

STANDARD OPERATING PROCEDURE DOCUMENT (SOP)

Title	Community Pharmacy Consultation Service CPCS (replacing NUMSAS Service)	Doc. No.	OP0262
Scope	Operational Directorate		
Purpose	The Community Pharmacy Consultation Service (CPCS) is a service, which replaced the NUMSAS service, allows community pharmacies to supply a repeat medicine and treat minor illness following a referral from NHS111		
PROCEDURE		RESPONSIBILITY	
	<p>The Community Pharmacy Consultation Service (CPCS) is a service, which replaced the NUMSAS service</p> <p>It allows community pharmacies to supply a repeat medicine and treat minor illness following a referral from NHS 111.</p> <p>If it is not possible for a community pharmacy to make an emergency supply or treat minor medical conditions due to prohibitions within the legislation or other patient factors, in order to ensure the patient is able to speak to another appropriate healthcare professional, the pharmacist will either:</p> <p>A. refer the patient to their own general practice</p> <p>or</p> <p>B. contact the local GP OOHs provider via the ‘Health Care Professional’ line to discuss a solution, and if necessary arrange for the patient to be contacted by an appropriate clinician. Pharmacists should not refer a patient back to NHS 111</p> <p>This service is ‘live’ for Liverpool, St Helens, Knowsley and Halton patients.</p>		
1.	<p>The following script will be used by PC24 for all calls answered via the HCPL:</p> <p>“Good morning / afternoon / evening, Primary Care 24, you are through to a referral coordinator, can I please take the telephone number you are calling from? Can you please confirm which service you are calling from?”</p> <p>It is important to confirm that the patient has been referred to the pharmacist through NHS 111.</p>	Primary Care 24 Referral Coordinator / Urgent Care Co-ordinator / Senior Care Co-ordinator / Shift Manager	

	<p>We cannot take calls for patients who have attended a pharmacy asking for repeat medication or presenting with minor illness. In this instance, the patient must contact NHS 111 for an assessment</p> <p>Please note – This does not include calls from pharmacies who have a query regarding a prescription. The query should be dealt with at the time and does not require for a new call to be put onto Adastra. If the pharmacist believes the patient needs to speak to a clinician please tell them to contact NHS 111 for an assessment.</p>	
2.	<p>Take full patient demographics from the pharmacist, as per 'Calls from Health Care Professionals' SOP OP102.</p> <p>Select 'Pharmacist' in the relationship field and enter 'CPCS' (NUMSAS) and the pharmacist's first and surname in the caller field.</p> <p>Document the repeat medication request or the minor presenting symptoms within the 'Symptoms' section of Adastra as given by the pharmacist.</p> <p>Case type should be recorded as 'Doctor DCA'.</p> <p>Priority should be set as 'Less Urgent' and the Pharmacist advised of a call-back within 60 minutes.</p>	<p>Primary Care 24 Referral Coordinator / Urgent Care Co-ordinator / Senior Care Co-ordinator / Shift Manager</p>
3.	<p>Dispatch call into the 'DCA' pool.</p> <p>The clinician will call the patient or the pharmacist to discuss the medication request or minor illness symptoms.</p> <p>If a prescription is required, this will either be faxed to the pharmacy or collected from an Urgent Care Centre by the patient.</p>	<p>Primary Care 24 Referral Coordinator / Urgent Care Co-ordinator / Senior Care Co-ordinator / Shift Manager</p>
4.	<p>Exclusion Criteria (Pharmacist)</p> <p>Children under 2 will not be assessed using this service. The pharmacist will assess and refer to the appropriate service.</p> <p>Inclusion Criteria (Pharmacist)</p> <p>Acne spots and pimples, allergic reaction, cold, flu, constipation, cough, diarrhoea, earache, eye (red or irritable) eye (sticky or watery), headache, hearing</p>	<p>Community Pharmacy</p>

	problems or blocked ear, lower back pain, nasal congestion, skin rash, sleep difficulties, sore throat, tiredness, vomiting	
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Title		Community Pharmacy Consultation Service CPCS (replacing NUMSAS Service)		Doc. No.	OP0262
Version			v1.0		
Supersedes			Replaces OP231		
Approving Managers/Committee			IUC SDU		
Date Ratified			31/10/2019		
Department of Originator			IUC		
Responsible Executive Director			Deputy Director of Operations		
Responsible Manager/Support			Head of Service		
Date Issued			30.10.2019		
Next Review Date			01.02.2020		
Target Audience			IUC SDU		
Version	Date	Control Reason		Accountable Person for this Version	
V1.0	30/10/2019	SOP implemented following implementation of the CPCS servie		Head of Urgent Care	
Reference documents		Electronic Locations		Locations for Hard Copies	
		Primary Care 24 Intranet / Corporate Policies/ Current SOPS/		Standard Operating Procedures File in the Call Centre.	
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