see guide "Home page and Login" on the "Help" tab) clicking the "Services" tab takes the provider to the "Services" screen. It is here that referrals will appear, and the service templates accessed.

Referral receipt

All ITK referrals sent by NHS 111 call centres will appear at the top of your PharmOutcomes "Services" page

To action a referral received simply click on the referral link to display the referred information and complete the linked follow- up – see service guides.

Referral types and understanding Dx Codes

The consultation outcome at NHS 111 will be categorised by what is called a **disposition or Dx Code**. These outcome codes will in turn identify community pharmacies as a suitable onward provider to manage the patient condition. The Dx codes that will result in a referral to a pharmacy are show in the tables below:

Planned Dispositions to Strand 1 – CPCS NHS 111 Referrals for urgent medicines supply

Disposition (Dx) Codes	Description
Dx80	Repeat prescription required within 6 hours
Dx85	Repeat prescription required within 2 hours
Dx86	Repeat prescription required within 12 hours
Dx87	Repeat prescription required within 24 hours

Planned Dispositions to Strand 2 – CPCS NHS 111 Referrals for low acuity/minor illness

Disposition (Dx) Codes	Description
Dx06	To contact a Primary Care Service within 6 hours
Dx07	To contact a Primary Care Service within 12 hours
Dx08	To contact a Primary Care Service within 24 hours
Dx09	For persistent or recurrent symptoms: get in touch with the GP Practice for a non-urgent appointment
Dx10	MUST contact own GP Practice for a non-urgent appointment
Dx13	Speak to a Primary Care Service within 6 hours
Dx14	Speak to a Primary Care Service within 12 hours
Dx15	Speak to a Primary Care Service within 24 hours
Dx16	For persistent or recurrent symptoms: get in touch with the GP Practice within 3 working days
Dx75	MUST contact own GP Practice within 3 working days

Please note that it has been decided that all of the above outcomes are suitable for a pharmacy referral. Please be aware that the referral information will contain an outcome description, and this may well be a direction to see their GP (Dx09, Dx16 and Dx75). These patients should be managed at the pharmacy and the patient referral is in line with the service arrangements i.e. they do fall within the scope of the CPCS service for support via their chosen pharmacy. **Please do not turn patients away where any of the above outcomes appear as part of the referral information.**

PharmOutcomes Support – Count Down to Service Launch Date

The team at Pinnacle are planning a variety of support tools for Pharmacy, these include:

1. **Written Guides** – There are 3 in all:
   i. **CPCS Introduction** – Explaining how the service will work and how referrals appear in PharmOutcomes
   ii. **CPCS – Urgent Supply** – Explaining how referrals received requesting urgent medicine(s) supply should be managed.
   iii. **CPCS – Minor Ailments –** Explaining how referrals received requesting support for minor ailments should be managed
   iv. **CPCS – Managing your claims –** A guide explaining how the claims process will work
2. **Video Guide** – To be released prior to W/C 21st October 2019. This will cover the referral and follow up process for both the urgent supply and minor ailment strands of he CPCS service.

3. **A Test Referral** – This will be sent to all pharmacies in areas covered by PharmOutcomes during W/C 21st October 2019. The referral will appear in the top of the "Services" screen in the same way as live referrals. This will allow Pharmacy teams to understand how referrals will be received and how the follow up templates work to support service delivery.

Further information

Further information on the Community Pharmacy Consultation Service including how to register, service funding, service specification and much more can be found on the PSNC website at https://psnc.org.uk/services-commissioning/advanced-services/community-pharmacist-consultation-service/