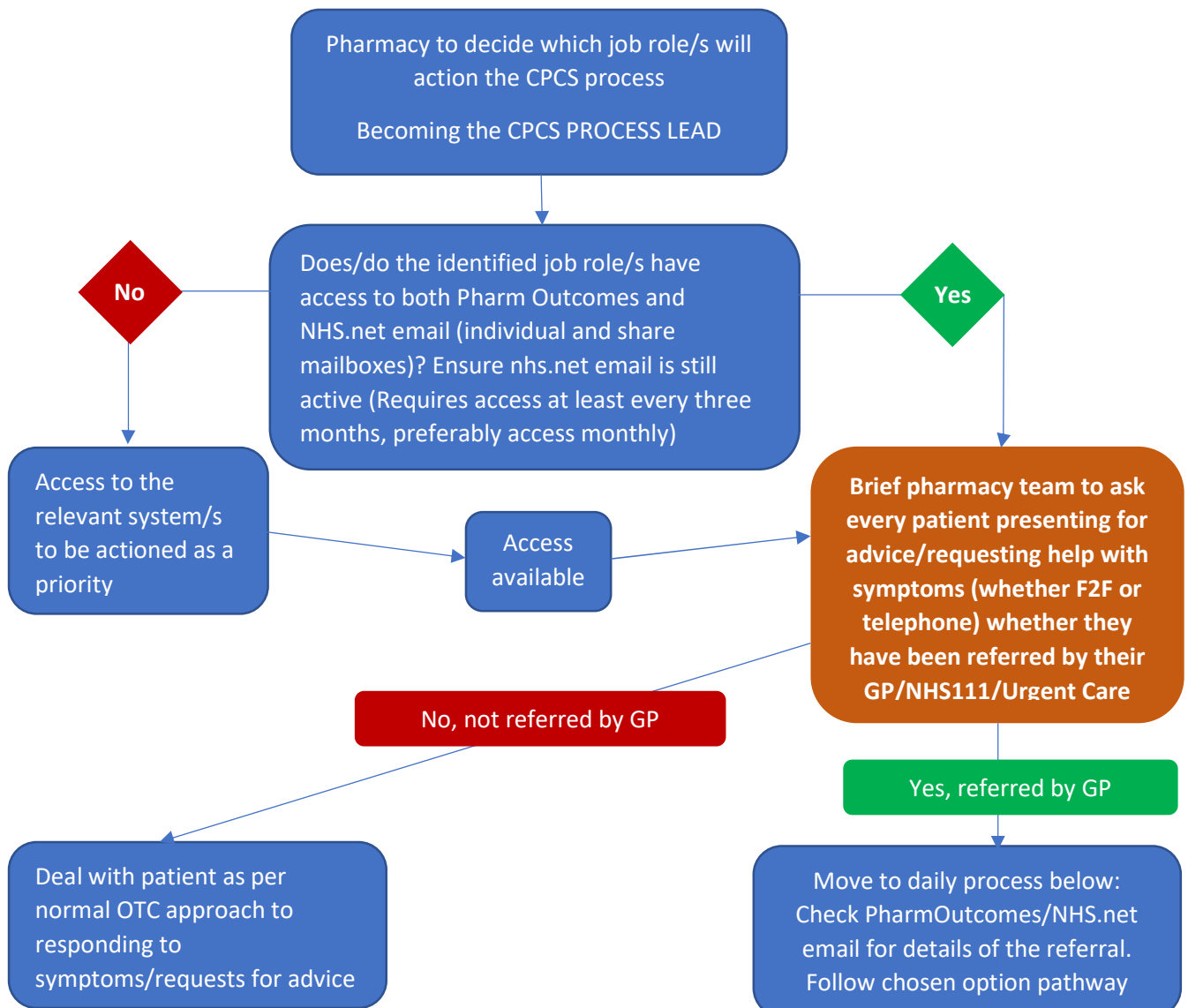


Delivering the Community Pharmacist Consultation Service (CPCS) when a relief or locum pharmacist is working in the pharmacy

PRINCIPLES:

- Pharmacies signed up to deliver CPCS must ensure that the service is available throughout the pharmacy's full opening hours. This inevitably means that for most pharmacies, locum or relief pharmacists will form part of the delivery model
- Pharmacies should identify members or roles within the team that will have responsibility/accountability for ensuring that the CPCS process is undertaken, and for providing the locum/relief pharmacist with the essential patient information to allow them to conduct the necessary consultation, and capture the necessary information within PharmOutcomes (or alternative CPCS system)
- All locum/relief pharmacists should ensure that they can access the relevant pharmacy system (e.g. PharmOutcomes), enter their pharmacist registration, and process the consultation. This may require re-enrolment if prompted by the system (a simple and brief process)
- All pharmacies should ensure that the specified team members or roles have access to the PharmOutcomes (or alternative system) as well as to the NHS.net shared mailbox for the pharmacy, to ensure that can access and process referrals, regardless of whether these come from GP surgeries, NHS111 or urgent care centres, ready for the pharmacist to conduct and complete the consultation requirements



DAILY PROCESS

