

# GP Referral to the Community Pharmacy Consultation Service



## Your pharmacy team can help you with your minor health concerns

Since starting in October 2019, the **NHS Community Pharmacy Consultation Service (CPCS)** has supported thousands of patients referred from NHS111 with medicine needs and management of minor health conditions. The service has now been extended to **include referrals from General Practice** for minor illnesses and conditions such as constipation, cough, sore throat and joint pain\*. This means that a pharmacy may be able to support you just as effectively upon referral from your GP practice.



## How does it work?



You contact your GP Practice for an appointment



The practice assesses you for minor acuity conditions



If appropriate, you will be offered an electronic referral to your preferred pharmacy



The pharmacist undertakes the consultation with you



## What are the benefits?

### Referring you into a pharmacy this way:

- Gives the pharmacist all the information needed about your medical condition to provide the service safely and effectively with a trained professional
- Usually allows you to be seen the same day or at a time to suit you
- Enables you to be seen by the most appropriate health care professional at the right time
- Allows information captured during the consultation to be shared with the practice

**91%** of GP Staff indicated they would recommend this service to other GP practices\*\*

**89%** of patients were 'definitely satisfied' with the consultation with the pharmacist\*\*

Patients cited convenience, time-saving, & being able to fit appointments around work as reasons to use the service again\*\*



## What happens now?

When phoning or visiting for an appointment please be aware that the reception and care navigation team at this practice will:

- **Ask you the nature of your call/visit to establish who you need to be seen by**
- **Where appropriate refer you into a community pharmacy of your choice for a consultation with a trained professional**
- **Ensure you receive the most appropriate medical care at the most appropriate time**
- **Respect confidentiality at all times**

\*A full list of appropriate conditions is provided in the GP Toolkit and CPCS service specification

\*\* Data and feedback from pilot sites