

Changes to the way you will receive GP CPCS referrals from March 2023

When EMIS introduced its solutions to GP practices to support GP CPCS referrals to pharmacy, we made the PharmOutcomes templates to record the pharmacy consultation available to all pharmacies signed up to deliver the service on a free of charge basis. This decision was made for several reasons but mainly because:

- GPs wanted a solution that could support a referral to any pharmacy signed up to deliver the CPCS service irrespective of the pharmacy system in use to support the move to provider pays for CPCS in April 2022 (there are currently 4 solutions available).
- We wanted to ensure we alerted pharmacies of referral receipt so pharmacies were aware of an action they needed to take and would not lose out on potential revenue.
- We wanted to be able to provide commissioners with a complete audit of activity so they had reason to continue to fund the service that in turn generates revenue for community pharmacies.
- We wanted to ensure an end-to-end process for GP practices with write back to patient records on referral and appropriate post event message management to inform them of the consultation outcome at the pharmacy. From April 2023, this message will send from PharmOutcomes directly into the GP clinical system.

At the end of 2022 EMIS was approached by NHS England, who in turn had been approached by other CPCS system suppliers. We were asked to change the way in which referrals were sent from GP practices to pharmacies that do not use PharmOutcomes. This change will allow pharmacies to receive and process their CPCS referrals for urgent supply and minor illness using their chosen system supplier as their provider pays partner for CPCS.

Your site is receiving this message as you are currently signed up with another software solution for CPCS provider pays.

How this change will affect your site:

From 28th March 2023, where you are partnered with another software solution, you will start to receive referrals sent from GP practices into NHSmail, although initially some may still arrive via PharmOutcomes.

The way this change affects your pharmacy is shown below:

- Your pharmacy will still be listed for selection as a CPCS service provider at the GP practice.
- For pharmacies that are not signed up to PharmOutcomes for CPCS, at the point of referral PharmOutcomes will make a call to a Directory of Services (DoS) API that will return information about your pharmacy. This information will show that your site uses another system supplier for CPCS and will also provide the NHSmail address you have set in DoS.
- The GP CPCS referral will then be sent to the NHSmail address your pharmacy has set in your pharmacies DoS profile. You will need to record the GP CPCS consultation in the template provided by your CPCS system supplier. We are aware that some system suppliers support copy and paste details from the email and PDF into the CPCS template but this should be confirmed with your supplier. This will reduce the risk of transcribing errors.

- Where a CPCS referral is received into your NHSmail and you or your team are unable to complete the CPCS consultation, you will need to contact the GP practice to notify them of this. Please do not reply to the referral email.

What you need to do now:

- Pharmacy teams should check that all team members are familiar with the NHSmail address that has been provided to the DoS team and monitor that inbox regularly for GP CPCS referrals.
- Pharmacies should change their SOP to reflect this service change and make sure all team members are aware of what they need to do to support these patient referrals.