It is vital that the new Community Pharmacist Consultation Service (CPCS) is provided throughout the pharmacies opening hours. This document provides a guide for locum pharmacists unfamiliar with the pharmacy’s ways of working. Keep this sheet with any other local service documentation.

**Accessing CPCS**

As with local services, all CPCS referrals are received through PharmOutcomes. They are recorded (ideally during the consultation) on PharmOutcomes to ensure all data is captured.

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| The SOP for CPCS is located: |  |
| Service specification is located: |  |
| PharmOutcomes Log-on details: | *Username:*  *Password:* |
| Material to explain CPCS data recording can be found at: | *Written and Video guides are available on PharmOutcomes at:* <https://pharmoutcomes.org/pharmoutcomes/help/home?cpcs> |
| SCR access: How to access SCR in this branch | *SCR can be accessed directly from the PharmOutcomes template.* |
| Frequency that PharmOutcomes / NHSmail is checked and by whom? |  |
| POM register is located: (required to record Urgent supplies) |  |
| Location of Annex C: Onward referral information  Signposting: Healthcare providers and their non-public contact details can be found through Service Finder. This pharmacy is / is not registered | *Annex C onward referral information is held in a separate PharmOutcomes template called ”****CPCS Annex C details****”.*  *Access the template and click the relevant locality to view the referral data.*  <https://finder.directoryofservices.nhs.uk/#/login>  Username:  Password: |

When managing requests through CPCS for minor illnesses, you should deal with the patient exactly as you would if they were a ‘walk-in’ patient. Provide advice, sell a product, supply a product linked to the local Minor ailments service or triage and refer as appropriate following consultation (in the consultation room).

DO NOT refer the patient back to NHS111. You may receive referrals that you can’t treat, that is normal and expected. Your job is to provide the clinical advice on next steps, referring as needed using the Annex C contact details. Please remember the NHS 111 team are referring patients to you as non-clinicians and without sight of the patient to triage, direct and help them appropriately. Ensure patients go away satisfied with the outcome or referral.

Within the Halton St Helens and Knowsley area there are commissioned minor ailments services that may be appropriate as a follow on to the CPCS consultation. If the consultation results in a supply linked to a local minor ailments service this must be recorded onto PharmOutcomes, in addition to the CPCS consultation template, in order to obtain a payment for the medication supply.

Details of the services available locally are on the LPC website: <http://liverpool-lpc.org.uk/commissioned-services/>