



## GP Referral to the Community Pharmacist Consultation Service (GP-CPCS)

### ➤ What is it?

GP-CPCS is a new pathway that enables GP practices to refer patients with a minor illness for a same day consultation with a community pharmacist.

When a patient with a minor illness symptom phones the practice requesting an appointment, they can be referred for a confidential consultation with a community pharmacist and with their consent, an electronic referral message will be sent to their chosen pharmacy.

Upon receiving the referral, the pharmacist can contact the patient by phone, video consultation or arrange for the patient to attend the pharmacy if necessary. The pharmacist may access the patient's Summary Care Record and ask about current symptoms and medication. Following the consultation, the pharmacist will offer self-care advice and may sell an over the counter product if appropriate.

Where symptoms suggest something more serious, the pharmacist will help the patient to arrange an urgent GP appointment or escalate to another provider if necessary. The pharmacist will record the outcome and send this to the patient's GP.

### ➤ Why should practices use the service?

The pathway has been introduced following successful pilots around the country, which shows it to be very popular with patients and practices alike.

As practices continue to deliver the COVID-19 vaccination programme and restore services to support their communities, this greater use of pharmacists' expertise can help enable patients to be seen quickly and at a convenient time to them, increasing capacity within general practice for the treatment of patients with higher acuity needs. It is estimated that the service could free up more than 20 million GP appointments a year.

In order to facilitate the take-up of the CPCS service has been included within the latest PCN contract spec.

### ➤ How is it being implemented locally?

A task and finish group was formed which included representation from LPC, ICB, Grand Union PCN CD, Grand Union Community Pharmacy lead, a GP and Care Navigation lead. Two GP practices then piloted the local implementation process. Following the success of these pilots the GP-CPCS can now be commenced by all GP practices across the county. Please find attached an implementation guide for both SystmONE and EMIS GP practices. There is also a video animation on the service which can be accessed via [CPCS Training Film v6.mov on Vimeo](#) and enter the password **CPCS**. You may recognise some of the cast!

If you have any queries please contact Anne-Marie King (Chief Officer Northamptonshire and Milton Keynes Local Pharmaceutical Committee) [chiefofficer@pharmacynorthamptonshire.co.uk](mailto:chiefofficer@pharmacynorthamptonshire.co.uk)

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