

# GP CPCS PHARMACY TOP TIPS

The Community Pharmacist Consultation Service is an Advanced Service.

The pharmacist must action referrals and offer supporting services.

For example, Pharmacy First Service or Care at the Chemist Service.

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1. **Check PharmOutcomes at least three times daily** as a minimum standard. Delegate to a member of the pharmacy team with the responsibility to check this. ✓
2. **When a referral lands** in PharmOutcomes as a **GP CPCS** referral the **first step is to 'accept' the referral.** ✓
3. **The pharmacist must call the patient within 3 hours if the referral lands before 2:30pm.** Consultations can be completed face to face, or over the phone if clinically appropriate. ✓
4. **Make a minimum of three attempts to contact the patient over several hours.** ✓
5. **Locums must deliver the service** and have a responsibility to action the referral. **Do not leave referrals outstanding.** ✓
6. **If a patient requires urgent escalation back to the GP** following the clinical assessment, do not signpost the patient **back to the GP without calling the practice first.**  
**Use the backdoor number phone number if provided.** ✓
7. **If a patient requires non-urgent escalation** following the clinical assessment, transfer the patient back to the GP using the phone number or email provided by the practice, if this hasn't been provided, call the usual practice number. ✓
8. **If you are experiencing operational issues** we advise you to contact your local GP to practice(s) and refer any patients to another local pharmacy. ✓