Locum checklist for GPCPCS

It is vital that the new GP Community Pharmacist Consultation Service (GPCPCS) 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, including Declarations of Competence (DoCs) or PGDs.

**Accessing GPCPCS**

GPCPCS referrals are an additional component to the existing NHS111 CPCS referral service. The GPCPCS service is where the local GP practice may refer a patient to you – this referral will come via NHS Mail and be on one of two templates depending on the locally agreed pathway. Both 111 CPCS & GP CPCS are recorded (ideally during the consultation) on PharmOutcomes to ensure all data is captured. **Consultations must occur in the consultation room.**

|  |  |
| --- | --- |
|  |  |
| The SOP for CPCS can be found: | *The SOP is stored where?* |
| Who can access PharmOutcomes? | *Names of people with access to PharmOutcomes* |
| Who has a smart card and can provide access SCR records if I can’t? | *Names of team members with smart cards* |
| NHS mail is checked for referrals at least three time a day and by who? | *How often do you expect the team to check for referrals (this should be at the start and end of the day as a minimum)? Who in the pharmacy is responsible for checking this?* |
| Where are contact details to refer patients on to other providers? | All local healthcare providers and their non-public contact details can be found through Service Finder.<https://finder.directoryofservices.nhs.uk/#/login>Username:Password: |

After receiving the referral it is **your responsibility** to contact the patient to agree a time for the consultation. This ensures they are not kept waiting and helps you manage your workload. When managing requests through GPCPCS for minor illnesses, you should deal with the patient using your professional knowledge and skills, examining and taking a history as needed. Look for red flags and use Clinical Knowledge Summaries to support any decisions. Provide advice, sell a product or triage and refer as appropriate following consultation (in the consultation room). 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. For all consultations an important element of the service is to provide self-care advice for the presenting condition and the purpose of this is to re-educate patients to approach the right healthcare professional in the first place.

Every consultation will result in one of four outcomes:

**Advice only, OTC sale and advice, re-escalation back to practice, onward referral to urgent care**

**Hints and Tips**

It is important to explain to the patient how long they should expect their symptoms to last – this avoids them approaching the practice again after a couple of days when the symptoms are expected to potentially last for up to 7 days.

Always use the safety net statement of ‘if your symptoms do not improve after (specified time) then either come back and see me or speak to your GP.

If you need to re-escalate back to the practice, do so by using either their direct dial number or via their nominated email address (check with pharmacy team) Don’t send the patient back to the practice without making a prior appointment for them in advance. This is to avoid the potential for misinterpretation when you suggest they need an appointment within 7 days and this is translated to same day urgent appointment!

If patients refuse to pay for OTC products don’t send them back for a prescription. Just update the consultation notes to reflect the refusal to buy the product offered. Explain to the patient that OTC items are no longer being supplied on prescription as per Devon CCG protocol.

Within Devon there are a number of other services that might be appropriate during this service. For example, when assessing the patient, the situation may require supply of a POM through a minor ailments service. Details of the services available locally are on the LPCs website: <https://devonlpc.org/locally-commissioned-services/>