

Locum checklist for CPCS

It is vital that the new Community Pharmacist Consultation Service (CPCS) is provided throughout the pharmacies opening hours. This document provides a guide for locum pharmacists unfamiliar with this pharmacy's ways of working. Keep this sheet with any other local service documentation.

Accessing CPCS

As with local services, all CPCS referrals are received through PharmOutcomes. They are recorded on PharmOutcomes to ensure all data is captured. **Consultations must occur in the consultation room.**

The SOP for the Consultation Service can be found:	
The people who can access PharmOutcomes are:	
People with a smart card who can access SCR are: <i>(only if locum pharmacist can't access)</i>	
PharmOutcomes/ NHSmail is check every _____ hours by the following people:	
Private prescription book for emergency supply entries is kept where:	
Contact details for onward referral	<p>All local healthcare providers and their non-public contact details can be found through Service Finder. https://finder.directoryofservices.nhs.uk/#/login Username: Password:</p>

When managing requests through CPCS for minor illnesses, you should deal with the patient exactly as you would if they were a 'walk-in' patient. Provide advice, sell a product or assess and refer onwards as appropriate following consultation (in the consultation room).

DO NOT tell the patient to re-contact NHS111. 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. If you need to make onward referral to, for example, out of hours GP please use the contact details on the PharmOutcomes referral and inform the patient that they will be contacted shortly by the onward service provider. Ensure patients go away satisfied.