

General Practice Referral to Community Pharmacist Consultation Service (CPCS) Midlands Engagement Events

NHS England and NHS Improvement



Purpose of the event

- To ensure General Practice and Community Pharmacy teams are aware of the service and the implementation support available from the regional team.
- To support a consistent approach to the roll out of the service across the Midlands – thereby ensuring a sustainable service.
- We will hear from our now exemplar “pilot” sites on the successes of the GP CPCS and what it is like in practice.
- We will talk through the referral process outlining the options for PCN’s and how these could be implemented.
- There will be a Q&A session towards the end of the event–so please include any questions you wish to raise in the chat box and the event moderator will direct them to the right person to respond. Where possible we ask that the questions aren’t duplicated.
- All of the slides presented will be available and distributed to all invited to the event.
- The Live Event is recorded and can be accessed by clicking on to the joining link that you were sent to attend the meeting.

What is the General Practice Referral to Community Pharmacist Consultation Service (CPCS)?

- The NHS Community Pharmacist Consultation Service (NHS CPCS) is a community pharmacist led clinical service which is well established in community pharmacy across England and has been managing referrals for minor illness conditions from 111 since October 2019.
- There were various pilots across the country involving referrals from General Practice into CPCS (GPCPCS).
- Building on the success of the pilots, from 1st November 2020, General Practice referral into CPCS became a national service. Regional teams have been requested to roll out a “soft launch” of the service with a phased implementation working with PCN’s who are keen to be early adopters.
- PCNs will be the driving force for implementing and governing the GP referrals into CPCS. A key factor for successful delivery of this new service will be good working relationships between the NHSE&I programme team, PCN Clinical Directors, PCN Clinical Pharmacists, PCN Community Pharmacy Leads and LPC’s/LMC’s.
- Midlands region implementation team:
 - Jackie Buxton – Pharmacy Integration Lead (Midlands region)/Chief Officer, Derbyshire Local Pharmaceutical Committee (LPC)
 - Amanda Alamanos – Senior Transformation Manager (NHSE/I Midlands Region), GP CPCS Regional Implementation Lead
 - Hayley Moore – GP CPCS Programme Manager
 - LPN Chairs – Pallavi Dawdi, Satyan Kotecha and Samantha Travis.

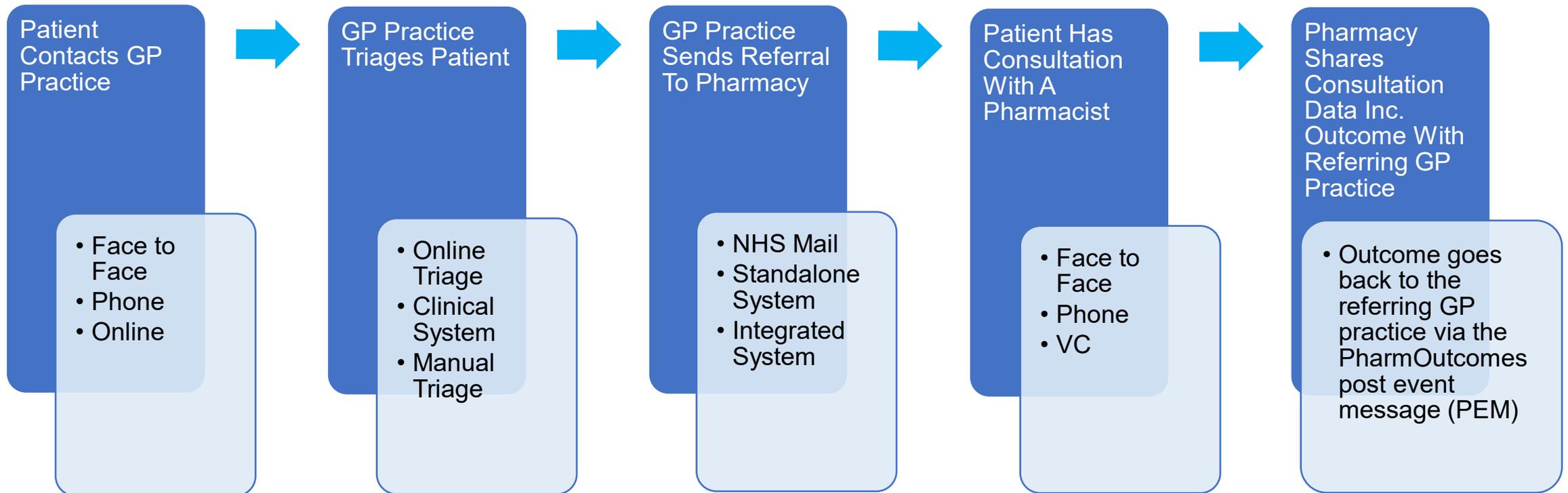
Benefits of the service:

- GP referrals into NHS CPCS is one of several improvement measures available to improve access.
- NHS CPCS helps to free up practice capacity to see higher acuity patients, as well as from secondary care and [111 First](#). It will also build the platform for longer-term relationships between the pharmacy and general practice professions.
- GP Practices can refer triaged patients directly in to Community Pharmacies in a way that is convenient, safe and effective.
- 6% - 8% of all GP consultations can be safely transferred to a community pharmacy. This equates to referring up to 55 GP practice appointments per practice each week to pharmacy.
- The scheme supports patients to self-manage their health more effectively with the support of community pharmacists.
- Support will be offered at a local PCN footprint level to provide consistency across networks and to facilitate links with the pharmacies within the networks.
- We will now show you a short video, from the South West England Pilot in Avon, which highlights the benefits of the service. Following this video I will hand you over to Jackie Buxton and Amanda Alamanos who will take you through the detail of the service and the planned implementation. **NOTE:** There is no sound at the start of the video.

Video: GP referral to Community Pharmacist Consultation Service – South West England pilot

<https://youtu.be/yvEz8YkQph4>

General Practice Referral to Community Pharmacist Consultation Service (CPCS) Referral Journey



Potential outcomes from the consultation with the Pharmacist



Advice only

Advice + Sale of an Over The Counter (OTC) Product

Advice + Referred on to Another NHS service

Advice + Signpost

Advice + Refer



Adult with Sleep Difficulties - during consultation patient explains recently started working shifts or new mother and discussion with pharmacist leads to appropriate advice. All consultations end with "if".

Adult with Headache - during consultation pharmacist eliminates red flags and identifies it as a tension headache. Pharmacist provides self care advice and suggests the patient buys paracetamol.

18 month child with a sticky eye - during consultation the pharmacist uses the Extended Care PGD

Patient with lower back pain - during consultation pharmacist eliminates red flags and provides self-care advice to the patient. They advise the patient that if it doesn't resolve then they may need to see a physiotherapist and explain how to access physio services in their local area.

Young adult male with headache but during consultation explains they received a blow to the head during boxing training the day before. Pharmacist contacts GP practice using the agreed number to refer the patient back to them.

What conditions can be referred?

This list is not exhaustive but reflects the expected case mix based on current NHS 111 calls.

- Acne, Spots and Pimples
- Allergic Reaction
- Ankle or Foot Pain or Swelling
- Athlete's Foot
- Bites or Stings, Insect or Spider
- Blisters
- Constipation
- Diarrhoea
- Dressing Problems
- Ear Discharge or Ear Wax / Earache
- Eye, Red or Irritable
- Eye, Sticky or Watery
- Eyelid Problems
- Failed Contraception
- Headache
- Hearing Problems or Blocked Ear
- Hip, Thigh or Buttock Pain or Swelling

- Knee or Lower Leg Pain
- Lower Back Pain
- Lower Limb Pain or Swelling
- Mouth Ulcers
- Nasal Congestion
- Rectal Pain
- Scabies
- Shoulder Pain
- Skin, Rash
- Sleep Difficulties
- Sore Throat
- Tiredness
- Toe Pain or Swelling
- Vaginal Discharge
- Vaginal Itch or Soreness
- Vomiting
- Wrist, Hand or Finger Pain or Swelling

Triage Process

1. When a patient requests an appointment and states the reason is one of the minor illnesses shown in slide 6, the receptionists or care navigator offers the patient a consultation with the pharmacist of the patient's choice. The triage is carried out by the community pharmacist who will refer back to the GP practice for any patients with red flags or who during the consultation are found to have higher acuity illness
 - Thousands of people request information on minor illnesses in community pharmacies every day – community pharmacists are skilled at handling these requests
 - The pilot sites show an average of 1 in 10 patients is referred back to the GP practice by the pharmacy. So if a GP practice refer 10 patients in a day, they can expect one to be referred back to them later that day
2. When a patient requests an appointment and state the reason is one of the minor illnesses shown on slide 6, the receptionist or care navigator asks a series of questions to triage the patient before referring them for a consultation with the pharmacist. The questions can be built into templates on the clinical system
 - Slower process for the receptionist or care navigator
 - The patient will be asked many of the same questions twice (receptionist/care navigator and pharmacist)
 - Recognised patient pathway built into process so sustainable and can be consistently applied

Electronic Referral Process

NHS Mail

- The referral template (Word document) is added by mail merge to SystmOne, EMIS or Vision by each practice. When the patient requests an appointment, the template is opened, the patient identifiers will populate, the triaging member of staff will indicate which minor illness and select which pharmacy the patient wants to use. Practices can embed the pharmacy @nhs.net email addresses so when the template is saved and sent as an attachment it is a reasonably slick process for the General Practice team.
- When the community pharmacist is doing the consultation, they open the attachment and transfer the patient identifiers onto PharmOutcomes (already available in all pharmacies). They complete the PharmOutcomes and the post event message goes back to the referring GP practice.

Integrated System

- PharmOutcomes is now part of the EMIS group. They have developed an integrated solution so when the referral template is created at the GP practice and sent to the pharmacy, the information comes into the pharmacy in the same way as referrals come from NHS 111. This is an efficient way for both GP practice and pharmacy teams but does incur a licence cost.

Example Referral Form

GP REFERRAL TO CPCS XXXXXX PCN



GP PRACTICE:

PATIENT NAME:

PATIENT ADDRESS:

DATE OF BIRTH:

TELEPHONE NUMBER:

NHS NUMBER:

PLEASE TICK REASON FOR REFERRAL IN CHART BELOW:

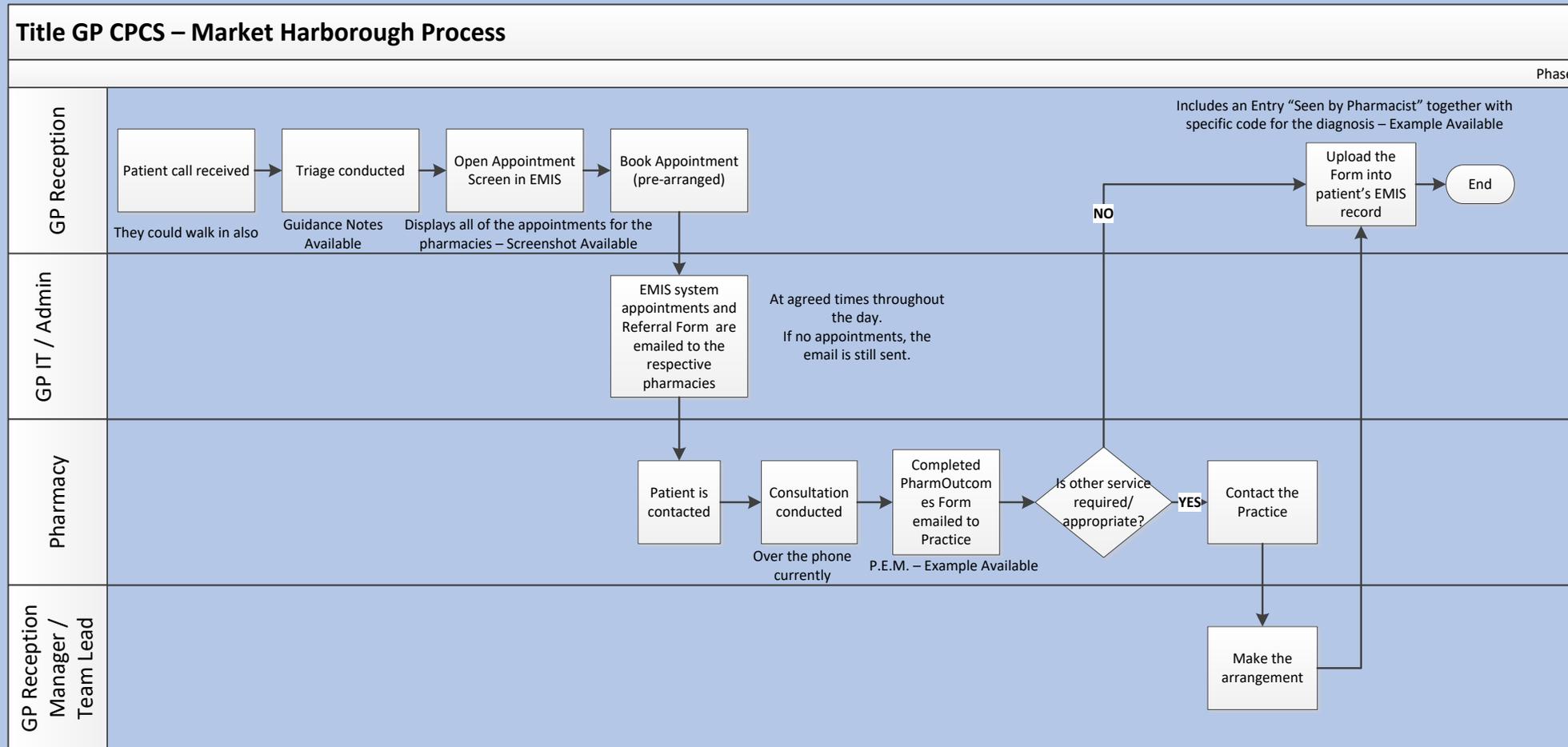
	PLEASE TICK		PLEASE TICK
Acne, Spots and Pimples		Insect Bites or Stings	
Allergic Reaction		Mouth Ulcers	
Athlete's Foot		Nasal Congestion	
Blisters		Pain or Swelling: Ankle, Foot, Leg, Arm, Lower Back, Shoulder	
Constipation		Scabies	
Cough		Skin, Rash	
Diarrhoea		Sleep Difficulties or Tiredness	
Earache, Ear Discharge or Ear Wax		Sore Throat	
Eye: Red, Irritable, Sticky, Watery or Eyelid Problems		Vaginal Discharge, Itch or Soreness	
Headache		Vomiting	
Other (please state what):			

Pharmacy:

ODS CODE	NAME OF PHARMACY	ADDRESS			PHONE NUMBER	NHS EMAIL ADDRESS	OPENING HOURS			PLEASE TICK
							MON - FRI	SAT	SUN	
FV156	Atherstone Pharmacy	87 Long Street	Atherstone	CV9 1BB	01827 712968	nhspharmacy.atherstone.atherstonepharmacyfv156@nhs.net	6:00-21:00	6:00-21:00	7:00-17:00	
FMF74	Lloyds Pharmacy	97 Long Street	Atherstone	CV9 3BP	01827 712245	nhspharmacy.atherstone.lloydspharmacyfmf74@nhs.net	8:30-17:00	CLOSED	CLOSED	
FC230	Atherstone In Practice Pharmacy	Atherstone Surgery	1 Ratcliffe Road, Atherstone	CV9 1EU	01827 721313	nhspharmacy.atherstoneinpracticefc230@nhs.net	7:00-22:00	7:00-22:00	10:00-20:00	
FA026	Grendon Pharmacy	150 Boot Hill	Baddesley Ensor	CV9 2EW	01827 715350	nhspharmacy.grendon.grendonpharmacyfa026@nhs.net	9:00-18:00	9:00-12:00	CLOSED	
FPP40	Lloyds Pharmacy	96-98 High Street	Coleshill	B46 3BL	01675 463397	nhspharmacy.churchhill.lloydspharmacyfpp40@nhs.net	9:00-18:00	9:00-13:00	CLOSED	
FK115	Lloyds Pharmacy	114 - 116 High Street	Coleshill	B46 3BJ	01675 466014	nhspharmacy.coleshill.lloydspharmacyfk115@nhs.net	9:00-18:00	9:00-17:30	CLOSED	
FKH57	Lloyds Pharmacy	9 Birmingham Road	Water Orton	B46 1SP	01217 472155	nhspharmacy.waterorton.lloydspharmacyfkh57@nhs.net	9:00-18:00	9:00-13:00	CLOSED	
FA426	Lloyds Pharmacy	Dordon Medical Practice	162 Long Street, Dordon	B78 1QA	01827 892496	nhspharmacy.dordongrmedpractice.lloydspharmacyfa426@nhs.net	8:30-18:30	9:00-13:00	CLOSED	
FND87	Lloyds Pharmacy	14 - 16 Bridge Street	Polesworth	B78 1DT	01827 892313	nhspharmacy.polesworth.lloydspharmacyfnd87@nhs.net	9:00-17:30	9:00-17:30	CLOSED	
FCV97	Lloyds Pharmacy	5-6 Raven Way, Crowhill	Attleborough	CV11 6PG	02476 329806	nhspharmacy.crowehill.lloydspharmacyfcv97@nhs.net	9:00-18:00	9:00-13:00	CLOSED	
FXQ73	Arley Pharmacy	Rowland Court Community Centre	Arley	CV7 8PF	01676 549195	nhspharmacy.arley.arleypharmacyfxq73@nhs.net	8:45-18:30	CLOSED	CLOSED	
FY691	Lloyds Pharmacy	1 Jubilee Court	Kingsbury	B78 2LL	01827 874927	nhspharmacy.kingsbury.lloydspharmacyfy691@nhs.net	9:00-18:30	9:00-13:00	CLOSED	
FH834	WM Browns	Unit 2 Valley Road	Galley Common	CV10 9NQ	02476 397271	nhspharmacy.galleycommon.brownspharmacyfh834@nhs.net	9:00-18:00	9:00-13:00	CLOSED	
FYP29	Lloyds Pharmacy	4 Camphill Road	Nuneaton	CV10 0JH	02476 392215	nhspharmacy.hartshill.lloydspharmacyfyp29@nhs.net	8:30-18:30	9:00-13:00	CLOSED	
FTQ80	Pear Tree Pharmacy	103 Knowle Hill	Hurley	CV9 2JA	01827 870470	nhspharmacy.hurley.peartreepharmacyftq80@nhs.net	9:00-17:30	CLOSED	CLOSED	

Market Harborough Case Study - Dan Markovic

Dan Markovic – Market Harborough & Bosworth Partnership



Dan Markovic – Market Harborough & Bosworth Partnership

What we did

- Model for 1 GP practice and 6 community pharmacies (one independent co-located, 1 x Boots, 1 x Lloyds, 1 x Well, 2 x other independents)
- Each pharmacy identified 2 hours/day for appointments and one email sent per day from the practice to each pharmacy with details of their appointments
- Template used and sent via NHS mail so functional
- 20 – 30 referrals per week
- Grew relationships between the practice team and the pharmacy teams

Future opportunities to increase the number of referrals further

- PGDs
- IT developments

Next steps for General Practices

If you want your GP practice/PCN to start GP referrals to CPCS early in the New Year please email midlands.pctransformation@nhs.net and the implementation team will contact you to arrange a meeting to discuss next steps.

The Midlands GP Referral to CPCS team will provide help and support to get you started. Actions to start considering include:

- Read the toolkit
- Collectively (ideally across a PCN) agree how referrals will be sent electronically
- Agree who will implement and mail merge the referral template into the GP clinical system
- An electronic training module for GP practice teams will be available in January and can be completed in a group or individually
- Agree the triage process to be used when patients request an appointment for one of the minor illnesses
- Agree how you want community pharmacists to contact you when they have a patient who needs to be referred back to a GP
- Name a main point of contact at the General Practice so that any teething issues can be resolved easily
- Agree when the PCN will review the progress of the service (after week 1, month 1 etc) and identify the attendees (GPs, PCN Clinical Pharmacist, Community Pharmacists)

Next steps for Community Pharmacy

- Pharmacies **will not** be required to register if they are already registered to provide NHS CPCS.
- Refresh your knowledge of the SLA/service spec and toolkit
- Agree with the General Practice how referrals will be sent electronically to you
- Is there robust access to the shared NHS mail and SCRs in your pharmacy so referrals can always be located? How many times a day will you proactively check this?
- Do all the pharmacy team know about and understand this service so if a patient rings the pharmacy they understand it may be a GP referral to CPCS?
- Which General Practices do most of your patients use? Do they all know your pharmacy is participating?
- Who is the named accountable person for this service in your pharmacy (to facilitate resolving any teething issues?)
- Participate in GP practice/PCN reviews of the progress of the service (after week 1, month 1 etc), attendees GPs, PCN Clinical Pharmacist, Community Pharmacists

Community Pharmacy – Annex F

Annex F of the SLA/service spec details the referral pathway engagement activity needed by community pharmacy contractors to be able to claim the engagement and set up payment.

Attending this webinar meets the requirement for clause b. of Annex F

Please note you still need to complete the other clauses:

- a. Local discussions
- c. Briefing your pharmacy team on local plans
- d. Action plan
- e. Pharmacy team familiar with updated SLA/service spec and toolkit

Community Pharmacy – Continuing Professional Development

New CPD for pharmacists, coordinated by HEE and funded by NHSE&I is available to support community pharmacists in effective patient consultations and clinical assessments for a range of minor illnesses.

The CPD is being delivered in partnership with the RPS, the RCGP and CPPE.

Although community pharmacists already deal with minor illnesses every day, this training helps equip for the future:

- Refresh and update clinical assessment and examination skills
- Carry out remote consultation
- Communicate effectively with GPs
- New ways of working as part of the PCN multidisciplinary team
- Learn how the CPCS sits alongside urgent care, general practice and the wider NHS healthcare system

It is not compulsory but we recommend attendance!

What resources are available?



- [NHS CPCS Service Specification](#)
- NHS England website: <https://www.england.nhs.uk/primary-care/pharmacy/community-pharmacist-consultation-service/>
- GP CPCS case study: <https://www.england.nhs.uk/primary-care/pharmacy/community-pharmacist-consultation-service/gp-referral-to-nhs-community-pharmacist-consultation-service-bristol-north-somerset-and-south-gloucestershire-pilot/>
- Link TO CPCS Platform in NHS Futures:
https://future.nhs.uk/connect.ti/P_C_N/view?objectID=23803280
- Link to FAQ's: https://future.nhs.uk/P_C_N/view?objectID=86646469
- NHS CPCS GP/PCN Toolkit : https://future.nhs.uk/P_C_N/view?objectID=85740805

Presenters will now answer
Questions that have been asked
within the Q&A Feed

**Community
Pharmacy
Extended
Care Service**

Tier 1 Service	Tier 2(a) Service	Tier 2(b) Service
Simple UTI	Infected insect bites	Acute otitis externa
Acute bacterial conjunctivitis	Infected eczema	Acute otitis media
	Impetigo	Acute bacterial sinusitis
		Sore throat

Community Pharmacy Extended Care Services

Tier 1 Services

- Consultation and advice
- Possible to treat via PGD

- Simple UTI females 16-64 years
- Acute Bacterial Conjunctivitis (ABC) children 3months – up to 2 years

Launch Info

- Launch across NHSE&I Midlands Dec 1st 2020
- Available for all pharmacies to sign up
- If you do not offer this service– do not “bounce back” GPCPCS referrals, refer to a pharmacy which does Extended Care (list will be available – link to follow)

CP Extended Care Services

Pharmacy Requirements:

- Sign and return SLA to NHSE&I
- Ensure all pharmacists (including locums) ready to deliver
- Brief all staff to ensure good understanding of service
- Talk to local GP practices – explain the service, use “briefing sheet”

Pharmacist Requirements:

- Familiar with SLA and PGDs for service
- Update clinical knowledge using NICE Clinical Knowledge Summaries
- Antimicrobial stewardship training, must be Antibiotic Guardian

CP Extended Care Services

Service Overview

- Record live on PharmOutcomes. (Paper proforma for IT failure only)
- Patient identified, consents to service (includes sharing info with all pharmacies providing service to ensure don't attend multiple pharmacies / times)
- Consultation with pharmacist (face to face, telephone, video)
- Remember - give advice, do not automatically give antibiotics!
 - Many infections get better without antibiotics
 - Antibiotics associated with possible side effects plus increasing problem of Ab resistance
 - Consider deferred Ab – can keep appointment open for 5 days
 - NB - If deferring Abs still need to assess if PGD options would be suitable to avoid patient returning only to be turned down (if excluded under PGD)
- If supplying medication – collect NHS levy or patient signs exemption form
- Treatment info sent to GP practice by PharmOutcomes.

CP Extended Care Services

PharmOutcomes Modules

- Patient Registration – one module shared by all Extended Care Services. Patient must be registered with GP in NHSE&I Midlands Region.
- Consultation and Supply modules – specific to service (UTI / ABC)
- Deferred Treatment Record - one module shared by all Extended Care Services.
Do not record deferred treatment by editing original consultation record

Pharmacist Enrolment

- Log onto PharmOutcomes using pharmacy log-in details
- Once in Extended Care modules you must complete pharmacist enrolment.
- 3 month grace period to complete – if locked out, click enrol and complete

CP Extended Care Services

Service Payments

- Record live on PharmOutcomes.
- Professional fee for every consultation
- If medication is supplied
 - Small additional fee plus cost price of medication at DM+D + VAT
 - If supplying medication – collect NHS levy or patient signs exemption form
- Invoice can be viewed on PharmOutcomes claims tab (generates on 1st day of each month)
- Payment is via NHS BSA as local payment 6

CP Extended Care Services – Useful Links



NICE CKS

<http://cks.nice.org.uk/urinary-tract-infection-lower-women>

<https://cks.nice.org.uk/topics/conjunctivitis-infective/>

Antimicrobial Stewardship and Antibiotic Guardian

<https://www.e-lfh.org.uk/antimicrobial-stewardship-for-community-pharmacy-staff/>

<https://antibioticguardian.com/healthcare-professionals/>

Service Documentation and FAQs – sit on South Staffs LPC website - covers whole region - service is the same everywhere

- How to record on PharmOutcomes <https://www.southstaffslpc.co.uk/services/community-pharmacy-extended-care-suite-of-services/recording-extended-care-on-pharmoutcomes/>
- Service Documents <https://www.southstaffslpc.co.uk/services/community-pharmacy-extended-care-suite-of-services/>
- FAQs <https://www.southstaffslpc.co.uk/services/community-pharmacy-extended-care-suite-of-services/extended-care-faqs/>

Below are links to a suite of guides produced by Dr Gill Hall FRPharmS Services Support, South Staffs LPC.

- <https://www.southstaffslpc.co.uk/services/community-pharmacy-extended-care-suite-of-services/extended-care-faqs/>
- "Recording extended care on PharmOutcomes" page <https://www.southstaffslpc.co.uk/services/community-pharmacy-extended-care-suite-of-services/recording-extended-care-on-pharmoutcomes/>
- The website also has a cover page for the extended care suite of services and a separate page for UTI and ABC
- <https://www.southstaffslpc.co.uk/services/community-pharmacy-extended-care-suite-of-services/>
- <https://www.southstaffslpc.co.uk/services/community-pharmacy-extended-care-suite-of-services/simple-uti-service/>
- <https://www.southstaffslpc.co.uk/services/community-pharmacy-extended-care-suite-of-services/acute-bacterial-conjunctivitis-tier-1-service/>

- If you would like to know more about CPCS and how to engage further with the service please e-mail midlands.pctransformation@nhs.net
- We would like to thank everyone for taking the time to attend the event and asking questions.
- If you missed the events you can watch them again on the links below:
 - **Wednesday 2nd December 2020 13:00 – 14:30**. Link to Recording: [Wednesday 2nd December 2020 13:00 – 14:30](#)
 - **Thursday 3rd December 2020 19:00 – 20:30**. Link to Recording: [Thursday 3rd December 2020 19:00 - 20:30](#)
- Stay safe and keep in touch.