

Community Pharmacy Consultation Service NHS 111 - Managing referrals for urgent supply

Recording a referral follow-up for urgent medicines supply

Referral receipt is described in the “CPCS – Introduction” guide. To open a referral click the link in the top part of the “Services” screen. This will reveal the referred information and allow the follow up to be recorded. The first-time information is entered, the practitioner will be required to enrol (see enrolment guide). This involves making a simple declaration confirming that the service is being offered at a site that has signed up to deliver the service and that the practitioner has read and fully understands the service specification detailing how the service must be offered and managed. See PSNC website for access to service specification at <https://psnc.org.uk/services-commissioning/advanced-services/community-pharmacist-consultation-service/>

The screenshot shows the PharmOutcomes software interface. On the left, there's a navigation bar with 'Home', 'Services', 'Assessments', 'PROVISION HISTORY' (listing '2019-10-14 ** CPCS Urgent Supply - NHS 111 Referral' and '2019-10-14 - [This record] CPCS Urgent Medicines Supply'), and 'Reports, Letters & Reminders'. A blue box highlights the 'Enter practitioner name here to enrol' field. A large blue arrow points from this field to the 'Enrol' button on the right. The right side shows the 'Enrolment' and 'Enrolment Criteria' pages. The 'Enrolment' page has sections for 'Enrolment Requirements' (with a note about meeting criteria) and 'Enrolment Criteria' (with several checkboxes for service specification, registration, and IT access). The 'Enrol' button is highlighted with a blue box.

Note the secure email confirmation at the bottom of the enrolment page. Details of the pharmacy secure nhs.net shared inbox must be held in PharmOutcomes to ensure certain functionality (GP notification). The first practitioner to enrol at a pharmacy will be prompted to enter the pharmacy secure email address into PharmOutcomes. At the point of enrolment, you will either see the image on the left below when this information has been provided, or the information on the right where it is missing. Click the link to enter the shared in box secure email address for the pharmacy and save. You can now enrol.

The left box contains text: "The NHS England specification for the service requires that a shared mailbox is available in the pharmacy and checked regularly, at least once a day." Below it is a green box with a checkmark and the text "Requirement Met". The right box contains text: "The NHS England specification for the service requires that a shared mailbox is available in the pharmacy and checked regularly, at least once a day." Below it is a red box with a cross and the text "Needs to have a shared pharmacy nhs.net mailbox to meet the requirements".

Practitioners should enrol once only.

The enrolment declaration is service specific so is picked up at whatever site the pharmacist is working at.

Once enrolled the practitioner name will appear for selection in the drop-down list of approved practitioners. Simply click on your name to continue to record the service provision.

The screenshot shows the PharmOutcomes software interface. On the left, there's a navigation bar with 'Home', 'Services', 'Assessments', 'Reports', 'Claims', 'Admin', and 'Help'. A blue box highlights the 'Requirement Met' status. A blue arrow points from this status to the 'Enrolment Requirements' section on the right. The right side shows the 'Enrolment Requirements' page with a note about meeting criteria and a dropdown menu for 'Practitioner Name' containing 'kevin noble'.

Once the practitioner name has been selected the referral information table will be displayed.

The top part of the table, below left, shows the referral centre information, patient demographics and patient contact number. The lower part of the table, below right, shows the patients GP information and the reason for referral.

CPCS Urgent Medicines Supply 125081

PROVISION HISTORY	Where is Sheona White
2019-10-14 **	CPCS Urgent Supply - NHS 111 Referral
2019-10-14 - [This record]	CPCS Urgent Medicines Supply
[**] These provisions were recorded by other providers]	
Reports, Letters & Reminders	
Provision Status	
Pending Received Referral Referral-follow up status: Referred to you awaiting follow-up action	
Provision: 201903103 SystCode: FGZPQVF Originally: 14-Oct-2019 00:00 Saved: 14-Oct-2019 14:10 Edited:	
Service Support	
Supply Quantities NB: The pharmacist should make their own professional judgement in order to determine the most appropriate quantity of medicine or appliance to supply. In line with the provisions of the HMR.	
Support Documents	
Click on the links below for information on: Service Specification RPS Emergency Supply Guidelines Explaining eRO to patients	
For CPCS Urgent supply Pharmacy Guide - see under Provider Guides on the help tab	

Registration details brought forward	
Informant Name	
Informant Relation	
Informant Contact	
GP Practice selection	Virtual GP Practice - DO NOT USE, (VHD07)
GP Practice value	VHD07
NHS 111 Referral ID	40164015
NHS 111 Disposition	Contact Pharmacist within 12 hours
Condition	
Case Summary	Pathways Disposition: DX80 Contact Pharmacist within 12 hours Consultation Summary: Patient requires urgent medicine supply.
Pharmacy	Virtual Community Pharmacy (Follow-up) - VHD03

Acceptance and completion of referred service

This referral has been made to your organisation at the request of a patient.
If you are unable to complete the referral, you can reject it, but please select the reason for rejection from the drop down list below.
If you can accept the referral but cannot complete the associated actions immediately, click on the accept button to acknowledge receipt of the referral. You can make relevant notes in the Notes box.

Reason for rejection: If patient not contactable select reason here and close the co ▾

Complete now | Accept | Close (unable to complete)

[+] Click to hide Referral History
Referral History
Automated ITK Referral - Referred to Virtual Community Pharmacy (Follow-up) VHD03
2019-10-14 14:10:34

The pharmacist can now do one of three things:

- Accept** the referral by clicking the middle orange button, see above – This simply changes the referral status to “Accepted” in the service screen
- Close** the referral – If the patient does not arrive and no contact can be made, the referral can be closed as described below

Click on the drop-down box and select the option “No Supply E – Patient Not Contactable” then click the orange “Close” button. This will close the consultation and remove the referral from the pharmacy screen. Referrals should only be closed after an appropriate time lapse, as once closed they cannot be retrieved.

- Complete Now** – Clicking the orange “Complete Now” button will reveal the pharmacy follow up template to record the urgent supply.

Consultation Summary: Patient requires urgent medicine supply.	Pharmacy	Virtual Community Pharmacy (Follow-up) - VHD03
Acceptance and completion of referred service		
This referral has been made to your organisation at the request of a patient. If you are unable to complete the referral, you can reject it, but please select the reason for rejection from the drop down list below. If you can accept the referral but cannot complete the associated actions immediately, click on the accept button to acknowledge receipt of the referral. You can make relevant notes in the Notes box.		
Reason for rejection: If patient not contactable select reason here and close the co ▾		
<p>Complete now Accept Close (unable to complete)</p> <p>[+] Click to hide Referral History Referral History Automated ITK Referral - Referred to Virtual Community Pharmacy (Follow-up) VHD03 2019-10-14 14:10:34</p> <p>No Supply E - Patient Not Contactable</p>		

Urgent Supply - Completing the Follow up

The first data entry field captures consent for service and data sharing. Because the service requires the pharmacy to submit FP10.EPS tokens there is also a static alert field to remind the practitioner that only 4 items per service completion can be entered. This is to ensure correct token printing to support the claim process.

Patient requires urgent medicine supply.
Virtual Community Pharmacy (Follow-up) - VH003

Pharmacy

Acceptance and completion of referred service
Referral Accepted for completion now [Revert and discard changes](#)
[+] Click to show Referral History

Consent for service delivery and information sharing
Patient consent for receiving the service and for the pharmacy sharing information with the patient's GP practice, NHS England and the NHSBSA.
Consent is usually from the patient but this may be the advocate if one presents on behalf of or with the patient. If you are obtaining consent from a young person under the age of 16 please consider Gillick competency

Service Consent
If you give consent for data sharing, the information you provide will be passed to: Your GP, NHS England and the NHS BSA.
Consent is required for service provision and for the pharmacy sharing information with the patient's GP practice, NHS England and the NHSBSA.

Consent to share: Yes No Consent to share given Consent to share not given

Date & Time of Provision 12-Oct-2019 20:55

*** Important Supply Information ***
You can only record up to 4 items on this form, either as supplied or not supplied. If you need to enter more than 4 items you will need to make another entry using the More than 4 Items template. A link to this will appear after this record has been saved - See screenshot at the end of this template

Personal Demographics Service (Optional)
The patient is not verified by the NHS Personal Demographics Service (PDS).
Using the Personal Demographics Service is optional. Verifying a patient with the Personal Demographics Service will allow you to access their Summary Care Record, providing you have an NHS Smartcard with the appropriate permissions.

[Lookup via PDS](#)

Eligibility Criteria and patient contact
The patient should ideally be present and be assessed as suitable to legally receive an emergency supply in accordance with the Human Medicines Regulations. If the patient is not present you should decide if supply to a representative is appropriate.
Before making any supply check the EPS tracker (see clickable link below for access) for outstanding prescriptions.
You may also wish to check the Summary Care Record (SCR) with

[SCR 1-Click Functionality Video Guide](#)

The light blue field under this alert will allow patient validation against the Personal Demographic Service (PDS). Clicking the blue “Lookup via PDS” button will validate the patient details.

Once validated please note the “Summary Care Record” link in the right-hand part of the screen turns orange indicating it is now active.

Name	gary warner
Notes	Set as default
Contact number	01234567890
Last updated	DischargeLetter (10).pdf
Comments	

Acceptance and completion of referred service
Referral Accepted for completion now [Revert and discard changes](#)
[+] Click to show Referral History

Follow up date 14 Oct 2019

Patient Identifiable section (Reference Question)
Patient is verified by the Personal Demographic Service (PDS)
Last updated on 2019-10-14 15:54:44

Side effects and Adverse Drug Reactions
Has the patient experienced any side effects or adverse drug reactions?

[Summary Care Record](#)

Access to Summary Care Record

Provided the pharmacist has an active smart card (with appropriate permission settings) in a smart card reader attached to the computer they are working on, clicking the orange “Summary Care Record” button will take the pharmacist to the SCR consent page for the patient. Please note the link to the SCR- 1 Click video that can be clicked to show how this functionality works.

Eligibility criteria and patient contact

This section captures consent for third party attendance if the patient is accompanied and the consultation type – Telephone or face to face

Eligibility Criteria and patient contact

The patient should ideally be present and be assessed as suitable to legally receive an emergency supply in accordance with the Human Medicines Regulations. If the patient is not present you should decide if the supply is appropriate.

Before making any supply, check the EPS tracker (use clickable link below) for outstanding prescriptions.

You may also wish to check the Summary Care Record (SCR), with consent, if appropriate. With a valid SMART card inserted you can access the SCR by clicking the orange tab in the right hand side of the screen

Is the patient accompanied by a third party that will be present during the consultation?

Third party attendance Yes No

Consultation type Telephone Face to face

This should reflect how the consultation was completed

EPS and Summary Care Record check

Is there an electronic prescription outstanding for the patient? Check using the EPS Tracker here

EPS prescription Yes No available?

SCR Accessed? Yes No

Reason for request

- Patient had not ordered their prescription
- Patient had ordered their prescription but it was not ready
- Patient had lost prescription form
- Patient had lost or misplaced the medicine(s) or appliance(s)
- Patient was not able to collect the medicine(s) or appliance(s) from their usual pharmacy
- Patient is away from home and has forgotten/did not bring sufficient supplies of their medicine(s) or appliance(s)

EPS and Summary Care Record check

The pharmacist must check to see if an EPS prescription has been issued before making an emergency supply. An embedded hyperlink allows quick access to the EPS tracker. If an EPS prescription can be accessed, then that should be used to make the supply. The urgent supply consultation should be completed recording a “No Supply” under reason “No Supply B” – see section on recording supply/no supply. A claim can be made for this intervention – see claims section

The Summary Care Record (SCR) should be accessed as part of this service to ensure that a supply is appropriate. If the answer to question “SCR Accessed” is “No” then a section will appear to record the reason why this has not been used.

The last part of this section records the reason for the request and if an urgent supply is appropriate under the Human Medicines Regulations (HMR). Select the most appropriate reason and confirm if a supply is appropriate. For patients

EPS prescription Yes No available?

SCR Accessed? Yes No

Reason for request

- Patient had not ordered their prescription
- Patient had ordered their prescription but it was not ready
- Patient had lost prescription form
- Patient had lost or misplaced the medicine(s) or appliance(s)
- Patient was not able to collect the medicine(s) or appliance(s) from their usual pharmacy
- Patient is away from home and has forgotten/did not bring sufficient supplies of their medicine(s) or appliance(s)
- Other

Is the patient eligible to receive an emergency supply for any of the requested medicines?

Supply appropriate Yes No (Supply criteria satisfied?)

Actions when supply is inappropriate

If you cannot make a supply please:

- Refer the patient to their own general practice, or
- Contact the local out of hours provider to discuss a solution, and if necessary arrange for the patient to be contacted by an appropriate healthcare professional.

OUT OF HOURS CONTACT INFO

You will find OOH contact information in Annex C that will have been provided to your pharmacy in line with the service specification

****DO NOT REFER THE PATIENT BACK TO NHS 111****

Consultation Outcome

Consultation outcomes

- Medicines supply/non-supply
- Patient signedposted to GP in hours
- Patient signedposted to GP OOH/integrated urgent care
- Other

Complete all remaining

fields. This involves recording the outcome, confirming the advice to patient regarding good medicines management and the benefits of eRD and recording any additional comments e.g. clinical notes.

The nhs.net address for the pharmacy is required for the post event message (GP Notification), this must be populated before saving data. Clicking the orange “Save” button at the bottom of the page will save the record.

This intervention type will count as a valid service claim for the pharmacy.

**** Please DO NOT refer the patient back to NHS 111 ****

Consultation Outcome

Consultation outcomes

- Medicines supply/non-supply
- Patient signedposted to GP in hours
- Patient signedposted to GP OOH/integrated urgent care
- Other

If Other please specify

Advice to patient

- Please advise patient on the importance of ordering prescriptions in a timely manner
- Give advice to the patient on the benefits of eRD

The aim of providing this advice is to support patients in understanding the importance of not running out of a medicine or appliance in order that they may change future behaviours and prevent the future need for emergency supplies

Confirm Discussion Yes Tick to confirm discussion

Allergies or Adverse events

Has the patient suffered an allergic reaction to any medication supplied?

Allergic reaction Yes No reported?

Additional comments

Additional Comments

Record any relevant notes above e.g. Details of any non supplied medicines/dependencies. Do not record any patient identifiable data in this field

NHS mail contact information

Pharmacy nhs.net email: [ProviderName] Enter pharmacy nhs.net address above

Recording more than 4 items?
You can record more than 4 items after this record has been saved.
If you need to record more than 4 consulting supply items click the link

Recording a medicines supply

Confirming an emergency supply is appropriate will reveal the medicine supply/no supply section of the service template. To record a medicine supply, confirm that this is possible by answering the “Able to supply” question “Yes”. This reveals the medicine/appliance supply field

Is the patient eligible to receive an emergency supply for any of the requested medicines?

Supply appropriate Yes No
Eligibility criteria satisfied?

Medicine 1 information - Supply/No supply - See note on quantity

Are you able to supply the requested medicines/appliances?

Able to supply? Yes No

NB: For Schedule 4 and 5 controlled drugs you can only give a maximum of 5 days supply

Type name of medicine/appliance and select from drop down list

Medicine/Appliance: Ventolin 100micrograms/dose Evohaler (NB: see note in side box - Quantity is number of doses NOT number of packs)

Quantity: 200

2nd medicine requested? Yes No

Prescription Status

Levy Status:

Consultation Outcome

Consultation outcomes:

- Medicine supply/non-supply
- Patient signposted to GP in hours
- Patient signposted to GP OOH/integrated urgent care
- Other:

The supply field is linked to the dictionary of medicines and devices (dm+d). Starting to type the name of the medicine into the field will reveal a list of medicines and appliances. The more information entered, the narrower the choice becomes. In this example entry of Ventolin reveals a range of medicines, adding the word

Are you able to supply the requested medicines/appliances?

Able to supply? Yes No

NB: For Schedule 4 and 5 controlled drugs you can only give a maximum of 5 days supply

Type name of medicine/appliance and select from drop down list

Medicine/Appliance: ventolin

Quantity:

2nd medicine requested? Yes No

Prescription Status

Levy Status:

Consultation Outcome

Consultation outcomes:

- Ventolin 100micrograms/dose Evohaler (GlosoSmithKline UK Ltd) 200 doses - 0.7500pence per dose [Prescription Only Medicines (POM)]
- Ventolin 2.5mg Nebules (GlosoSmithKline UK Ltd) 20 unit dose 4 x 5 nebules - 8.2500pence per unit dose [Prescription Only Medicines (POM)]
- Ventolin 200micrograms/dose Accuhaler (GlosoSmithKline UK Ltd) 60 doses - 6.0000pence per dose [Prescription Only Medicines (POM)]
- Ventolin 2mg/5ml syrup (GlosoSmithKline UK Ltd) 150 ml - 0.7667pence per ml [Prescription Only Medicines (POM)]
- Ventolin 500micrograms/1ml solution for injection ampoules (GlosoSmithKline UK Ltd) 5 ampoule - 38.2000pence per ampoule [Prescription Only (POM)]
- Ventolin 5mg Nebules (GlosoSmithKline UK Ltd) 20 unit dose 4 x 5 nebules - 13.9000pence per unit dose [Prescription Only Medicines (POM)]

“Evohaler” narrows the search down to that product only

Are you able to supply the requested medicines/appliances?

Able to supply? Yes No

NB: For Schedule 4 and 5 controlled drugs you can only give a maximum of 5 days supply

Type name of medicine/appliance and select from drop down list

Medicine/Appliance: Ventolin 100micrograms/dose Evohaler (NB: see note in side box - Quantity is number of doses NOT number of packs)

Quantity: 200 = 1.0 pack(s), Tariff price: £1.50

2nd medicine requested? Yes No

Pack and price confirmation

Please note the quantity field that is also linked to dm+d. You must enter the number of unit doses for each medicine, for tablets/capsules this is the number of tablets/capsules, for creams it is the number of grams, for liquid the number of ml and for inhalers, as in this example, it is the number of unit doses e.g. For Ventolin Evohaler, one inhaler = 200 doses. A confirmation that a quantity equivalent to one pack is displayed on the screen.

If a quantity is entered that is not equivalent to a full pack a warning is displayed. If you see this warning please check to see the quantity entered is correct as this will effect your claim. **NB: It might well be that you are supplying a split pack or smaller quantity, if so ignore the pack warning.**

The template allows **up to 4 medicines** to be recorded as supplied or not supplied.

NB: The medicine supply fields will not allow selection of excluded medicines e.g. Schedule 2 CD's.

Type name of medicine/appliance and select from drop down list

Medicine/Appliance: Ventolin 100micrograms/dose Evohaler (NB: see note in side box - Quantity is number of doses NOT number of packs)

Quantity: 1 = 0.0 pack(s), Tariff price: £0.01

Warning: The quantity entered is not equivalent to a number of full packs of the selected item. Remember that the quantity is in doses. Please check the quantity entered (which may be correct if you are splitting a pack)

2nd medicine requested? Yes No

Recording a No-Supply

There are many reasons why an NHS supply might not be made. Any item requested that cannot or is not supplied should also be recorded. There are 7 reasons that can be recorded as “No Supply” reasons

In the example below the patient is not exempt but requires *Aspirin Dispersible 75mg tablets*. “No supply F - Patient bought the item” has been recorded and the medicine information is again entered into the “No Supply” dm+d field that is made available. **NB: The “No Supply” dm+d fields are not restricted and will allow the entry of any drug tariff item e.g. Schedule 2 CD’s**

Patient had ordered their prescription but it was not ready
 Patient had lost prescription form
 Patient had lost or misplaced the medicine(s) or appliance(s)
 Patient was not able to collect the medicine(s) or appliance(s) From their usual pharmacy
Patient is away from home and had forgotten/did not bring sufficient supplies of their medicine(s) or appliance(s)
 Other []

Is the patient eligible to receive an emergency supply for any of the requested medicines?
 Supply appropriate Yes No
 Eligibility criteria satisfied?

Medicine 1 information - Supply/No supply - See note on quantity

Are you able to supply the requested medicines/appliances?
 Able to supply? Yes No

Reason
 NoSupp A Item not able to be supplied under emergency supply regulations (e.g. Schedule 1, 2 or 3 Controlled Drug)
 NoSupp B EPS prescription dispensed for patient
 NoSupp C Pharmacist determined that supply not necessary (e.g. not clinically appropriate or concern about abuse of service)
 NoSupp D Item not in stock
 NoSupp F Patient bought the item
 NoSupp G Other

Type name of medicine/appliance and select from drop down list
 Medicine/Appliance
 Type name and select from drop down list

2nd medicine requested? Yes No

Consultation Outcome

There are 7 reasons for no supply:

No Supply E – “Patient not contactable” – This can only be entered at the point of referral receipt as a reason for closing the referral

No Supply A – “Item not able to be supplied under emergency supply regulations e.g. a Schedule 1, 2 or 3 CD”

No Supply B - EPS prescription dispensed for patient

No Supply C - Pharmacist determined that supply not necessary (e.g. not clinically appropriate or concern about abuse of the service)

No Supply D - Item not in stock

No Supply F - Patient bought the item

No Supply G - Other

Up to 4 supply/No supply items can be recorded per service intervention as the information recorded will prepopulate a CPCS token for submission to the NHS BSA. – See section on “Making Your Monthly Submission”.

Managing an onward referral when an Item is not in stock – No Supply D

PharmOutcomes will support contractors wishing to make onward referrals when an item is not in stock.

When “No Supply D – Item not in stock” is recorded, an information box is made available to the pharmacist. This box

displays the out of hours contact information but additionally has 2 embedded buttons within the box. The orange “CPCS Providers” button, when clicked, will show all CPCS Pharmacies within a 40-mile radius. The information displayed includes distance, address, telephone contact number and opening hours

The screenshot shows a software interface for managing medication requests. At the top, there is a dropdown menu with options: 'NoSupp D Item not in stock', 'NoSupp F Patient bought the item', and 'NoSupp G Other'. Below this, a section asks 'Type name of medicine/appliance and select from drop down list' with 'Medicine/Appliance' set to 'Zetoretic 10 tablets (AstraZeneca UK L)' and 'Type name and select from drop down list' also set to 'Zetoretic 10 tablets (AstraZeneca UK L)'. A question '2nd medicine requested?' has 'Yes' selected. An information box is overlaid on the screen, containing text about referring to another pharmacy if the item is not in stock, and two buttons: 'CPCS Providers' (orange) and 'All Local Providers' (orange). Below the box, there is a table for 'Contact Details for providers in NHS Manchester CCG' with sections for 'GP Out of Hours Provider' (GoToDoc), 'NHS 111 Provider' (NWAS), and 'Local DOS' (Lee O'Toole).

This screenshot shows a detailed view of the 'CPCS Providers within a 40 mile radius' information box. It lists 'NUMSAS - Boots - Piccadilly Gardens - North Manchester (0.3 miles)' with address 'Boots The Chemist, 11-13 Piccadilly Gardens, Manchester, Greater Manchester M1 1LY', telephone '0161 834 8244', and opening hours from Monday to Sunday. It also lists 'Open on Special Days' from 26-Dec-2019 to 31-Aug-2020. At the bottom right is an 'OK' button.

Before
making an onward referral, the originator Pharmacy must contact the second pharmacy site to confirm that the medicine required is in stock. A mandatory question appears to record that contact has been made when an onward referral has been agreed. Recording “Yes” here will reveal an information box detailing the onward referral process and a consent question to record the patient has agreed to information sharing with a second pharmacy.

This screenshot shows the 'ACTION REQUIRED' step for 'No Supply D - Item not in stock'. It contains a red box with instructions: 'You are recording "No Supply D - Item not in stock". Please ensure before making an onward referral to another CPCS pharmacy that you make contact to ensure that pharmacy has the required item(s) in stock. Please select "Yes" below to confirm that you understand that contact is necessary if an onward referral is being made'. Below this is a radio button group: 'Yes' (selected) and 'No'. The 'Yes' option is described as 'I am referring the patient and have contacted the pharmacy' and 'No' as 'I am not supplying an item but no onward referral was necessary'. Further down, it says 'ONWARD REFERRAL PROCESS' with instructions for sending onward referral information via NHSmail. It also includes sections for 'Consent for onward referral' (checkboxes for 'Consent to share: Yes', 'Consent to share given', 'No', and 'Consent to share not given') and 'Pharmacy selection for onward referral' (checkboxes for 'Pharmacy selection for onward referral' and 'Pharmacy selection for onward referral').

When consent has been recorded a pharmacy selection field appears. Select the pharmacy that has been contacted and agreed to make the supply. The “**Onward Referral**” must be sent to that pharmacy using the pharmacy nhs.net account.

****ONWARD REFERRAL PROCESS****
Onward referral information must be sent using NHSSmail. An "Onward Referral" form will be generated when data is saved. This can be downloaded as a pdf and sent as an attachment to the agreed CPCS pharmacy using your nhs.net account. Select the pharmacy for onward referral in the field that will appear once consent has been recorded. The form will provide all supply/no supply information recorded in this intervention.

Consent for onward referral
If you give consent for data sharing, the information you provide will be passed to: An agreed CPCS community pharmacy.
To enable urgent medicine supply as medicine(s) out of stock

Consent to share: Yes Consent to share given
 No Consent to share not given

Onward referral to: **virtual**

Virtual Community Pharmacy (VHD03 - 101 Chorlton Street, Manchester M1 3FY)
Virtual Hospital Provider (VHD02 - 121 Hospital Street, Manchester M1 3FR)
Virtual Pharmacy (FPX07 - Unit 7, 106a Bedford Road, Wootton, Bedford, MK43 9JB)

Consultation Outcor
Consultation outcor
 Medicines supply/non-supply
 Patient signposted to GP in hours
 Patient signposted to GP OOH/integrated urgent care
 Other
If Other please specify

Advice to patient
• Please advise patient on the importance of ordering prescriptions in a timely manner
• Give advice to the patient on the benefits of eRD
The aim of providing this advice is to support patients in understanding

When data is saved, a link to the onward referral form will be visible. Click the link to open the form, see below- Service confirmation screen.

If the pharmacy entered for onward referral appears in bold for selection this means that an nhs.net email address for that site is held in PharmOutcomes and this will auto populate into the onward referral form, if it appears as light grey, non-selectable, then the pharmacist should confirm the nhs.net address for the onward provider and enter this into the field. When data is saved a service confirmation screen appears. From that screen

Click here to print.

The notification "Onward Referral Information" is currently waiting to be sent manually because:
• This should be sent via nhs.net to onward provider

Pharmacy Onward Referral
This form must be sent via NHSSmail to the onward provider

18th Oct 2019 Virtual Community Pharmacy
301 Chorlton Street
Manchester M1 3FY
01983 236699

Referral Information
Following our telephone conversation, please see details below showing urgent medicines supplied/not supplied for this patient. We have been unable to supply one or more items due to an out of stock situation.
Please supply the items marked as "No Supply D - Out of Stock". Be sure to take note of the NHS 111 Referral ID shown below and enter this into PharmOutcomes (or your IT system used for NHS CPCS) to validate your claim

Send via nhs.net to:	kevin.molloy@nhs.net
NHS 111 Referral ID:	40566031

Patient Information

Name:	Sheena White
Address:	28A High Row, Darlington, County Durham
Postcode:	DL3 7QW
Date Of Birth:	13-Jul-2015
NHS Number:	9990505284
Contact Details:	Home 07824 773241

Medicine 1 Supply/No Supply Information

Able to supply?	Yes
Medicine supplied:	Ventolin 100micrograms/dose Inhaler (GlaxoSmithKline UK Ltd) 200 dose
Quantity:	200.000
Medicine not supplied?	
Reason for no supply:	

Medicine 2 Supply/No Supply Information

Able to supply?	No
Medicine supplied:	
Quantity:	
Medicine not supplied:	Haloperidol 1.5mg tablets 28 tablet
Reason for no supply:	NoSupp D

Medicine 3 Supply/No Supply Information

Able to supply?	
Medicine supplied:	

Click the link in the service confirmation screen to generate the form

PharmOutcomes® Delivering Evidence

Home Services Assessments Reports Claims Admin Help

- CPCS NHS 111 Urgent Medicines Supply provision updated
- The following system generated provision report letters are available
 - Basic Provision Record
 - CPCS Urgent Supply Token
 - GP Notification - Urgent medicines supply >>

This notification was queued to be sent automatically by secure email. However, it failed because: Email Address not supplied by practice. You will need to send this notification manually by going into the report, printing it and posting or hand-delivering. Most SLAs require this within 24-48 hours. Instructions are available here.

Onward Referral Information >>
This should be sent via nhs.net to onward provider. You will need to send this notification manually by going into the report, printing it and posting or hand-delivering. Most SLAs require this within 24-48 hours. Instructions are available here.

Next steps:
Links to complete the next step(s) of the patient's episode:
• CPCS NHS 111 Urgent Supply - More than 4 medicines

Provide Services

Provision List Options
 Show patient identifiable details

The onward referral form MUST be sent from originator site to onward referral site via nhs.net

Confirmation Screen

When data has been saved successfully a confirmation screen appears as shown below. From here, there are quick links to several service forms. For all records you will see links that allow the printing of:

- A Basic Provision Record** – This is just a record of service provision and does not need to be printed other than when the patient requests a copy of the service record
 - A CPCS Token** – This should be printed from a computer connected to a token printer. The token generated will be NHS BSA compliant and show all required supply/no supply information. Details of tokens to be submitted with the monthly prescription bundles can be found in section 6.7.3 of the service specification. Declarations of exemption should be recorded in line with standard prescription arrangements.
 - GP Notification confirmation** – This will show the status of the GP practice for receiving electronic service notifications. If a GP practice has not provided a secure email address or not verified one given as correct, the pharmacist will be prompted to send a hard copy of the service notification by other secure means. Click the link to print a copy of the notification
 - Onward Referral Information** – If applicable this will automatically send when data is saved. The “Onward Referral Information” document will be available to view or print when data is saved if applicable. A confirmation will be displayed that it has been sent by nhs.net.
- NB: If you resend this manually for any reason, this message MUST be nhs.net to nhs.net as patient data is being transferred**
- CPCS Urgent Supply – More than 4 items** - A link to allow access to a second screen to be used when more than 4 items need to be recorded

The screenshot shows the PharmOutcomes software interface. A blue callout box points to the top left of the main content area, which contains the text "Links appear here". Below this, the main content area displays a summary of recent actions:

- CPCS Urgent Supply - Provision updated
- The following system generated provision report letters are available:
 - Basic Provision Record
 - CPCS Urgent Supply Token
 - GP Notification - Urgent medicines supply >>

This notification was queued to be sent automatically by secure email. However, it failed because: Email Address not supplied by practice. You will need to send this notification manually by going into the report, printing and posting or hand-delivering. Most SLAs require this within 24-48 hours. Instructions are available here.

Onward Referral Information >>
Secure email is queued to send

Next steps:
Links to complete the next step(s) of the patient's episode:
• CPCS Urgent Supply - More than 4 medicines

Provide Services

Delivery Evidence

Reports Claims Admin Help

Virtual Community Pharmacy 4y 3m Roger Webster 26A High Row, Darlington, County Durham DL3 7QW 13/07/2015 9990505284

CPCS URGENT SUPPLY
Referral ID: 39956806

Ventolin 100micrograms/dose Evohaler (GlaxoSmithKline UK Ltd) 200 dose	Quantity: 200 supplied
Haloperidol 1.5mg tablets 28 tablet	Quantity: 28 supplied
Amlodipine 10mg tablets 28 tablet	NoSupp D

NHS prescription charges may apply, so please check the prescription exemption status of all patients as the normal procedures where patients under 16 and over 60 do not need to sign do not apply to CPCS tokens. Please ensure the reverse of ALL CPCS tokens are signed by the patient or representative, either:

1. Confirming the payment of prescription charges; or
2. Confirming prescription levy exemption status where this is applicable. Proof of exemption should be produced by the patient. If proof is not provided please cross the relevant box on the reverse of the token as you would for an NHS prescription declaration

Claiming Payment
PharmOutcomes will transmit the details of this CPCS record to the NHS BSA when you save the record.

To claim payment for this service, contractors must complete the Manage Your Service portal submission which will have been populated with your provision details. This must be completed no later than the 5th day of the month following that in which the urgent supply was made.

All CPCS dispensing (where applicable) should be sent to the NHBSA as part of your monthly dispensing claim (separately within the batch and marked 'CPCS'). They will be retained by the NHBSA to allow post-payment verification of payments and exemption claim accuracy.

ODS Code: VHD07
Virtual GP Practice - DO NOT USE, (VHD07)

17/10/19 00:00

Barcode: 510206001018

If the pharmacist recording the intervention progresses past this confirmation stage, the required forms can also be accessed from the saved patient record. To do this find the saved record in PharmOutcomes. The most recently saved records will appear at the top of the “Recent Provisions” list but to find an older record you can search by entry of patient name into the search field.

The most recent records will appear in date order at the top of the provision history

Enter patient name here and click the magnifying glass to search for records

Clicking the record link will open the record and show service provision information. The links to all service documents can be found under the heading “Reports, Letters and Reminders”

CPCS NHS 111 Urgent Medicines Supply

PROVISION HISTORY
Where * is Sheona White
2019-10-06 **
CPCS NHS 111 Urgent Supply - NHS 111 Referral
2019-10-18 - [This record]
CPCS NHS 111 Urgent Medicines Supply

[* : These provisions were recorded by other providers]

Next steps

Links to complete the next step(s) of the patient's episode:
• CPCS NHS 111 Urgent Supply - More than 4 medicines

Reports, Letters & Reminders

Basic Provision Record
CPCS Urgent Supply Token
GP Notification - Urgent medicines supply
Onward Referral Information

Managing Onward Referrals

When the patient arrives at the second pharmacy (referred to site), the pharmacist can make an entry using information sent by the first pharmacy.

Onward referrals should be recorded using the dedicated template (Manual Entry) that can be accessed from the left-hand side bar of the “Services” screen

This template is the same as the one described above apart from an initial question asking what type of referral is being managed? i.e. an “Onward Referral” or an “NHS 111 nhs.net referral” and a requirement to enter the NHS 111 referral ID. You will find this in the onward referral message and it is required to validate the claim.

PharmOutcomes® Delivering Evidence

Home Services Assessments Reports Claims A

There are notifications that have not been sent by secure email. The notifications sending to the recipients, either by post or hand-delivered. Most SLAs require this
2019-10-01 2019-10-03 2019-10-03 2019-10-06 2019-10-06 more...
More guidance and instructions are available here.

Provide Services

Received Referrals Service (stage)

2019-10-14	CPCS NHS 111 Minor Illness Referral
2019-10-10	CPCS NHS 111 Minor Illness Referral
2019-10-08	TCAM Follow-up (Discharge) - Pharmacy
2019-10-07	CPCS Urgent Medicines Supply
2019-10-07	CPCS Urgent Medicines Supply

Service Centre

Contact your local commissioners

HMR

Support Documents
Click on the links below for information on:
Service Specification
RPS Emergency Supply Guidelines
Explaining eRD to patients

For CPCS Urgent supply Pharmacy Guide - see under Provider Guides on the help lab

SCR 1-Click Functionality Video Guide

PLEASE NOTE!!!
This template MUST only be used to manage an onward referral from another CPCS pharmacy or to enter CPCS urgent supply information when a referral has been received from NHS 111 via NHS mail - This will ONLY happen in the event of ITK failure

ONLY onward referrals or those received via nhs.net can be recorded on this template, please select referral type below

Referral type
Onward referral
NHS 111 referral via nhs.net

Consent for service delivery and information sharing

Patient consent for receiving the service and for the pharmacy sharing information with the patient's GP practice, NHS England and the NHBSA.

Consent is usually from the patient but this may be the advocate if one

Recording more than 4 items

To record more than 4 items simply click the “CPCS Urgent Supply – More than 4 medicines” link either from the confirmation screen as shown above or if the pharmacist has gone past that stage, the link can be accessed from the record. Find the record as described above and open it. The link to the “More than 4 medicines” service is clearly visible at the top of the record.

Clicking the link will take the pharmacist to the service template to record more than 4 items for this patient.

This template is a repeat of the supply/no supply section of the main service follow up only i.e. the screening questions are not repeated. Confirmation of patient via PDS will make the SCR 1 click functionality available as described earlier.

The same service links will be available on saving the record to allow confirmation of GP notification status, Token printing and onward referral if necessary along with a link to a further “More than 4 medicines” template if more than 8 medicines/applications are being supplied.

Templates to use in the event of ITK failure

Very rarely there are interruptions to ITK messaging. If this happens call centres might need to revert to sending CPCS referrals via nhs.net. Your nhs.net address is held in DOS as what is called a secondary end point. If ITK fails, pharmacies will receive referrals into the shared nhs.net inbox. These referrals should be recorded using the nhs.net templates that are available in the left-hand side bar of the PharmOutcomes “Services” screen.

These have been described in the section “Managing Onward Referrals”

The screenshot shows the 'Provide Services' section of the PharmOutcomes interface. It includes a table with columns for 'Received Referrals' and 'Service (stage)'. The table lists several entries, with the first entry being 'CPCS NHS 111 Minor Illness Referral' dated '2019-10-14'. The 'Service (stage)' column for this entry is highlighted in orange. Other entries include 'CPCS NHS 111 Minor Illness Referral' dated '2019-10-10', 'TCAM Follow-up (Discharge) - Pharmacy' dated '2019-10-08', 'CPCS Urgent Medicines Supply' dated '2019-10-07', and another 'CPCS Urgent Medicines Supply' entry dated '2019-10-07'.

Service notifications

When data is saved a GP notification is sent via nhs.net to notify the GP of the urgent supply. If the GP practice has not set a secure email address for this purpose the provider will be prompted to send a hard copy on the service confirmation screen – see page 8.

Making Your Monthly Submission

Service claims will be managed via the “Manage Your Service” (MYS) portal. The records you save in PharmOutcomes **will prepopulate the required information in MYS** for you to confirm prior to submission – See separate claims guide. **You will still be required to log in to MYS to confirm and submit the claim information that has been prepopulated.**

For urgent medicine(s) supply the claim will also include the cost of medicines supplied when recorded in PharmOutcomes.

All CPCS Tokens that show a declaration of exemption must be submitted with your prescription bundle and be clearly separated.

Further information

Further information on the Community Pharmacy Consultation Service including how to register, service funding, service specification and much more can be found on the PSNC website at <https://psnc.org.uk/services-commissioning/advanced-services/community-pharmacist-consultation-service/>