

GP-CPCS:

Local Pharmacy Process



- 1 The patient contacts the surgery.
The surgery identifies that the condition is one that is suitable for treatment by a community pharmacist.

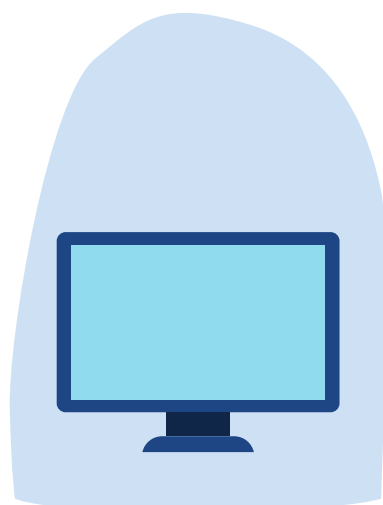
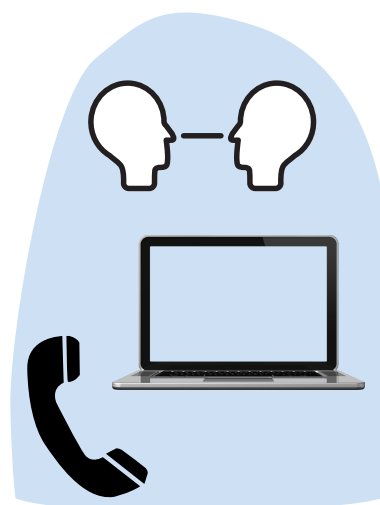
- 2 Surgery refers the patient into the GP-CPCS service to the preferred pharmacy.

It is important that pharmacy team check both their NHS.net mailbox (generic shared box eg. pharmacy.fxy1@nhs.net) and PharmOutcomes (for EMIS practices) regularly (3 times a day) for GP-CPCS referrals



- 3 Pharmacy contacts patient by telephone within agreed timescale (4 working hours). Pharmacist needs to proactively contact the patient (3 attempts should be made).

- 4 The pharmacist assesses the patient initially by telephone and understands the full consultation either face to face, telephone or video depending on the circumstance.



- 5 Pharmacy records information on relevant IT platform*.
The surgery receives a Post Event Notification.

Escalation

(Urgent & Non-Urgent)



Contact the surgery via the escalation details provided - see appendix A.



(Do not refer the patient back to surgery without prior agreement)

Please note: CPCS service should be operational during all your opening hours; all regular pharmacy team members should be aware of the service and know how to assess referrals and locum pharmacists must deliver the service and have a responsibility to action the referral according to the local pathways

*If you have received this by a service referral on PharmOutcomes then you should complete it on the PharmOutcomes platform

