

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 the pharmacy's ways of working. Keep this sheet with any other local service documentation, including Declarations of Competence (DoCs) or PGDs.

Accessing CPCS

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

The SOP for CPCS can be found:	<i>The SOP is stored where?</i>
Who can access PharmOutcomes?	<i>Names of people with access to PharmOutcomes</i>
Who has a smart card and can provide access SCR records if I can't?	<i>Names of team members with smart cards</i>
PharmOutcomes/NHSmail is checked for referrals every _____ and by who?	<i>How often do you expect the team to check for referrals (this should be at the start and end of the day as a minimum)? Who in the pharmacy is responsible for checking this?</i>
Where is the POM register (to record emergency supplies)?	<i>Medication supplies must follow normal emergency supply rules including record keeping. Where are these recorded?</i>
Where are contact details to refer patients on to other providers?	All local healthcare providers and their non-public contact details can be found through Service Finder. https://finder.directoryofservices.nhs.uk/#/login Username: Password:

When managing requests through CPCS for minor illnesses, you should deal with the patient using your professional knowledge and skills, examining and taking a history as needed. Look for red flags and use Clinical Knowledge Summaries to support any decisions. Provide advice, sell a product or triage and refer as appropriate following consultation (in the consultation room). DO NOT refer the patient back to 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. Please remember the NHS 111 team are referring patients to you as non-clinicians and without sight of the patient to triage, direct and help them appropriately. Ensure patients go away satisfied with the outcome or referral. Finally, don't forget to complete the PharmOutcomes referral to record your actions.