Patient calls NHS 111 or IUC CAS with a request for medicine or appliance
The Call may be transferred to a clinician or handled by a call advisor.
(N.B. Call advisors are non-clinical)

Patient triaged to Community Pharmacy
Patient offered choice of 2 community pharmacies providing CPCS.
Ideally the patient must be able to attend in the pharmacy in person.
Telephone number of the pharmacy given to the patient by NHS 111 or IUC CAS
And advised to phone pharmacy within 30 minutes

Message sent to Community Pharmacy electronically
Sent via the CPCS IT system*
(NHSmail to be used as a backup in case of system failure)

* CPCS IT system – two providers at this time (PharmOutcomes and Sonar)
Patient triaged to Community Pharmacy
Patient offered choice of 2 community pharmacies providing CPCS.
Ideally the patient must be able to attend in the pharmacy in person.
Telephone number of the pharmacy given to the patient by NHS 111 or IUC CAS
And advised to phone pharmacy

Message sent to Community Pharmacy electronically
Sent via the CPCS IT system* (NHSmail to be used as a backup in case of system failure)

Pharmacy hasn't received referral?
Pharmacy checks IT system
Pharmacist phones NHS 111
(N.B. Patient not asked to contact NHS 111)

Patient telephones the pharmacy or attends in person
Pharmacist consults with the patient
& gives appropriate advice around self care and prevention

Pharmacist must check NICE CKS to identify any risk factors

PATIENT NEEDS HIGHER ACUITY CARE
- Pharmacist to call NHS 111 (Out of Hours service) OR
- Support patient with urgent appointment at own GP (In hours service) OR
- Call 999 if more urgent

The patient may often not require any medication.
Self care advice is sufficient

Patient requires referral to a locally commissioned service

Patient requires OTC medication support & self care advice

Patient requires higher acuity care – escalate

Patient is supplied on a local MAS

Patient can purchase an OTC medicine

Post Event Message to GP via CPCS IT system*

CPCS IT system – two providers at this time (PharmOutcomes and Sonar)