



## GP Community Pharmacist Consultation Service

### What is GP CPCS?

- GP CPCS offers a service for patients with minor ailments. This is an extension to the Advanced CPCS Service which has been operating since October 2019, providing CPCS referrals via NHS111. It provides a consultation with a community pharmacist, at a pharmacy of the patient's choice, in a timely manner. A video summary of the service is available here: <https://view.vzaar.com/22504178/player>
- The patient contacts the GP Practice in the normal manner, requesting an appointment. If they have a minor ailment the staff can refer to GP CPCS (practice staff are trained and follow an agreed checklist for ailments and exclusions)
- With the patient's consent, they are referred to a local pharmacy of their choice that is signed up to the service. An electronic referral is sent securely to the pharmacy
- The pharmacist and patient will make contact (this differs by area). If the patient needs to be seen they will be invited into the pharmacy for a face-to-face consultation, in a private consultation room
- The pharmacist will check for 'red flags', give advice, patient education/self-care advice and may advise on the purchase of a product
- The consultation is documented, and a report can be automatically sent back to the practice to be added to the patient's record
- If the patient needs to be referred back for a GP appointment, the pharmacist will contact the practice. They will advise the practice of the patient's need i.e. urgent/non urgent appointment. Alternatively, a patient may be escalated to a higher acuity care location.

### Benefits of GP CPCS

- The service allows GP Practices to refer patients with minor ailments to local pharmacists, who have the necessary skills and competencies to deal with these patients. This saves much needed appointments for more complex issues
- Patients are supported by a professional and educated in the treatment of minor ailments without the need for seeing a GP
- Patients can access appointments in a timely manner when a GP appointment may not be available
- Pharmacist contact with the patient is recorded and sent to the practice for the patient's record, this ensures that clinical information is documented when informal visits to a pharmacy are not
- There is evidence that advice provided by community pharmacists regarding minor ailments is as effective as a GP consultation

More information is available from your LPC