

Information to be recorded in community pharmacy clinical records for the Community Pharmacist Consultation Service

Pharmacy records for the service will be maintained to support the delivery of the service and audit.

Minor illness referrals

Pharmacy contractors will need to maintain records of the following for each patient who receives a CPCS Minor Illness referral from NHS 111:

- a. date and time of consultation and whether it was conducted over the phone or face to face
- b. patient information
 - a. name
 - b. date of birth
 - c. gender
 - d. address, including postcode
 - e. telephone number
 - f. NHS number
 - g. NHS 111 case reference
- c. registered GP practice
- d. is the patient accompanied?
 - a. yes
 - i. parent
 - ii. guardian
 - iii. relative
 - iv. carer
 - v. advocate
 - vi. other – please state
 - b. no
- e. medical history
 - a. existing medical conditions
 - b. allergies and sensitivities
 - c. current medication
 - d. pregnancy
 - e. breastfeeding
- f. consultation information
 - a. presenting complaint
 - b. duration of symptoms
 - i. <24 hours
 - ii. 24-72 hours
 - iii. >72 hours
 - c. clinical summary/relevant notes, e.g.
 - i. what are the symptoms
 - ii. action taken to date
 - iii. other medication
 - iv. associated symptoms
 - d. red flag symptoms
 - i. yes – give details of escalation if appropriate
 - ii. no

- g. consultation outcome
 - a. appropriate advice given only
 - b. appropriate advice given and sale of medicine
 - c. appropriate advice given and referral made to MAS (if available)
 - d. appropriate advice given and referral to local PGD service (if available)
 - e. patient sign-posted (record reason)
 - i. non-urgent GP
 - ii. non-urgent NHS 111
 - iii. non-urgent non-GP
 - f. patient escalated (record reason)
 - i. urgent NHS 111 – Clinical Hub
 - ii. urgent appointment with GP
 - iii. urgent to 999
 - iv. urgent NHS walk-in centre
 - v. urgent A&E
 - g. other (please state)

- h. medicine supply information (if appropriate)
 - a. name of medicine supplied/purchased
 - b. quantity
 - c. dose recommended

- i. support and advice given (record all that apply)
 - a. how to best manage condition
 - b. advice on how to take medicine
 - c. advice on action to take if symptoms get worse
 - d. patient referred to electronic information resource
 - e. printed leaflets supplied
 - f. managing future minor illnesses
 - g. other – please state

- j. who was the advice provided to?
 - a. patient
 - b. patient's advocate

Urgent medicines or appliance supply referrals

Pharmacy contractors will need to maintain records of the following for each patient who receives a CPCS Urgent Supply referral from NHS 111:

- a. date and time of consultation and whether it was conducted over the phone or face to face
- b. NHS 111 Referral ID
- c. patient information
 - a. name
 - b. date of birth
 - c. gender
 - d. address, including postcode
 - e. telephone number
 - f. NHS number
- d. registered GP practice
- k. is the patient accompanied?
 - a. yes
 - i. parent
 - ii. guardian
 - iii. relative
 - iv. carer
 - v. advocate
 - vi. other – please state
 - b. no
- e. EPS and Summary Care Record check
 - a. is there an electronic prescription available?
 - i. yes
 - ii. no
 - b. has the SCR been accessed?
 - i. yes
 - ii. no (state reason why)
 1. pharmacist has enough information, e.g. prescription counterfoil
 2. access to current record of medication on PMR
 3. access to health information from another portal
 4. other – please state
- f. reason for request
 - a. patient had not ordered their prescription
 - b. patient had ordered their prescription, but it was not ready
 - c. patient had lost prescription form
 - d. patient had lost the medicine(s) or appliance(s)
 - e. patient was not able to collect the medicine(s) or appliance(s) from their usual pharmacy
 - f. patient is away from home and had forgotten to/did not bring sufficient supplies of their medicine(s) or appliance(s)
 - g. other – please state
- g. is the patient eligible to receive an emergency supply for any of the requested medicines/appliances?
 - a. yes
 - b. no

- h. medicine/appliance supply information
 - a. name of medicine/appliance supplied
 - b. quantity
- i. patient's NHS prescription charge status
- j. unable to supply (if appropriate) with reason key
 - a. NoSupp A: Item not able to be supplied under emergency supply regulations (e.g. Schedule 1, 2 or 3 Controlled Drug)
 - b. NoSupp B: EPS prescription dispensed for patient
 - c. NoSupp C: Pharmacist determined that supply not necessary (e.g. not clinically appropriate or concern about abuse of service)
 - d. NoSupp D: Item not in stock
 - e. NoSupp F: Patient bought the item
 - f. NoSupp G: Other
- k. onward referrals (if appropriate)
 - a. is onward referral being made? (telephone to ensure medicine availability)
 - b. consent obtained for onward referral
 - c. name of pharmacy referred to
- l. consultation outcome
 - a. medicines supply/non-supply
 - b. patient signposted to GP in hours – please state reason
 - c. patient signposted to GP OOH/integrated urgent care – please state reason
 - d. other – please state
- m. person collecting the medicine
 - a. patient
 - b. representative – record their details