



UTC to CPCS – launch event for pharmacy teams

Fiona Lowe

9th February

fionalowe@nhs.net



Agenda

Introductions

Background to the service

Emergency Department service update

Receiving the Referral

PharmOutcomes

Feedback Loops

Pharmacy Readiness

Q & A

The new way to be seen, efficiently and safely

The Pharmacist will see you now

When you attend our Emergency Department, you will be seen by a specialist Nurse to ensure we are meeting your needs at the right time and in the right way.

As part of this, you may be given the option to be referred to a local pharmacy to receive support and care. This means less waiting and more time to do the things you love.

Pharmacists, who will have your details and will be expecting you, are highly trained to provide expert guidance on a wide variety of health conditions and recommend the best possible treatment.

Our members of staff have been trained to ask certain questions in order to ensure that you receive:

- the most appropriate care
- from the most appropriate person
- at the most appropriate time.

If you are referred to a pharmacist, all conversations and your clinical assessment will be in the privacy of a consultation room.



Help us to help you

Introductions

Jackie Buxton – NHSEI Pharmacy Integration Lead
(Midlands)

Satyan Kotecha – LPN Chair Midlands

Fiona Lowe – LPC Chief Officer

Carl Rose - ED CPCS Project Group

Amy Brittain – Streaming Nurse Lead

Community Pharmacy Teams

NHS Community Pharmacist Consultation Service (CPCS)

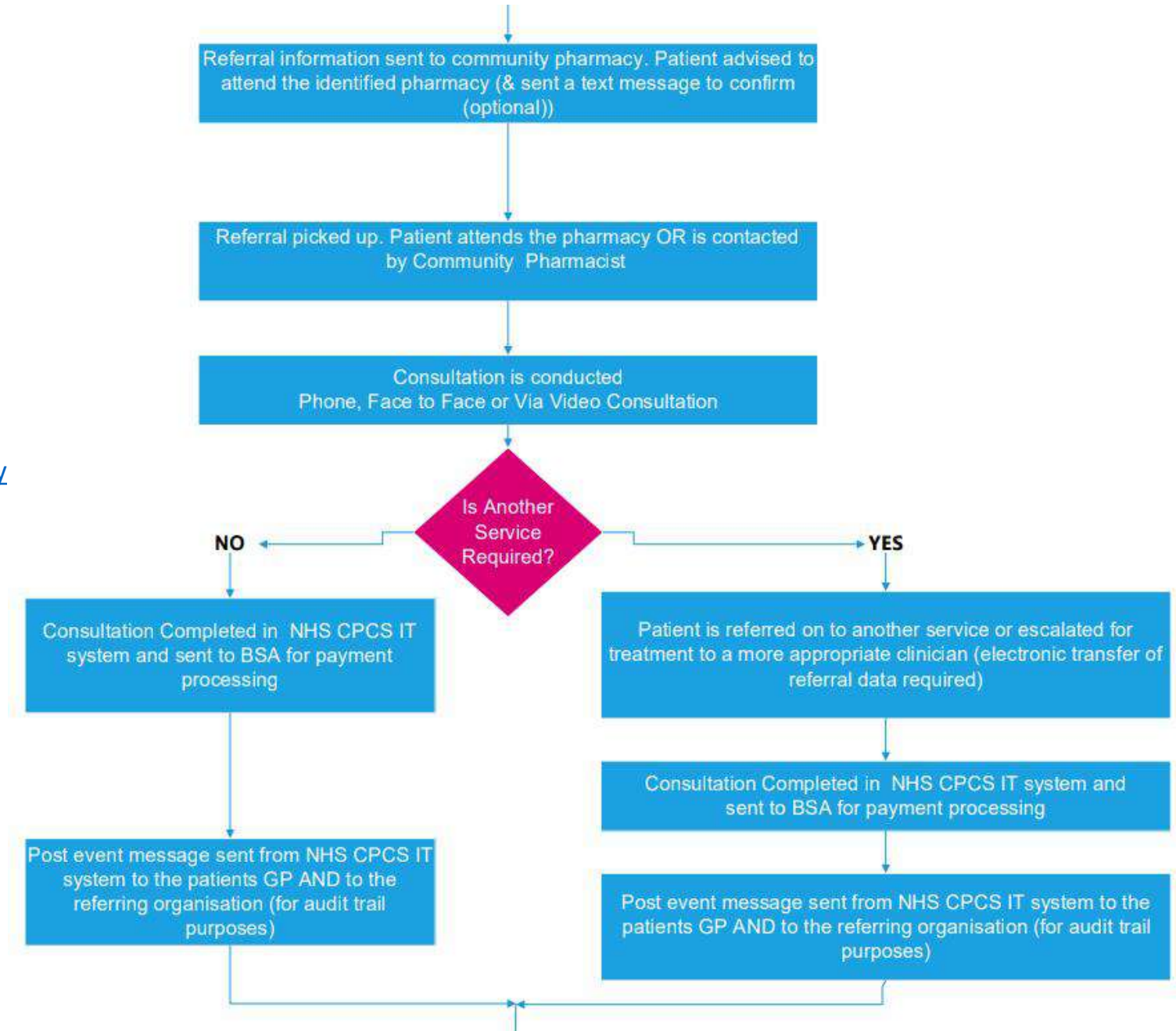
- NHS 111 CPCS was commissioned as an Advanced Service in November 2019. It was preceded by NUMSAS and DMIRS pilots
- Each week over 11,000 patients calling NHS 111 because they have run out of their regular medication or because they have a minor illness are referred to a local community pharmacist for a consultation
- This frees up significant capacity and appointments in the system
- GP referral to CPCS was added to the commissioned service from November 2020 for the minor illness pathway. The roll out and implementation continues. Over 70,000 consultations have been completed so far.
- Patients also present at Emergency Departments (ED) and Urgent Treatment Centres (UTCs) with minor illnesses or because they have run out of their regular medication. We want to pilot referring these patients from Urgent and Emergency Care settings to CPCS to help with capacity.

Aims of the pilot

- To test referral routes into the NHS CPCS from UECs and understand the impact of referrals on both ED / UECs and community pharmacists (CP) to inform future roll-out plans.
- To understand the opportunity and the potential volumes within this cohort with low acuity conditions that can be treated within a CP.
- To understand and record the clinical governance considerations for establishing a referral route for low acuity conditions from UECs (Higher acuity care) to CPs (lower acuity care).
- The findings from the pilot will be evaluated and inform future discussions with the Pharmaceutical Services Negotiating Committee (PSNC) and inform roll-out plans

Service Specification

- Specification on LPC website and NHSBSA website
- Advanced Service– same as other CPCS [CPCS – Coventry LPC](#)
- A participation fee of £665 will be paid to each participating pharmacy as contribution to the administration associated with participation in the pilot evaluation and training activities.
- Patient journey – transfer of care
- Key that patient is managed in the pharmacy following referral in vast majority of cases
- Any urgent signposting – likely to be GP rather than return to ED or UCTC
- Covers Urgent Medicines & Minor Illness
- <https://www.nhsbsa.nhs.uk/pharmacies-gp-practices-and-appliance-contractors/dispensing-contractors-information/urgent-and-emergency-care-uec-referrals-nhs-community-pharmacist-consultation-service-cpcs-pilot>





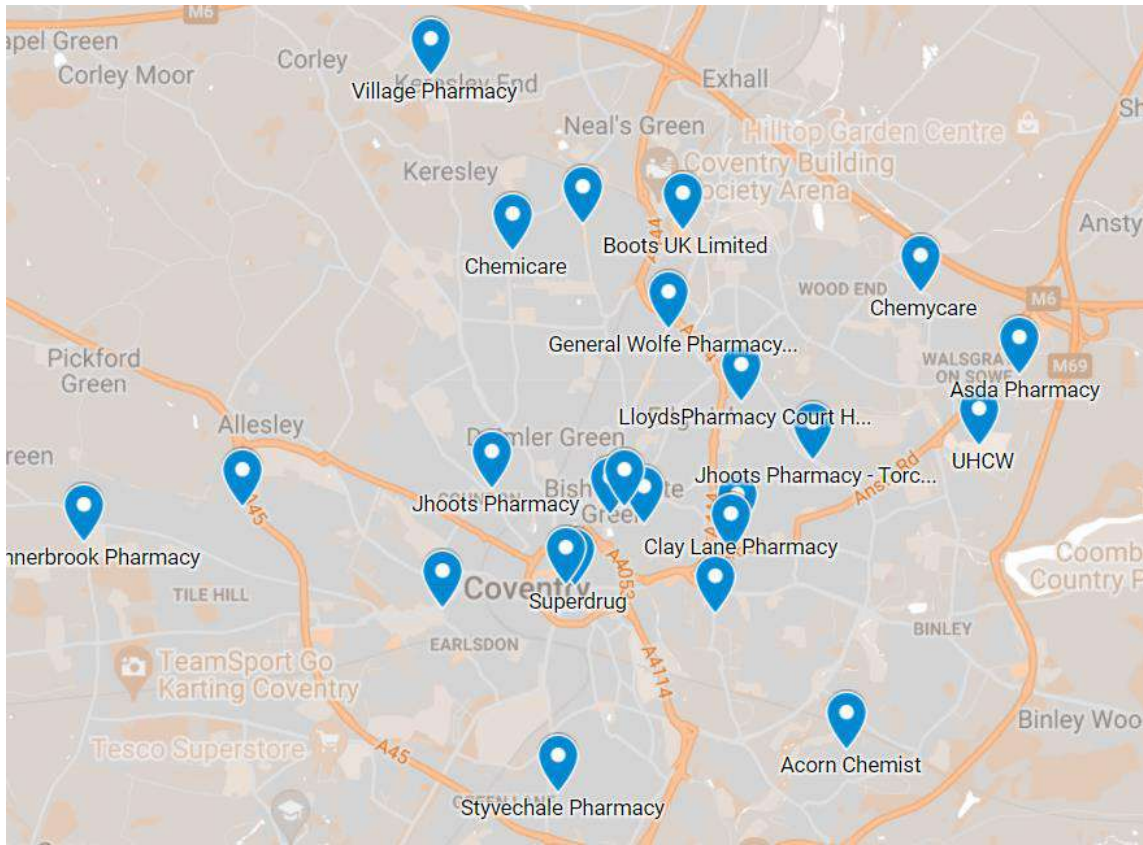
University Hospital Coventry and Warwickshire (UHCW) – story so far

Purpose-built ED at University Hospital in Coventry is a Level One Major Trauma Centre and currently sees in excess of 160,000 patients every year, so we can be very busy at peak times. Equates to average of 400-450 a day. Estimated that 2-5% could be suitable for CPCS

Period of operation to be confirmed each week as will be adjusted to meet peak requirements and accounting pharmacy opening times

UTI, EHC and Urgent Medicines also contribute to ED workload which could go to Pharmacy

Urgent Care Treatment Centres will be added later in early 2022



ED-CPCS Referral – UHCW



ED Streaming nurse

Patient attends ED through walk in entrance

Potentially suitable for CPCS

Patient refuses referral – books in reception and streaming nurse notified

Seen by streaming nurse

Discussion between streaming and CPCS nurse



ED Reception

Not suitable for CPCS

Patient refuses referral – books in reception

Suitable for CPCS also book in reception

Patient books into reception and awaits triage



CPCS Nurse

Discussion between streaming and CPCS nurse

CPCS Nurse contacts pharmacy and confirms referral, complete online referral form, saves and emails to pharmacy shared NHSmail. Patient given leaflet and instructions on attending pharmacy

Patient refuses referral – books in reception and streaming nurse notified

Agreed suitable for CPCS

Patient seen by CPCS nurse and accepts referral – Minor illness, Urgent Repeats or PGD Services

Pharmacist contacts ED for advice – via CPCS nurse – expected to be rare to need to return patient



Pharmacy

Patient attends pharmacy and pharmacist undertakes structured consultation – EHC and PGDs follow the local service specifications and recording. CPCS – mark as onward referral to NHS Service for the PGDs. **Urgent Medicines complete the manual ED / UCTC PharmOutcomes template and minor illness the ED / UCTC CPCS manual template.** Pharmacist will need to enter the agreed reference for UHCW referral.

Pharmacist manages the patient and closes the referral (90%)

Pharmacist refers patient to GP or OOH GP or other HCP appointment – contacting surgery as needed (up to 10%)

Pharmacist refers to another 'in house' NHS Service – PGD Services etc

Pharmacist contacts ED for advice – via CPCS nurse – expected to be rare to need to return patient

PharmOutcomes completed and patient referral closed

Emergency Department Process

Urgent Treatment Centre Referrals

- The Urgent Treatment Centre at the Hospital of St Cross, Rugby, delivers a service through which patients can access some of the urgent care services they may need. This service is available 24 hours a day, seven days a week.
- Patients over the age of five with minor injuries and illnesses can attend the Urgent Treatment Centre, where trained nursing staff will undertake an assessment and give advice and treatment. Patients are able to have X-rays and blood tests.
- Injuries illnesses treated include small wounds, vomiting and diarrhoea, animal bites/stings, sports injuries, minor burns, tetanus immunisations, suspected broken bones, skin conditions (including minor rashes) and ear and throat infections.
- Patients with complex medical conditions, trauma (severe injury), surgical conditions or those requiring advanced tests and investigations will be referred from the Urgent Treatment Centre or taken by ambulance to be cared for by specialists at University Hospital, Coventry.



Hospital of St Cross, Barby Road, Rugby, CV22 5PX.
Urgent Treatment reception: 01788 663432

Urgent Treatment Centre Process

UTC-CPCS Referral – UHCW – Treatment Centre



Patient attends UTC through walk in entrance

Seen by reception nurse

Potentially suitable for CPCS



Not suitable for CPCS

Patient books into reception and awaits triage

Patient refuses referral – books in reception

Suitable for CPCS also book in reception



Agreed suitable for CPCS

Patient accepts referral – Minor Illness, Urgent Repeats or PGD Services

Nurse completes referral, complete online referral form, saves and emails to pharmacy shared NHSmail. Patient given leaflet and instructions on attending pharmacy
(PharmRefer may be added later)

Patient refuses referral – books in reception

Pharmacist contacts UTC for advice – via phone – expected to be rare to need to return patient



Patient attends pharmacy and pharmacist undertakes structured consultation – EHC and PGDs follow the local service specifications and recording. CPCS – mark as onward referral to NHS Service for the PGDs. **Urgent Medicines complete the manual ED / UCTC PharmOutcomes template and minor illness the ED / UCTC CPCS manual template.** Pharmacist will need to enter the agreed reference for UHCW referral.

Pharmacist manages the patient and closes the referral (90%)

Pharmacist refers patient to GP or OOH GP or other HCP appointment – contacting surgery as needed (up to 10%)

Pharmacist refers to another 'in house' NHS Service – PGD Services etc

Pharmacist contacts UTC for advice - expected to be rare to need to return patient

PharmOutcomes completed and patient referral closed

Receiving the Referral

Phone call and a NHS mail initially then moving to integrated option later

NHS Emergency Department Referral into Community Pharmacist Consultation Service

This referral is sent to you from University Hospital Coventry and Warwickshire Hospital Clifford ridge Road, Coventry CV2 2DX.

Content	Description
UHCW Reference Number for PharmOutcomes (or other Provider accredited data recording system)	
UHCW ED generic email	
Referrer name, position & contact number	
Patient's full name	
Patient's DOB	
Patient's contact number (landline / mobile)	
Pharmacy referring to	
Presenting complaint (or use tick list)	
Date and time of referral	
NHS Number	
Comments (free type)	

Please tick condition:

Condition (age over 1 generally)	Tick	Condition	Tick
Urgent Repeat Medication (not drugs liable to abuse or CDs)		Hip, thigh, buttock pain / swelling	
Acne, spots and pimples		Hay fever and other allergies	
Allergic reaction (mild)		Indigestion	
Arm pain or swelling		Influenza	
Athlete's foot		Knee, lower leg pain / swelling	
Bites, stings (insect / spider)		Lower back pain	

Condition (age over 1 generally)	Tick	Condition	Tick
Blisters		Mouth ulcers	
Cold / Flu (not Covid symptoms)		Morning after pill (emergency contraception)	
Cold sore		Neck pain	
Congestion		Oral thrush	
Constipation		Pain	
Conjunctivitis		Rectal pain, swelling, itch (haemorrhoids etc)	
Cough		Shoulder pain	
Cuts/sprains		Skin rashes	
Cystitis		Infected skin – PGD Service	
Dermatitis		Sleeping difficulties	
Diarrhoea (over 2 years)		Sore throat / hoarse voice	
Dry/sore eyes		Styes	
Earache or wax		Swelling	
Eczema		Threadworm	
Eye, red irritable		Thrush	
Eye, sticky, watery		Tiredness	
Eye – children under 2 – PGD Service		Toe pain or swelling	
Fungal infection		UTI simple – women 16-64 – PGD Service	
Gastric/Bowel		Vaginal discharge, itch soreness	
Haemorrhoids/ Piles		Verrucae/ warts	
Hay fever/allergy		Vomiting/ nausea	
Hair loss		Wound problems – management of dressings	
Headache		Wrist, hand finger pain	

The patient has provided informed consent to the data being transferred to the pharmacy and to taking part in the ED to CPCS Service and the pharmacist sharing relevant information with the GP.

Yes

No

The patient has chosen the pharmacy they wish to access from the accredited providers and has been provided with a leaflet and pharmacy details

Managing the Consultation

- CPCS same process in the pharmacy
- Mechanism receive referral – NHSmail and phone call
- Patient will have been triaged
- Opportunity to provide Urgent Repeat Medicine or Minor Illness CPCS
- PGD services will be referred into as well (Extended Care and EHC)
- If patient does not arrive – pharmacy team must contact the patient – if tried several times and cannot still not managed to contact then email ED on general service email at end of day to let them know for records

The Patient / Pharmacist Consultation

The Consultation








Structured consultation
Information recorded
on PharmOutcomes





Clinical assessment
using SCR (with patient
consent) & NICE CKS

The Outcome

 <p>ESCALATION</p>	<p>Red flags &/or urgent will require escalation, usually back to GP practice or NHS111 / A&E (10% of cases in pilot)</p>		<p>Advice Only (verbal, printed, links or websites, self care, homely remedies) (40% of consultations in pilot)</p>
	<p>Advice & Referral to Extended Care Service</p>		<p>Advice & signpost to another healthcare professional</p>
			<p>Advice if symptoms get worse or no better after X days</p>

Tier 1 Service	Tier 2(a) Service	Tier 2(b) Service
Simple UTI (Females only)	Infected insect bites	Acute otitis externa
Acute bacterial conjunctivitis	Infected eczema	Acute otitis media
	Impetigo	Acute bacterial sinusitis
		Sore throat



PharmOutcomes

- EHC – will be only those commissioned by Council and through usual process.
- Extended Care PGDs complete NHSEi PharmOutcomes Template as well as the CPCS

CPCS Urgent Treatment Centre/ED

Consultations for referrals received via **nhs.net** are located on the left-hand side of the of the Services page.

Urgent supply nhs.net consultation:

PharmOutcomes® Delivering Evidence

Home Services Assessments Reports Claims Admin Help

Provide Services My Provisions Search for Identifier: []

Show all accredited services including ones that are normally hidden

Advanced NHS Service ADV

CPCS Urgent Treatment Centre/ED Minor Illness nhs.net Consultation

CPCS Urgent Treatment Centre/ED Urgent Supply nhs.net Consultation

CPCS Urgent Treatment Centre/ED Urgent Supply nhs.net More than 4 Medicines

Provision List Options

- Show patient identifiable details
- Focus Services pages for Covid-19 services
- Show recent records

Service Tools

View Batch Management Dashboard

View all provisions for: [All services] Show

Outstanding records Status explained

Received	Service (stage)	Identifiers	Status
2021-11-30	CPCS Urgent Treatment Centre/ED Minor Illness - Consultation	TP	Pending Referral Referred to you awaiting follow-up action

Minor illness nhs.net consultation:

PharmOutcomes® Delivering Evidence

Home Services Assessments Reports Claims Admin Help

Provide Services My Provisions Search for Identifier: []

Show all accredited services including ones that are normally hidden

Advanced NHS Service ADV

CPCS Urgent Treatment Centre/ED Minor Illness nhs.net Consultation

CPCS Urgent Treatment Centre/ED Urgent Supply nhs.net Consultation

CPCS Urgent Treatment Centre/ED Urgent Supply nhs.net More than 4 Medicines

Provision List Options

- Show patient identifiable details
- Focus Services pages for Covid-19 services
- Show recent records

Service Tools

View Batch Management Dashboard

View all provisions for: [All services] Show

Outstanding records Status explained

Received	Service (stage)	Identifiers	Status
2021-11-30	CPCS Urgent Treatment Centre/ED Minor Illness - Consultation	TP	Pending Referral Referred to you awaiting follow-up action

PharmOutcomes

[Pinnacle Media \(pharmoutcomes.org\)](http://pharmoutcomes.org)

When completing the consultation enter the name of the **urgent treatment centre/ED** in the field highlighted below:

PharmOutcomes® Delivering Evidence

Home Services Assessments Reports Claims Admin Help

Service Support CPCS Urgent Treatment Centre/ED Urgent Supply - nhs.net Consultation

Supply Quantities
NB: The pharmacist should apply their professional judgement in order to determine the most appropriate quantity of medicine or appliance to supply, in line with the provisions of the HMR.

Enrolment Requirements
The commissioner requires that the individual delivering this service meets certain criteria. Enter either your name or registration number in the box below and select from the list that appears.

Practitioner Name **Kevin Noble** Registration number: 2032736 [Edit Details](#)

Enrolment requirements met and service provision allowed

Support Documents
Click on the links below for information on:
CPCS Urgent Supply Guide
Service Specification
RPS Emergency Supply Guidelines
Explaining eRD to patients

ONLY onward referrals or those received via nhs.net can be recorded on this template, please select referral type below

Referral type
 Onward referral
 Urgent Treatment Centre/ED referral via nhs.net

Name of Urgent Treatment Centre/ED **South Bristol UTC**
 try to filter results by "nearest first" ... nearest to author patient postcode (if found) otherwise your provider postcode

ONLY onward referrals or those received via nhs.net can be recorded on this template, please select referral type below

Referral type
 Onward referral
 Urgent Treatment Centre/ED referral via nhs.net

Name of Urgent Treatment Centre/ED **South Bristol UTC**
-- Matches nearest to: PO30 1BH (from your organisation)
South Bristol UTC, S BRISTOL COMM HOSPITAL HENGROVE PROMENADE BRISTOL BS14 0DE (G6830647_UTC)

PharmOutcomes®

Minor illness referrals received via PharmRefer will appear in the **outstanding records** section as highlighted below:

PharmOutcomes® Delivering Evidence

Home Services Assessments Reports Claims Admin Help

Provide Services My Provisions Search for identifier:

Show all accredited services including ones that are normally hidden

Advanced NHS Service **ADV**

CPCS Urgent Treatment Centre/ED Minor Illness nhs.net Consultation

CPCS Urgent Treatment Centre/ED Urgent Supply nhs.net Consultation

CPCS Urgent Treatment Centre/ED Urgent Supply nhs.net More than 4 Medicines

Provision List Options
 Show patient identifiable details
 Focus Services pages for Covid-19 services
 Show recent records

Service Tools
View Batch Management Dashboard

View all provisions for: **[All services]** [Show](#)

Outstanding records [Status explained](#)

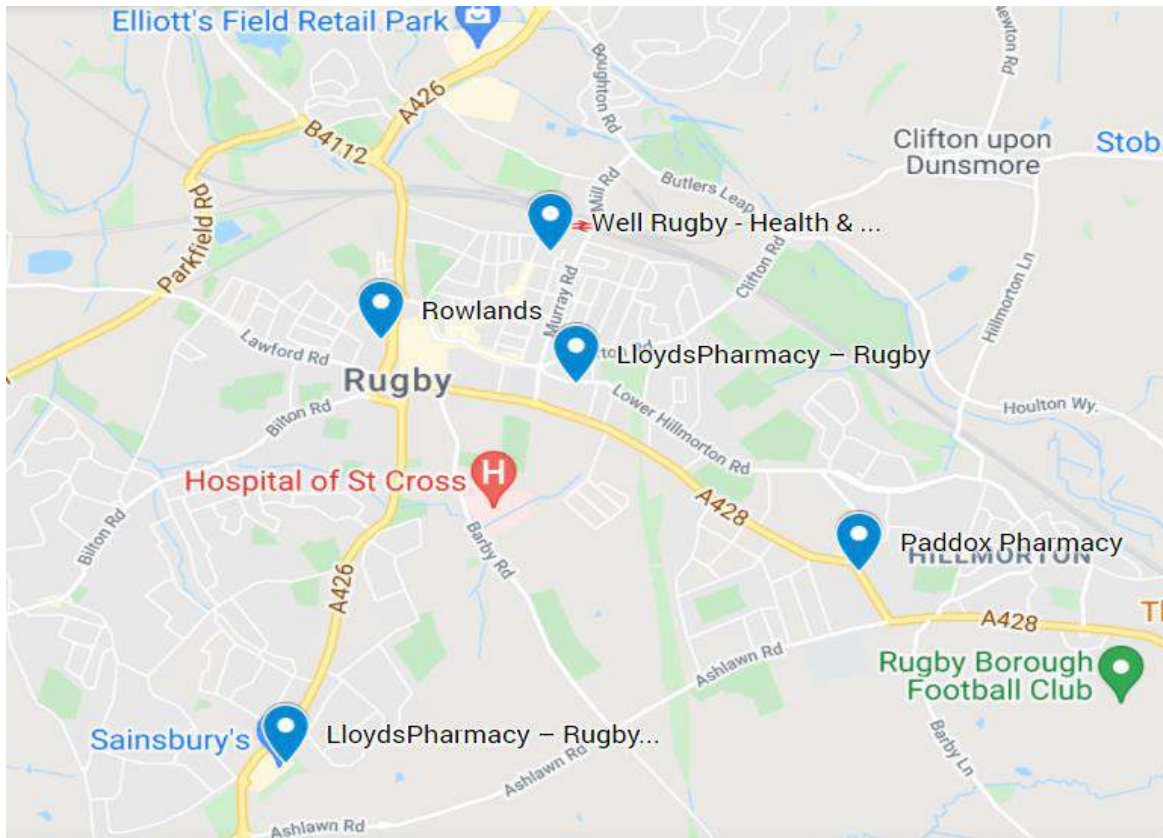
Received	Service (stage)	Identifiers	Status
2021-11-30	CPCS Urgent Treatment Centre/ED Minor Illness - Consultation	TP	Pending Referral Referred to you awaiting follow-up action

Feedback Loops

- Remember they will all have been triaged by a nurse first
- Usual CPCS processes
 - Urgent repeats
 - Minor Illness
- Pharmacist accountable for resolving, completing PhO and ensuring patient understands outcome, expected that 90%+ Pharmacist manage 'in house'
- GP – same day or non urgent appointment
- GP OOH – if after normal hours
- Other HCP – signposting / dentist / optometrist etc
- Other NHS Service – the PGD Services for example
- ED / UCTC – discussion with nurse in ED or UTC

Participating Pharmacies

- [UCTC Pharmacies Rugby – Google My Maps](#)



Pharmacy name	Address
Lloyds Pharmacy – Rugby In Sainsburys	385 Dunchurch Road Rugby CV22 6HU
Lloyds Pharmacy – Rugby	The Surgery Lower Hillmorton Road Rugby CV21 3AQ
Paddock Pharmacy	316, Hillmorton Road, Rugby. CV22 5BP
Well Rugby - Health & Wellbeing Centre	Rugby Health & Wellbeing Centre Drovers Close Rugby CV21 3HX
Rowlands	9 Bennfield Road, Rugby, CV21 2AS

Pharmacy Readiness

REQUIRED

- Stable team willing and able to undertake the service all hours open (including locums)
- Team trained
- NHS Mail & PharmOutcomes – regularly accessed all day everyday open
- Access to PharmOutcomes & SCR – all day everyday open
- Completed or signed up to complete RPS – RCGP CPCS training
- Consultation room with IT
- Refresh CPPE Sepsis training
- Take part in the evaluation
- Be signed up to provide CPCS with NHSBSA

DESIRABLE

- Provide NHS EHC Service
- Provide UTI Tier 1 extended care service
- Provide Bacterial Eye Tier 1 extended care service

Resources Pack

fionalowe@nhs.net

[Services – Coventry LPC](#)

- Specification and link to NHS Futures area <https://future.nhs.uk/PharmacyIntegration>
- List of pharmacies
- Contact details for ED nurse for advice
- Contact details for the UCTC
- GP OOH (**Coventry & Warks OOH HP Line: 0330 123 0942**)
- UTC Process (for information only)
- ED Poster (for information only)
- Minor Illness List (standard CPCS list)
- Referral Form (UTC will send electronically) – or will move to Pharmrefer
- Patient Leaflet (UTC will give to patient)
- Links Selfcare materials [Homepage - Self Care Forum](#)
- [When should I worry-Booklet England-with 111 service 2016.pdf](#)
- WhatsApp Group set up if required – useful to keep in touch
- [Pinnacle Media \(pharmoutcomes.org\)](http://Pinnacle Media (pharmoutcomes.org)) --- PharmRefer Video

Any Questions?

Feedback and next steps



Are you ready for GP CPCS referrals?

Gain knowledge and confidence for GP CPCS including history taking and identifying red flags.

You'll get instant feedback from GPs and advanced clinical practitioners, so you're ready to demonstrate the full range of your skills and the importance of pharmacy.

Sessions are free for all pharmacists!

What can you expect from the NHS CPCS workshop?

- Run by a friendly, experienced team including a GP, nurse and pharmacist
- Small learning groups where you can safely share your questions and knowledge
- Interactive and engaging sessions working through real life case studies
- Tools and techniques to run a successful consultation
- Tips on how to gather all details to make informed decisions and help your patients
- Red flags and how to spot them
- And much more!

To find out more and book your free place go to:

www.rpharms.com/events/cpcs-events



Are you ready for GP CPCS referrals?

Build your confidence in:

- Performing clinical examinations
- Identifying red flags in consultations
- Supporting clinical reasoning with evidence-based practice
- Involving patients during decision-making
- Concluding consultations with safety netting, signposting and referrals
- Promoting self-care and prevention measures
- Completing accurate clinical records to support data sharing
- And more!



To find out more and book your free place go to:

www.rpharms.com/events/cpcs-events