

Pharmacy First Frequently asked questions

My pharmacy is already signed up with PharmOutcomes for CPCS; what do I need to do to sign up for Pharmacy First?

If your pharmacy already uses PharmOutcomes as your chosen IT partner for CPCS, you have signed up via PharmOutcomes Direct, and you have registered at MYS to deliver Pharmacy First, you do not need to do anything to sign up to use PharmOutcomes for Pharmacy First. The team at PharmOutcomes will automatically configure your pharmacy to access the new Pharmacy First templates from the 31st of January 2024. On this date CPCS will be switched off and Pharmacy First will be activated for your site. See the service user guides in our resource centre that can be accessed from the [PharmOutcomes Homepage](#).

Will I need to re-sign the amended End User Licence Agreement (EULA) to use PharmOutcomes to record my Pharmacy First Interventions?

If your pharmacy is already using PharmOutcomes to record CPCS service provision and you are already signed up at [PharmOutcomes Direct](#) you will not be asked to re-sign the amended EULA. There is no need to reconfirm the EULA because the service will be provided in accordance with the existing terms, just under the new naming convention i.e. the service name changes from CPCS to Pharmacy First.

My Pharmacy is registered to provide the CPCS but we currently do not use PharmOutcomes to record the service; how do I do to sign up to use PharmOutcomes for my Pharmacy First service now?

Pharmacies can sign up to use PharmOutcomes now at [PharmOutcomes Direct](#). You will be asked to accept the current EULA at the point you sign up and we will accredit your site to use the CPCS templates. Your site will be automatically migrated onto the new Pharmacy First service on 31st January 2024. You will not be asked to re-sign the amended EULA, that will replace the current version, when Pharmacy First service goes live on the 31st January 2024.

My Pharmacy does not currently offer the CPCS but we have now signed up at MYS to deliver the Pharmacy First service. Can I sign up to use PharmOutcomes now as my preferred system supplier for Pharmacy First?

You can sign up to use PharmOutcomes to manage your Pharmacy First Service now at [PharmOutcomes Direct](#). You will need to accept the current EULA on login and your registration will be sent by our team to the Directory of Services (DOS). They will hold this information in a pending state meaning your preference will be set to PharmOutcomes for Pharmacy First when this goes live. The service templates will appear in your "Services" page on the 31st January 2024.

I am trying to register at PharmOutcomes Direct, but my login is not recognised, what am I doing wrong?

It may be that using the wrong login credentials. [PharmOutcomes Direct](#) does not recognise a PharmOutcomes service provider user login (this will be the login you use to access PharmOutcomes to record any services). To register your pharmacy to use PharmOutcomes for provider pays services at PharmOutcomes Direct you must login using **your pharmacy head office login**. This can be linked to your basic user account once set up. If you don't have a pharmacy head office login, please contact the help desk team who will set one up for you.

What will happen to the CPCS referrals that my pharmacy receives on the 30th January that I have not yet completed?

We are currently working with NHS England and the NHS Business Services Authority to agree a best approach to manage the service transition from CPCS to Pharmacy First. This includes the management of claim information for CPCS as this moves across to become Pharmacy First on the 31st January. We will post a service announcement on the system to keep pharmacy teams updated and informed.

What changes are being made to the service templates on PharmOutcomes to support pharmacies with the delivery of the Pharmacy First service?

The PharmOutcomes solution to support pharmacy teams deliver the new Pharmacy First Service has now been approved by NHS England. For more information about our service solution, please refer to the user guides that can be found in our “Resource Centre.” Click [here](#) for more information. The video guide covers how referrals are received, how interventions for the common conditions should be managed and how pharmacy teams approach the management of patients that self-present at the pharmacy.

Are EMIS supporting GP Practices with solutions to refer patients to community pharmacies for Pharmacy First as they have done with CPCS.

Yes, our “Local Services” and “PharmRefer” solutions will remain available to GP practice teams to support both the identification of patients suitable for referral to community pharmacies, and to securely transmit the referral information in the new NHS BaRS (Booking and Referral Standard) format. The changes being made to introduce this new message format will mean that referring centres using our solutions will, eventually, be able to send referrals to any BaRS compliant system in use at community pharmacies. The EMIS team will ensure our user base is updated and informed as and when these changes take place.

I am a GP practice using Local Services to refer to CPCS. What changes are being made to the “Local Services” and “PharmRefer” solutions to enable referrals to community pharmacies for Pharmacy First?

EMIS will introduce its “Pharmacy First” referral solution as part of the “Local Services” and “PharmRefer” service offerings on the 31st January 2024. This will replace the existing “NHS Community Pharmacist Minor Illness Referral” that is currently in use.

I am a GP Practice using Local Services to send referrals to community pharmacies. Will I be able to refer patients to the pharmacy suffering with one of the 7 common conditions using Local Services.

The triage tool that forms part of both EMIS referral solutions is being updated to support the identification of patients suitable for onward referral to pharmacy that present with symptoms of any of the new seven common conditions. This update has required extensive re-authoring of the triage tool that is a registered medical device. This work is nearly complete, and it is anticipated EMIS will have a revised version of the triage tool available to deploy before the end of February 2024.

At the point the “Pharmacy First” service goes live, the triage tool will remain in its current form enabling practice teams to continue to identify suitable patients for onward referral suffering with a minor illness. At this stage clinicians who want to send a referral to participating pharmacies for any of the new seven common conditions can do so by using the direct “Create Referral” option and providing more information in the clinical notes field about the condition.

How will outcome information be passed back to the GP Practice when information is saved in PharmOutcomes for Pharmacy First.

GP Connect send structured information will go live shortly after “Pharmacy First” is launched. This feature is being deployed in line with the timeline set by the NHS England assurance process. At the point the service goes live, post event messages informing the GP of the Pharmacy First consultation outcome will be sent to the patients GP via email in the same way as GP CPCS minor illness messages are currently sent. It is anticipated that from early February this will change to adopt the new “GP Connect send structured information” functionality that will see structured outcome information sent directly from PharmOutcomes when the consultation record is saved. This will be passed directly into GP Clinical system. GP practices should contact their system supplier for more information on how their system will manage this in bound message.