



Daily Update

Monday 25th January 2021

This daily update contains important information for community pharmacy teams about the ongoing response to the COVID-19 pandemic.

In today's update: Pharmacy Advice Audit 2021 – Please undertake this week

The participation period for PSNC's 2021 Pharmacy Advice Audit takes place this week, and we would be hugely grateful to anyone who does take part.

Community pharmacy teams are encouraged to take part in an audit to capture information about the reasons why people choose to visit community pharmacies. PSNC is increasingly concerned about the pressures that pharmacy teams are under during the COVID-19 pandemic and also about reports that general practice teams are referring patients to pharmacies for consultations informally, rather than via the agreed Community Pharmacist Consultation Service (CPCS) route.

This audit will provide a critical temperature check – the data will allow PSNC to quantify how many unfunded GP referrals are taking place, and it will tell us more about impact that COVID-19 is having on pharmacy teams and on the advice that patients are seeking from you. This will provide crucial evidence for our ongoing funding discussions with HM Government and the NHS.

Pharmacies are requested to carry out the audit on **just a single day in the week commencing 25th January** and, once completed, pharmacy teams are asked to submit their data to PSNC via PharmOutcomes.

The PSNC audit has been road-tested by ten pharmacies to make it as simple as possible to carry out. We hope to receive data from as many pharmacy teams as possible to build a strong evidence base.

How to take part

To successfully complete the audit, pharmacy teams will need to:

1. Record patient/customer interactions where advice was given by either a non-pharmacist team member and/or a pharmacist.
2. Carry this out for at least one day, recording all consultations. (To be a valid audit, each pharmacy needs to achieve at least 20 consultations, therefore a small number will need to continue for a second day.)
3. Estimate the percentage of consultations that were recorded during that time period (this is to recognise that some consultations may be missed).
4. Rate your confidence in the advice given to help identify areas for improvement to reflect on post-audit.

5. Enter the data on PharmOutcomes. (If a contractor has not used PharmOutcomes before, log in details can be obtained by sending a message to the [PharmOutcomes helpdesk](#).)

Further information and resources can be found at: psnc.org.uk/adviceaudit

Have you seen our latest FAQs?

PSNC's website has a large number of answers to queries posed by pharmacy contractors, their teams and LPCs; these are updated on a regular basis. Recent additions on the **2021 Pharmacy Advice Audit** include:

Q. The patient identifies that they have been formally referred by their GP for a consultation with the pharmacist. Do I record this?

No. This is part of the NHS CPCS service and as such, is not part of the audit. The same is true for NHS111 formal referrals.

Q. If a patient presents asking for a product to help with a headache, do I record the consultation?

Yes. This consultation will have allowed the pharmacy team to diagnose the patient and provide the right support, guidance, referral and product as required for the condition.

Q. I have carried out the audit for one day but have only captured 15 consultations. What do I do?

You need to continue the audit on the following day to achieve at least 20 consultations. You then need to estimate the percentage of consultations you recorded.

Further guidance can be found in [PSNC Briefing 001/21: PSNC Pharmacy Advice Audit 2021 – Team Briefing Sheet](#).

Keep up-to-date on COVID-19 with our hub page: psnc.org.uk/coronavirus

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