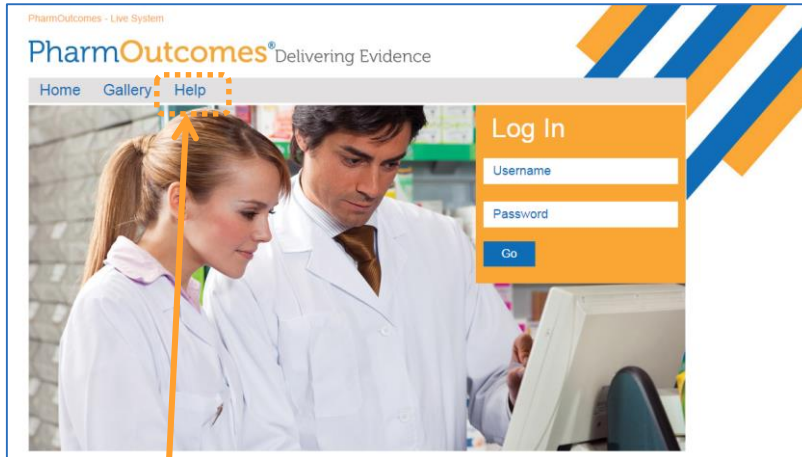


Carer Friendly Pharmacy Pilot – PharmOutcomes module guide for pharmacy teams

- 1** To make a carer referral, once the carer has completed a **Carer Referral Form**, log onto PharmOutcomes (www.pharmoutcomes.org.uk).



Carer Referral Form

Fill in this form and hand it in to a member of our pharmacy team today if you would like support from your GP practice, local carers service or pharmacist.

Tel: _____ First name: _____ DOB: _____

Last name: _____

Address: _____ Postcode: _____

Tel: _____

Let us know how we can help you (tick as many as you like)

Please pass my details to my local carers service so they can send me a free information pack

Please pass my details to my local carers service so they can give me a telephone call to discuss how they might be able to help me

Please let me know how, as my local pharmacy, you can help me as a carer

Please pass my details to my GP practice and ask them to make a note on my medical records that I'm a carer

Name and address of your GP practice: _____

We will give this information to your local carers service or GP practice. It will not be passed on to anyone else.

Signed: _____ Date: _____

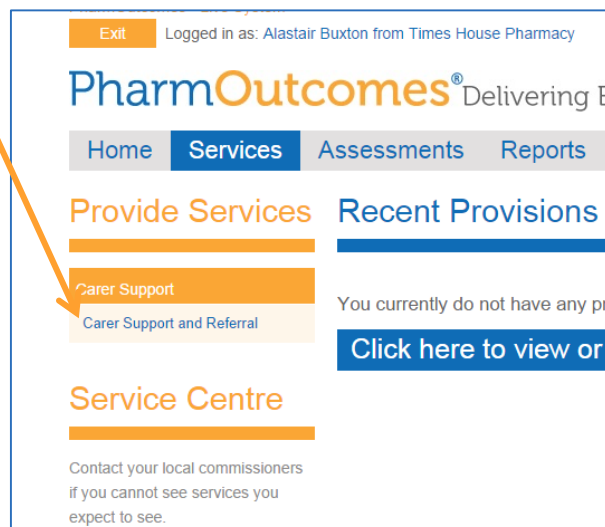
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If you have lost your logon details or have not used PharmOutcomes before visit the Help section.

- 2** Click on the **Services** tab



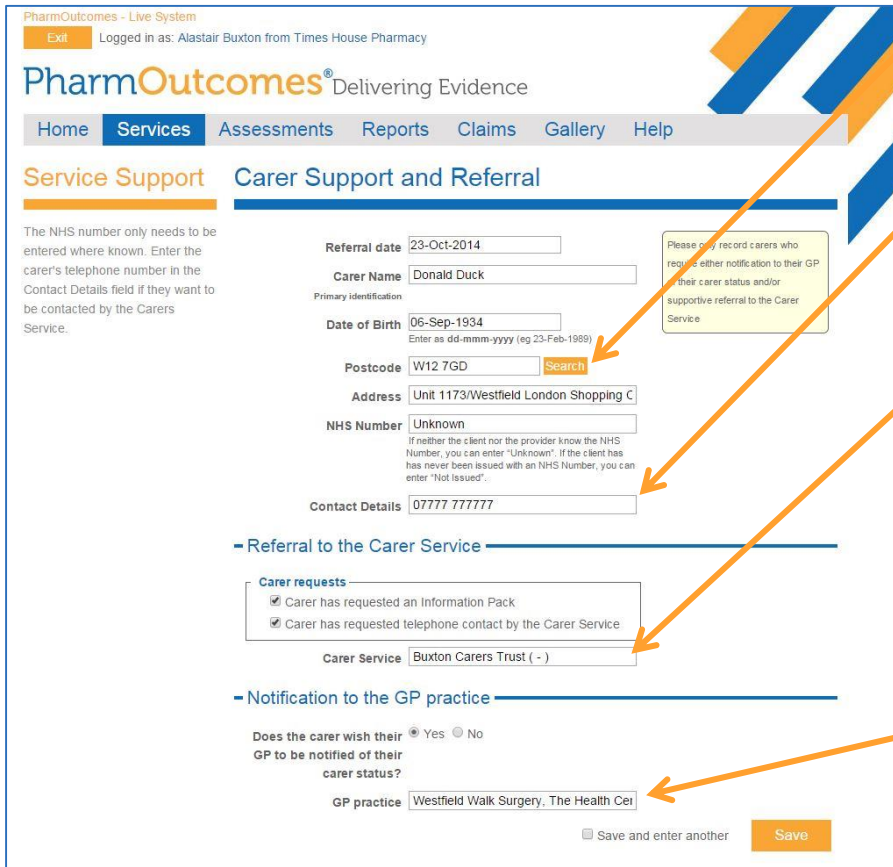
and then select **Carer Support and Referral** from the list of services.



You will be prompted to enter specific letters from your security word (which will have been

chosen when you first logged in to PharmOutcomes).

3 Complete the fields on the screen using the information in the **Carer Referral Form** and then click on the **Save** button.



Enter the **Postcode** and then press search to find the carer's address.

Enter the carer's telephone number under **Contact Details** if they provide one.

Start typing the name of your local carers service to search for the right one; click on the correct entry to select it. If you are not referring the person to the carers service, type 'no carer'; select 'No Carer Service Referral Needed' from the list.

Start typing the name of the GP practice to search for the right one; click on the correct entry to select it.

Click on **Save** once you have added all the information.

4 If the Carer has asked to be referred to the local Carers Service PharmOutcomes will automatically send that information to them.

5 If the Carer has asked that their GP practice is notified of their carer status PharmOutcomes will attempt to send a referral by secure email. If this is not possible PharmOutcomes will prompt you to print the referral letter to allow you to post it or take it to the GP practice.

