

GP CPCS Top Tips

Accepting referrals – whole pharmacy team

Check PharmOutcomes regularly

Pharmacy team

Check regularly throughout the morning

After **cut-off time at 2:30pm**

30 mins before closing

Ensure all the regular staff have access to PharmOutcomes & NHS Shared mailbox

Contact the patient

Within 2-3 hours

If uncontactable, make 3 attempts to contact over 24 hrs

Consider the possibility of a GP CPCS referral for patients attending the pharmacy – always check if they have been referred before managing the patient OTC and missing out on the consultation fee

Patient follow up

'Accept' the referral in PharmOutcomes if patient has been contacted but not yet attended the consultation

Locums and relief pharmacists must deliver the service. There are no specific training or accreditation requirements

'Reject' any referrals for patients who are uncontactable after 24 hours

Completing the consultation - pharmacists

Patient consultation

- Must be completed within 12 hours of receiving the referral where possible
- Telephone or face to face
- Consider face to face if the patient has symptoms which warrant direct observation e.g., skin problem

NICE Clinical Knowledge Summaries

- Use to support the patient consultation
- Pharmacists should be familiar with the guidance on CKS for the most common presenting symptoms
- E.g., cough, sore throat, conjunctivitis, ear infections

Consultation Outcome

- Always give safety netting advice
- 1/3 referrals result in advice only – patient may just need reassurance, printed information can also be supplied
- Add full but concise & factual notes to PharmOutcomes – these will be included in the notification that is sent back to the GP and in the patient note

Signposting, escalation & collaboration

Non-urgent signposting & Urgent escalations to GP

Not sent automatically by PharmOutcomes

Pharmacist to contact practice on patient's behalf via email or phone (always phone for urgent escalations)

Use contact details shared by email or check PharmOutcomes Annex C

Collaboration

Good communication with practices is critical to a successful service

If you are unable to process referrals within the agreed timeframes, contact local practices and inform them

If the problem is longer-term, please email england.gmtop@nhs.net