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|  | **NHS North Yorkshire Clinical Commissioning Group**Medicines Management Team1 Grimbald Crag Court  |
|  | St James Business ParkKnaresboroughHG5 8QBEmail: nyccg.rxline@nhs.net11 November 2021 |

**GP Community Pharmacist Consultation Service (CPCS)**

Dear Colleagues,

**Practice Sign-Up for GP CPCS**

**We are urging all practices to sign-up for the GP Community Pharmacist Consultation Service (CPCS) by 1st December 2021. NHS England and Improvement state that individual practices' benefiting from the Winter Access Fund is contingent on practice sign-up by this date.**

**Actions Required**

* Activate your sign-up to CPCS using the link provided by NHSE&I, [here](https://patientplatform.typeform.com/to/af25XtCX)
* Watch the [GP CPCS engagement video](https://www.youtube.com/watch?app=desktop&v=opsLXZMIeWY&feature=youtu.be) - this 30-minute YouTube video introduces the service and provides background, evidence and overview of the service including digital resources.
* Use of [GP CPCS referral list](file:///C%3A%5CUsers%5Cstacey.stanton.CCG%5CDesktop%5CGP%20CPCS%20Referral%20list.png)
* Agree local protocols and systems: the CCG is working with the LPC (CPNY) to jointly agree a single county-wide process on how and when the pharmacy will contact the patient once the referral has been completed by the GP practice. More information will follow shortly.

The purpose of GP CPCS is to reduce the burden on general practice clinical and reception staff by referring patients needing advice and treatment for certain low acuity conditions to a community pharmacist. Its aim is to make sure that patients have access to the same levels of care, close to home and with a self-care emphasis.

It is estimated that 6% of all GP consultations (20.4 million appointments per year) could be safely transferred to a community pharmacy. There is good evidence to suggest that the advice given by community pharmacists, as part of a consultation about symptoms of minor illnesses, will result in the same outcome as if the patient went to see their GP or attended an emergency department.

Community pharmacists have been successfully delivering CPCS since 2019, accepting referrals from NHS 111 for face to face or remote consultation providing more convenient treatment closer to patients' homes. This is not a new service.

What the service will provide

The agreement is for the pharmacy to provide self-care advice and support. This will include information to all people referred by the GP practice to the pharmacy under CPCS with a specified low acuity condition. The end points of the consultation may include:

* Advice given only
* Advice and the sale of an OTC medicine
* Advice and support to access an appointment with their GP
* Advice and signpost on to another service.

All GP practices are encouraged to use this service to ensure patients are able to access the right care, in the right place, with the right person, at the right time. The service aims to reduce the pressure on general practices and A&E departments whilst also offering increased convenience and choice for patients. Our [myth-busting](https://www.valeofyorkccg.nhs.uk/seecmsfile/?id=5377&inline=1) resource aims to address some of the common myths surrounding the GP referral pathway to CPCS. This will help to improve understanding of this service including the benefits to patients and general practices.

We would recommend all reception team members watch this [30-minute free reception team training video on GP CPCS](https://www.workcast.com/register?cpak=1067528372077994) provided by Virtual Outcomes. The objectives include:

* To understand the background to GP CPCS and the difference it can make
* To understand how the service works
* Following the patient journey through the service
* Understanding the words and phrases that could be used when talking to patients with minor illness who should be referred to the community pharmacist.

There is also a really useful [suggested script for reception teams/care navigators](https://www.wypartnership.co.uk/application/files/9116/1641/0447/Example_reception_team_script.pdf) to use on initial phone calls with patients.

EMIS Practices

Patient Access is an integrated EMISWeb tool that allows joined up referrals to a community pharmacist. This [video](https://www.youtube.com/watch?v=pyQUfUR2lz0) provides a really useful walk-through guide and there is also a pdf ['how to'](https://www.wypartnership.co.uk/application/files/6416/1848/5585/Patient_Access_Connect_Guide.pdf) guide available.

SystmOne Practices

PharmRefer is a stand-alone system that can be used by appropriate members of the GP practice team to refer patients securely to their chosen community pharmacy for follow up care. This [video](https://media.pharmoutcomes.org/video.php?name=PharmRefer-2021_Update) provides a really useful walk-through guide and there is also a pdf ['how to'](https://www.wypartnership.co.uk/application/files/9416/1848/5565/PharmRefer_-_Surgery_guide.pdf) guide available.

We recommend that only these referral models are used in the respective systems to refer under CPCS, otherwise the process could be much more cumbersome. Further resources are available on the [NHS North Yorkshire CCG website](https://northyorkshireccg.nhs.uk/clinical-portal/medicines-and-prescribing/) under the Community Pharmacist Consultation Service: resources for practice section.

If you would like to discuss this in more detail or require support please contact the Medicines Management Team on nyccg.rxline@nhs.net.

Yours sincerely

Dr Tim Rider

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