

General Practice Referral to the Community Pharmacist Consultation Service

Since starting in October 2019, the **NHS Community Pharmacist Consultation Service (CPCS)** has supported thousands of patients referred from NHS111 with medicine needs and management of minor acuity conditions.

The service has now been extended to **include referrals from General Practice** for minor illnesses and conditions such as constipation, cough, sore throat and joint pain*



How does it work?



A patient contacts their GP Practice for an appointment



The practice assesses the patient for minor acuity conditions



If appropriate, the patient is referred electronically to their preferred pharmacy



The pharmacist undertakes the consultation with the patient



What are the benefits?

Referring patients to CPCS this way:

- Gives the pharmacist all the information needed to provide the service safely and effectively
- Usually allows the patient to be seen the same day
- Frees up practice appointment time
- Allows information captured during the consultation to be shared with the practice

91% of GP Staff indicated they would recommend this service to other GP practices**

89% of patients were 'definitely satisfied' with the consultation with the pharmacist**

Patients cited convenience, time-saving, & being able to fit appointments around work as reasons to use the service again**



How do we get involved?

Rollout of GP referral will be phased over a period of time

- Training will be provided for GP practice staff to support the referral process
- Communication will be shared with GP staff and local pharmacies to support implementation
- If you are interested in implementing GP referral to CPCS, email info@pharmacylincolnshire.org

Look out for further information for your practice or pharmacy soon!

*A full list of appropriate conditions is provided in the GP Toolkit and CPCS service specification
** Data and feedback from pilot sites