

ED to CPCS – launch event for pharmacy teams

Fiona Lowe

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Agenda

Introductions

Background to
the service

Emergency
Department
process

Receiving the
Referral

PharmOutcomes

Feedback Loops

Pharmacy
Readiness

Q & A



Introductions

- Jackie Buxton – NHSEI Pharmacy Integration Lead (Midlands)
- Satyan Kotecha – LPN Chair Midlands
- Fiona Lowe – LPC Chief Officer
- Carl Rose - ED CPCS Project Group
- Marie Fogarty – Group Director of Nursing and Allied Health Professions – Urgent Care
- Edward Hartley – Clinical Lead & Consultant ED and Urgent Care
- Rob Proctor – NHSEI National Lead for ED CPCS
- Community Pharmacy Teams
- PMO – Leanda, Talha, Nick

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 EDs 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



University Hospital Coventry and Warwickshire (UHCW)

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

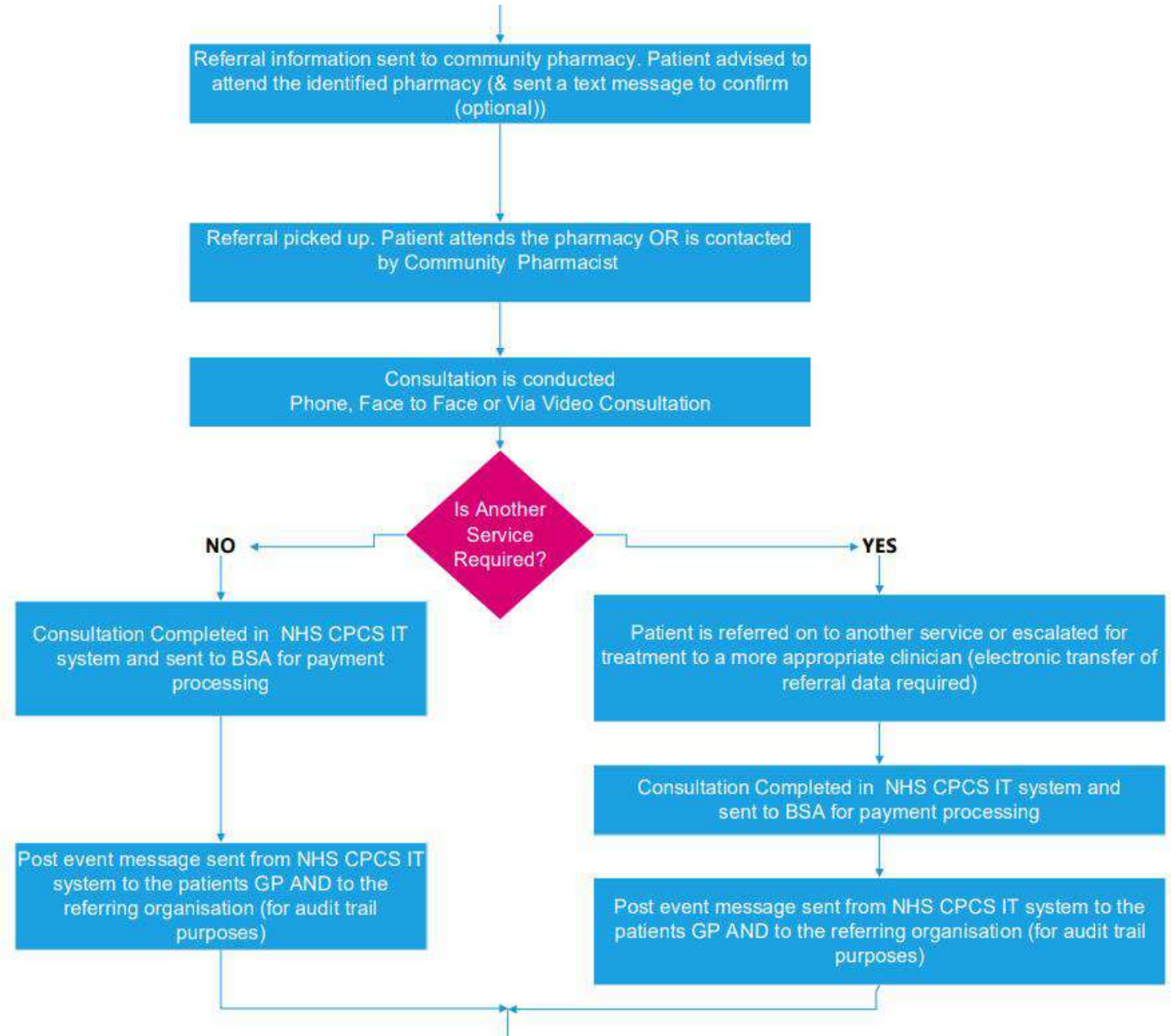
Period of operation to be confirmed each week as will be adjusted to meet peak requirements and accounting pharmacy opening times

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

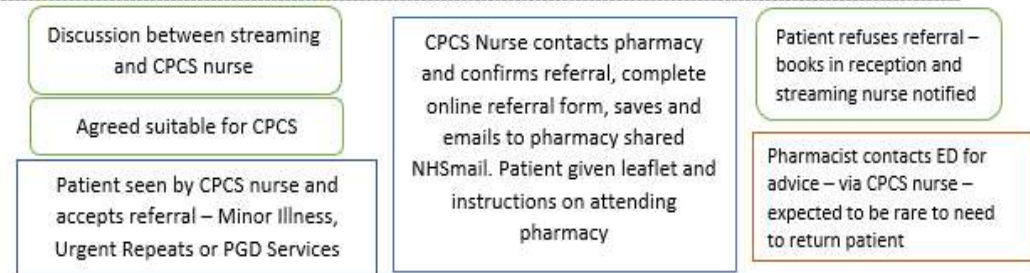
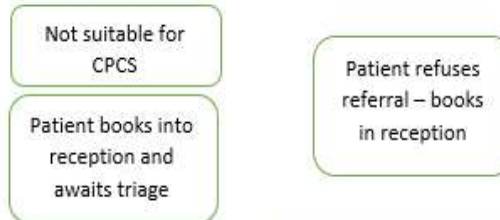
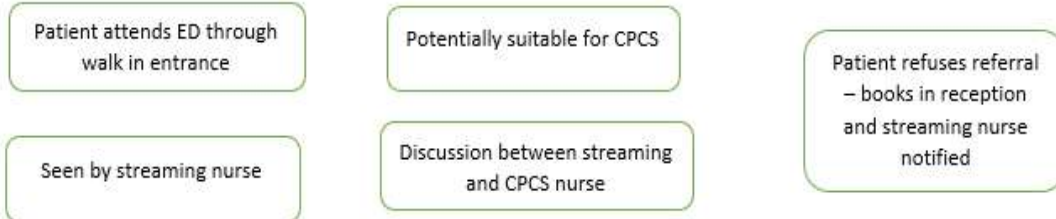
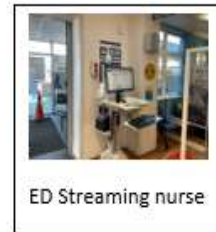
Service Specification

- Specification being finalised
- 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 triaged in ED – band 6 nurse will be liaison point and referrer
- 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>

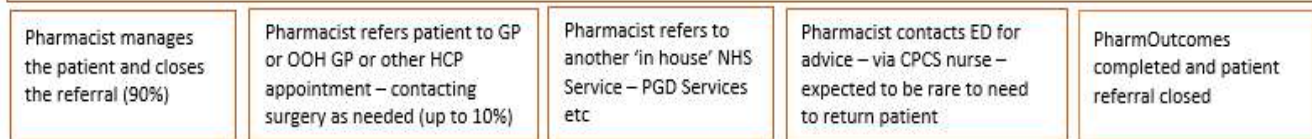


Emergency Department Process

ED-CPCS Referral – UHCW



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.



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>Community Pharmacy Extended Care Service (Tier1) <small>(Midlands Region)</small></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

The screenshot shows the PharmOutcomes web application. At the top, there are navigation tabs for 'Home Page - Phar...', 'Home Page - Cuto...', 'Workplace', 'Office365 Webmail', 'Teams', 'GDM', 'Pipeline | Pinnacle S...', 'PharmOutcomes V...', and 'PharmOut'. Below this is a date range selector for '2020-10-23' to '2021-07-31' and a link for 'More guidance and instructions are available here'.

The main content area is titled 'Provide Services My Provisions' and includes a search bar for 'Search for identifier:'. Below this are sections for 'Most Recently Provided' (listing services like 'Advanced Service Flu 2021/22', 'Urgent Supply Part 2 Medicine supply 2020-21', etc.) and 'Provision List Options' (with checkboxes for 'Show patient identifiable details', 'Focus Services pages for Covid-19 services', and 'Show recent records').

The 'Outstanding records' section features a table with columns for 'Received', 'Service (stage)', 'Identifiers', and 'Status'. The table lists several 'Discharge Medicines Service (I) Discharge Referral' entries with various identifiers (SB, CG, CRC, JRR, PWC) and a 'Pending Referral Referred to you awaiting follow-up action' status. A link below the table reads 'These are only the most recent Received Referrals. Click here to view all »'.

At the bottom left, there is a URL fragment: '26258&act=provisionnew'.

This screenshot shows the 'Enrollment Requirements' form. It includes a 'Supply Quantities' section with a note: '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.' Below this is a 'Practitioner Name' field with 'Kevin Noble' entered and a registration number '2022716'. A 'PLEASE NOTE' section states: 'All referrals will be sent as an ITK message and they will appear at the top of your service screen as detailed in the service guides. This template MUST only be used to manage either an onward referral from another CPCS pharmacy or to enter CPCS urgent supply information when a referral has been received from NHS 111 via NHS mail. This will ONLY happen in the event of ITK failure.' There is a 'Referral type' dropdown menu with options for 'Onward referral' and 'NHS 111 referral via nhs.net'. An 'NHS 111 Referral ID' field is also present with a note: 'Click to correct entry as the side validates your data.' At the bottom, there is a 'Consent for service delivery and information sharing' section with a checkbox for 'I consent to receiving the service and for the pharmacy sharing information with the patient's GP practice, NHS England and the NHSBGA.'

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

PhO to amend to have ED / UCTC option for Urgent Meds and CPCS Minor Illness

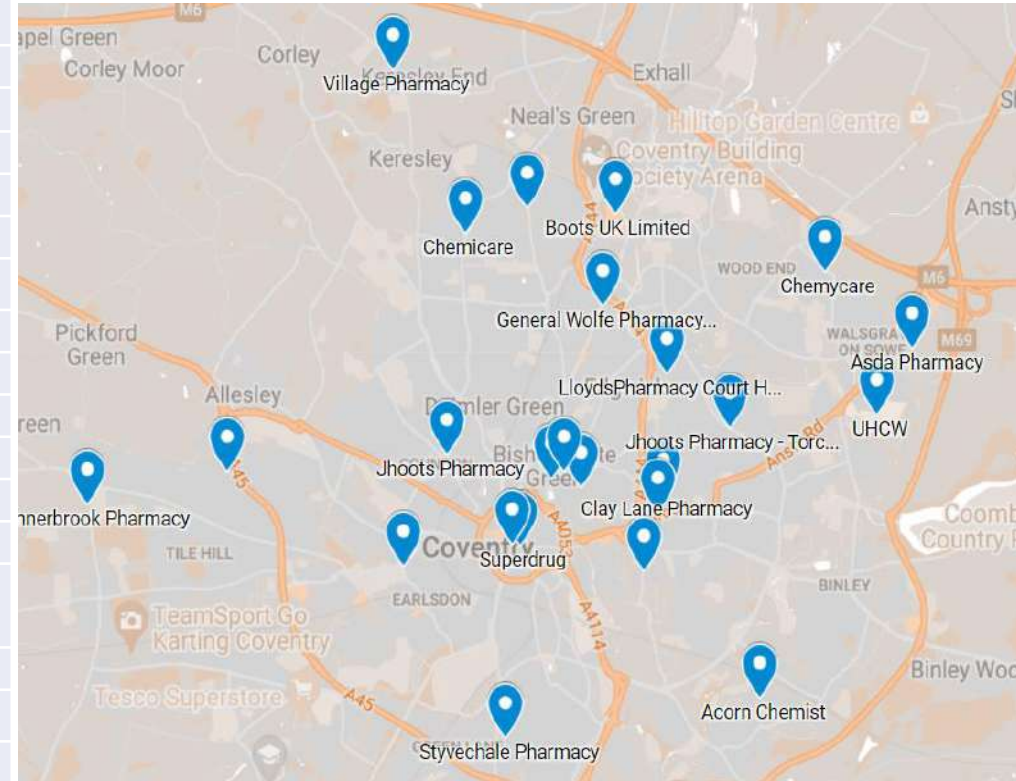
PhO to add to the dropdown box referral from ED/ UCTC code

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 CPCS nurse in ED

Participating Pharmacies

Pharmacy	Address and postcode
Acorn Chemist	Unit 2, Remembrance Road, Coventry, CV3 3DP
Asda Pharmacy	Brade Drive, Coventry, CV2 2PN
Bannerbrook Pharmacy	5-7 Gramercy Lane, Off Banner Lane, CV4 9AE
Boots UK Limited	Classic Drive, Coventry, West Midlands , CV6 6AS
Chemicare	471 Beake Avenue, Coventry CV6 2HT
Chemicare	19 Ringwood Highway, Coventry, CV2 2GG
Clay Lane Pharmacy	5 Clay Lane, Coventry, CV2 4LJ
General Wolfe Pharmacy (internet)	576 Foleshill Rd. CV6 5HP
Hillfields Pharmacy	88-89 King William Street, Coventry, CV1 5JF
Humber Pharmacy	9 Humber Road. Coventry , CV3 1AT
Imperiun Pharmacy	1 Wheelwright Lane, Holbrooks, Coventry, CV6 4HF
Jhoots Pharmacy	100 Moseley Avenue, Coventry, CV6 1HQ
Jhoots Pharmacy - Torcross	43 Torcross Avenue, Wyken, Coventry, CV2 3NE
LloydsPharmacy -Stoney Stanton Road	2 Stoney Stanton Road, Coventry, CV1 4FS
LloydsPharmacy Court House Green in Sainsburys	Court House Green, Austin Drive, Coventry West Midlands, CV6 7NS
M Hussain Chemist	1A Harnall Lane East, Coventry, CV1 5AE
Mount Nod Pharmacy	126 Sutherland Avenue, Coventry CV5 7NJ
Styvechale Pharmacy	84 Baginton Road, Styvechale, Coventry, CV3 6FQ
Superdrug	30-31 Hertford Street, Coventry, Warwickshire. CV1 1LF
Superdrug	21-23 Market Way, Coventry, Warwickshire. CV1 1DL
Village Pharmacy	39 Bennett's Road North, Coventry, CV7 8JX
Walsgrave Road Pharmacy	191-193 Walsgrave Road, Coventry, CV2 4HH



https://www.google.com/maps/d/edit?mid=13XWJgsdW9zM_75CWDjtDR9B9jZ1z9Gcu&usp=sharing

Pharmacy Readiness

REQUIRED

- Stable team willing and able to undertake the service all hours open (including locums)
- Team trained
- NHS Mail – regularly accessed all day everyday open
- Access to PharmOutcomes & SCR – all day everyday open
- Completed or signed up to complete RPS – RCGP CPCS training
- Provide UTI Tier 1 extended care service – or in process of signing up - to be in place by 1st December
- Consultation room with IT
- Refresh CPPE Sepsis training
- Take part in the evaluation
- Be signed up to provide CPCS with NHSBSA

DESIRABLE

- Provide other extended care PGDs Tier 1a and Tier 2a – Minor Eye and Skin
- If requested sign up to Tier 2b / 3 - ENT PGDs
- Provide NHS EHC Service
- Access to BP validated machine, Oximeter and digital thermometer

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
- Contact details for the UCTC
- GP OOH (**Coventry & Warks OOH HP Line: 0330 123 0942**)
- ED Process (for information only)
- ED Poster (for information only)
- Minor Illness List (standard CPCS list)
- Referral Form (ED will send electronically)
- Patient Leaflet (ED 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

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!



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