

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 'Enrolment Criteria' page in PharmOutcomes. A blue callout box with an arrow points to the 'Practitioner Name' field, containing the text: "Enter practitioner name here to enrol". Below this, the name 'Gary Warner' is entered in the field. Another blue callout box with an arrow points to the 'Enrol' button at the bottom right of the page, containing the text: "Complete the declaration and click on the orange 'Enrol' button". The page lists various criteria such as 'Registration', 'Service specification', 'Escalation process', 'Service provision', 'IT enabled', and 'SGR Access', each with a status indicator (Confirmed/Not confirmed) and a 'Needs to be Confirmed' button.

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 screenshot shows a notification box with a green checkmark icon and the text "Requirement Met". The text inside the box reads: "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. The organisation you first enrol with must have the Shared nhs.net mailbox (nhspharmacy.location.nameFCode@nhs.net) set for the organisation. You can update this by clicking here".

The screenshot shows a notification box with a red X icon and the text "Needs to have a shared pharmacy nhs.net mailbox to meet the requirements". The text inside the box reads: "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. The organisation you first enrol with must have the Shared nhs.net mailbox (nhspharmacy.location.nameFCode@nhs.net) set for the organisation. You can update this by clicking here".

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 'Services' screen in PharmOutcomes. The 'Enrolment Requirements' section is highlighted with a blue box. The 'Practitioner Name' field shows 'Kevin Noble' selected from a dropdown list. The text above the field reads: "The commissioner requires that the individual delivering this service meets certain criteria. Enter either your name or registration number in the box below and select from the list that appears." Below the field, the name 'Kevin Noble (2032735)' is visible in the dropdown menu.

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.

PROVISION HISTORY

Where: 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-followup status: Referred to you
awaiting follow-up action

Provision: 207933103
SysCode: FGZPQVF
Originality: 14-Oct-2019 06:00
Saved: 14-Oct-2019 14:10
Edited:

Service Support

Supply Quantities
NB: The pharmacist should apply their 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
NPS Emergency Supply Guidelines
Explaining eRD to patients

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

CPCS Urgent Medicines Supply 125081

Enrolment Requirements
The commissioner requires that the individual delivering this service meets certain criteria. Enter either your name or registration number in the box below and select from the list that appears.

Practitioner Name: **Kevin Noble** [Full Screen](#)
Registration number: 2032735
Enrolment requirements met and service provision allowed

Patient Identifiable section (Reference Question)

Patient Details brought forward

Original Referral	14th Oct 2019
Referred from	Virtual Call Centre (Referrer VHD06)
Client Name	Sheona White
Date of Birth	13-Jul-2015
Age	4
Gender	Female
Address	26A High Row, Darlington, County Durham
Postcode	DL3 7QW
NHS Number	899050284
Contact Details	Home 07824 773241
Consent to share	Yes
PDS Verified	0
Date PDS Unverified	
PDS Care Connect Status	02
PDS NHS Number	
PDS Given Names	
PDS Family Name	
PDS Patient Gender	
PDS Patient Address	
PDS Patient Postcode	
PDS Patient Extra Info	
PDS GP Practice Code	
PDS GP Practice Name	
PDS GP Practice Address	
PDS GP Practice Postcode	

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

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:

1. **Accept** the referral by clicking the middle orange button, see above – This simply changes the referral status to “Accepted” in the service screen
2. **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.

3. **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 consultation ▼

Complete now Accept Close 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

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.

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.

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

Note: date and time is captured here

New medicines

Name	Name	Control number	Medication summary text
	gary warner	See as default	DischargeLetter (10).pdf

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

Follow up date 14 Oct 2019

Patient identifiable section (Reference Question)
Patient is verified by the Personal Demographics 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

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 that are not eligible under HMR, answering this question “No” will reveal procedure to follow to contact the out of hours team if necessary. This is area specific and details of out of ours contacts for pharmacists are shown in “Annex C” that will have been provided for your region by NHS England regional offices as detailed in the service specification. Referring to this information resource will allow for efficient direction of the patient or for the pharmacist to signpost appropriately if required.

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.

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:

Quantity:

2nd medicine requested? Yes No

Prescription Status
Levy Status:

Consultation Outcome
Consultation outcomes:
 Medicines 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:

Quantity:

2nd medicine requested? Yes No

Prescription Status
Levy Status:

Consultation Outcome
Consultation outcomes:
 Medicines supply/non-supply
 Patient signposted to GP in hours
 Patient signposted to GP OOH/integrated urgent care
 Other

“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:

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

2nd medicine requested? Yes No

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:

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

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

NB: Quantity entry
 The quantity field is linked to dm+d. Please enter the number of doses supplied **NOT** the number of packs i.e. number of tablets/capsules supplied, number of mls of liquid, number of grams of oint/cream, number of doses of inhalers etc.

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

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

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: Zestoretic 10 tablets (AstraZeneca UK L)

2nd medicine requested? Yes No

If you cannot supply an appropriate item, then you will need to refer the patient to another pharmacy to ensure they receive their medicines. You can search the NHS Directory of Services (DoS) for your nearest pharmacies and their contact details.

CPCS Providers **All Local Providers**

NB: If you cannot make a supply please:
-Refer the patient to their own general practice, or
-Contact the local GP OOHs provider to discuss a solution, and if necessary arrange for the patient to be contacted by an appropriate healthcare professional

Contact Details for providers in NHS Manchester CCG

GP Out of Hours Provider	
Provider	GoToDoc
Public Contact	Dial 111
Private Contact	Under no circumstances should this private number be given to the patient or the public. 0161 934 2828 This information is for your use only in seeking support for the patient directly yourself as a professional
NHS 111 Provider	
Provider	NWAS
Private Contact	Under no circumstances should this information be given to the patient or the public. 01204 479311
Supervisor Contact	Under no circumstances should this information be given to the patient or the public. Email: jude.emms@nwas.nhs.uk Telephone: 01204 479311 Mobile: 07812 304189
DOS Management	
Local DOS	Under no circumstances should this information be given to the patient or the public. Name: Lee O'Toole

Pharmacist determined that supply not necessary (e.g. not clinically appropriate or concern about abuse of service)

CPCS Providers within a 40 mile radius

NUMSAS - Boots - Piccadilly Gardens - North Manchester (0.3 miles)
Boots The Chemist, 11-13 Piccadilly Gardens, Manchester, Greater Manchester, M1 1LY
Telephone: 0161 834 8244

Opening Hours for service

Monday	07:30 - 20:00
Tuesday	07:30 - 20:00
Wednesday	07:30 - 20:00
Thursday	07:30 - 20:00
Friday	07:30 - 20:00
Saturday	09:00 - 18:30
Sunday	11:30 - 17:30

Open on Special Days

24-Dec-2019	07:30 - 18:00
20-Dec-2019	11:00 - 17:00
10-Apr-2020	11:00 - 17:00
12-Apr-2020	11:30 - 17:30
13-Apr-2020	11:00 - 17:00
08-May-2020	11:00 - 17:00
25-May-2020	11:00 - 17:00
31-Aug-2020	11:00 - 17:00

Public Contact: Dial 111

Private Contact: Under no circumstances should this private number be given to the patient or the public.
0161 934 2828
This information is for your use only in seeking support for the patient directly yourself as a professional

NHS 111 Provider

Provider: NWAS

Private Contact: Under no circumstances should this information be given to the patient or the public.
01204 479311

Supervisor Contact: Under no circumstances should this information be given to the patient or the public.
Email: jude.emms@nwas.nhs.uk
Telephone: 01204 479311
Mobile: 07812 304189

DOS Management

Local DOS: Under no circumstances should this information be given to the patient or the public.
Name: Lee O'Toole

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.

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****

ACTION REQUIRED
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

Confirmed

Yes
I am referring the patient and have contacted the pharmacy

No
I am not supplying an item but no onward referral was necessary

ONWARD REFERRAL PROCESS
Onward referral information must be sent using NHSmail. 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 No Consent to share given Consent to share not given

Onward referral to:

See notes in side box to right

Pharmacy selection for onward referral
Record the pharmacy name you are referring to in the "Onward Referral" field. This will insert the pharmacy nhs.net email information into the onward referral form for you to reference and copy to your NHS email. If the pharmacy appears, but cannot be selected it means they have not provided their nhs.net details in PharmOutcomes, if this happens please enter the destination nhs.net address into the field instead of the pharmacy name

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 NHSmail. 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 No
Consent to share given No Consent to share not given

Pharmacy selection for onward referral
Record the pharmacy name you are referring to in the "Onward Referral" field. This will insert the pharmacy nhs.net email information into the onward referral form for you to reference and copy to your NHS email. If the pharmacy appears but cannot be selected, it is not an agreed CPCS pharmacy.

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 Outcome
Consultation outcome:
 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 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

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 NHS mail to the onward provider

18th Oct 2019

Virtual Community Pharmacy
101 Chorlton Street
Manchester M1 3FY
02883 226699

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 "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: kevins.nob@nhs.net
NHS 111 Referral ID: 40566031

Patient Information	
Name	Shona White
Address	26A High Row, Darlington, County Durham
Postcode	DL3 7DW
Date Of Birth	13-Jul-2015
NHS Number	999050284
Contact Details	Home 07824 773241

Medicine 1 Supply/No Supply Information	
able to supply?	Yes
Medicine supplied	Venotain 100micrograms/dose Evohaler (Glacodimalkine 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	NoSupply D

Medicine 3 Supply/No Supply Information	
able to supply?	
Medicine supplied	

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:

1. **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
2. **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.
3. **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
4. **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
5. **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

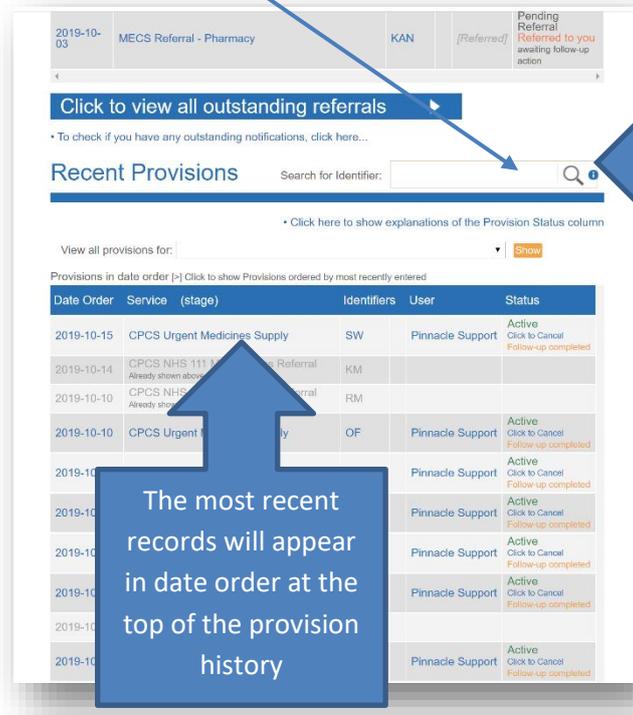
The screenshot shows the PharmOutcomes interface with a confirmation message. A blue box labeled "Links appear here" points to the notification area. The notification lists several links: "Basic Provision Record", "CPCS Urgent Supply Token", "GP Notification - Urgent medicines supply >>>", and "Onward Referral Information >>>". Below the notification, it says "Next steps: Links to complete the next step(s) of the patient's episode: • CPCS Urgent Supply - More than 4 medicines".

The CPCS Urgent Supply token for patient Roger Webster (13/07/2015) lists the following medications:

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

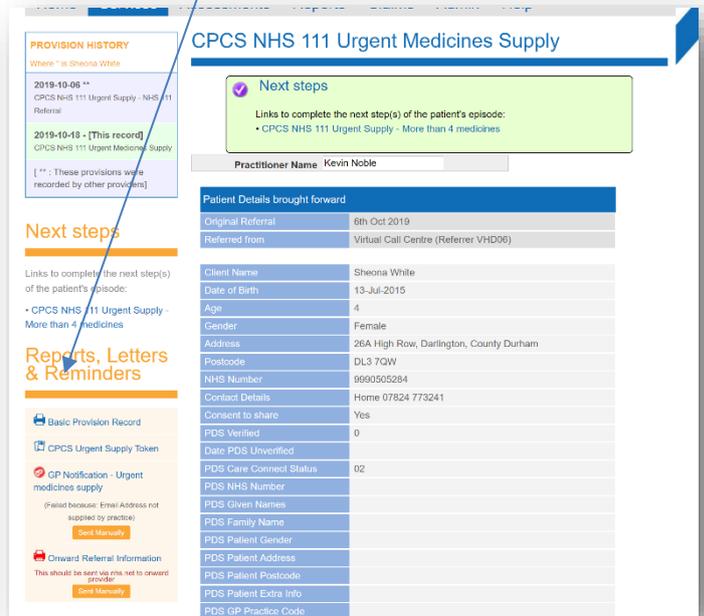
The token also includes a barcode and the text "– End of Token –" and "17/10/19 00:00".

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.



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

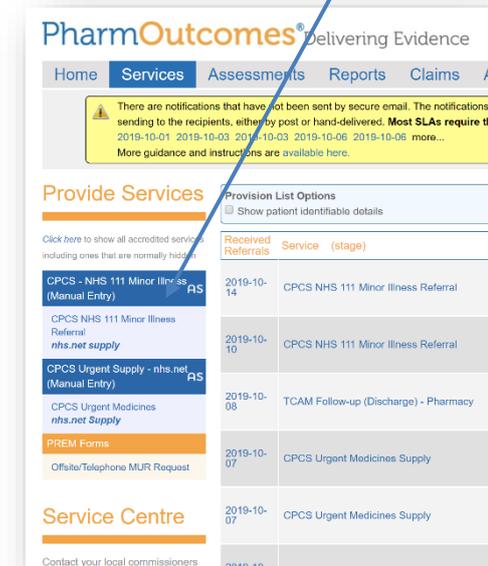
Clicking the record link will open the record and show service provision information. The links to all service documents can be found under the heading “Reports, Letters and Reminders”



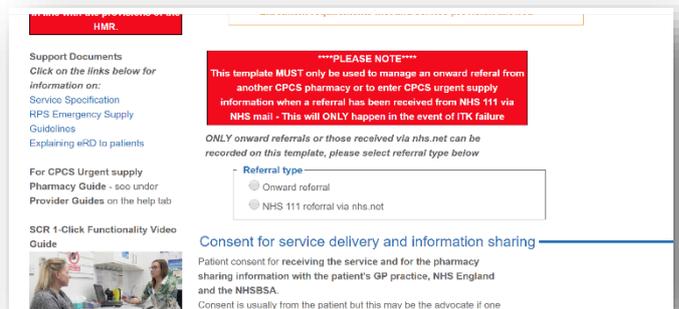
Managing Onward Referrals

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.



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.

PROVISION HISTORY
Where: 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 (Failed because: Email Address not supplied by practice) [Send Manually](#)
- Onward Referral Information (This should be sent via rns.net to onward provider) [Send Manually](#)

CPCS NHS 111 Urgent Medicines Supply

Practitioner Name: Kevin Noble

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

Patient Details brought forward

Original Referral	6th Oct 2019
Referred from	Virtual Call Centre (Referrer VHD06)
Client Name	Sheona White
Date of Birth	13-Jul-2015
Age	4
Gender	Female
Address	26A High Row, Darlington, County Durham
Postcode	DL3 7QW
NHS Number	9990505284
Contact Details	Home 07824 773241
Consent to share	Yes
PDS Verified	0
Date PDS Unverified	
PDS Care Connect Status	02
PDS NHS Number	
PDS Given Names	
PDS Family Name	
PDS Patient Gender	
PDS Patient Address	
PDS Patient Postcode	
PDS Patient Extra Info	
PDS GP Practice Code	

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.

2019-10-14 **
CPCS Urgent Supply - NHS 111 Referral

2019-10-15
CPCS Urgent Medicines Supply

[** : These provisions were recorded by other providers]

Service Support

Service Information
NB: Use this template to record the supply/non-supply of more than 4 items. This template can be used multiple times if larger numbers of medicines are required by a patient. You can print the required prescription tokens for submission only if your computer is connected to a token printer.

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

Patient Questionnaire
You can access information on the Patient Questionnaire here

Date and Time of Provision: 15-Oct-2019

Follow-up Service Only
This service template is linked to a referral you will have received for NUNASAS. It can only be used to record further items supplied when an original referral has requested more than 4 items.

***** Important Supply Information *****
Use this template to record More than 4 items. You can use the "More than 4 items" template more than once if you need to record further medicines supply/non-supply.

Medicine information - Supply/Non supply - See note on quantity

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

Another medicine required? Yes No

Prescription Status

Levy Status: [Dropdown menu]

Additional Comments: [Text area]

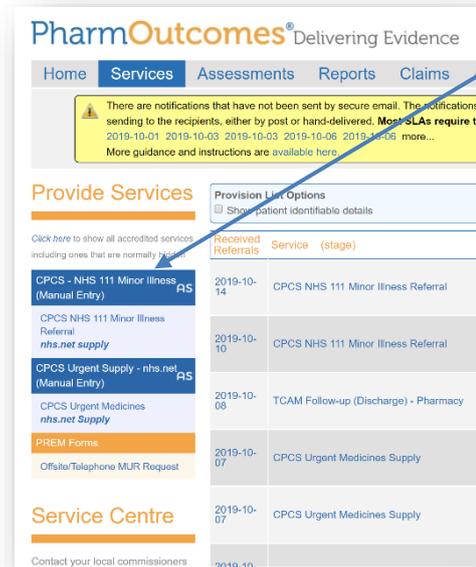
NB: Quantity entry
The quantity field is linked to dm+d. Please enter the number of doses supplied NOT the number of packs i.e. number of tablets/capsules supplied, number of mls of liquid, number of grams of oint/cream, number of doses of inhalers etc.

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/appliances 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 in box. 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”



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/>