Support Desk All Solutions Administration Administration

Pharmacy First Service - (Previously CPCS)

PLEASE NOTE: As from the 31st January 2024, CPCS has been renamed Pharmacy First Service. Please see the Government's Pharmacy First Contractual Framework for more details.

The Pharmacy First template can be found on the **Reception and Administration** template by clicking on the **"Pharmacy First"** button.

The Reception and Administration template can be found either under **Auto-Consultations ardens OTHER PROFESSIONALS**, or by clicking on the **Reception and Admin** button on the toolbar.

Alternatively, the **Pharmacy First template** could be added to your <u>F12 Favourite screen</u> for quick access.

If you wish to learn more about how to set up Pharmacy First on SystmOne and how to deal with the incoming tasks and patient record, please refer to the <u>TPP Pharmacy First Resource</u> that is published on their website and click on the supporting video.



The **Pharmacy First template** can be used to send and record a referral under the Pharmacy First Contractual Framework. There are two types of referrals under this scheme, the first is for minor illness, which replaces the previous CPCS service and the second is for a clinical pathways referral which covers 7 common conditions that can be treated by the pharmacist. These include Impetigo, Infected Insect Bites, Acute Otitis Media, Shingles, Acute Sinusitis, Acute Sore Throat and Uncomplicated UTI in women.

Sending a referral for Pharmacy First Service (minor illness consultation)

Pharmacy First referral can be easily sent from the Pharmacy First template. The reason for referral can be quickly documented by clicking on the preset text icon to the right of **"Reason for referral".** This is pre-populated with a list of conditions NHS England recommends as being appropriate to refer to under this service. Once the reason for referral has been documented, any other notes required can be entered in the Notes and Additional Comments box. Patients' agreement to be referred to the Pharmacist can be documented by using the "Referral to pharmacy first service" read code.

Clicking on the **"Pharmacy First Referral"** button will launch a word document, pre-populated with the patient's demographic information. If you select a pharmacy from the practice's address book, it will also pre-populate with the details of the pharmacy the referral is being sent to.

7 Select Recipient						
Organisation Contacts Trust Contacts Sea	arch CCG Contac	ts				
Collapse All				E	xport Import	
Contact	Туре	Address	Telephone	Fax	F	
Favourites						
🔁 Boots Chemist	Shop Dispensary	Salisbury				
Organisation Contacts						
∧ I *** Surgery Telephone Directory ***	Admin					
	Department	Adas				
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	Department	Central Southern Security				
	Department					
	Shop					
	Department					

Once the document has loaded, it can be checked and any additional information added. If the Pharmacy First template was saved and reopened when generating the referral document, the reason for the referral will have auto-populated from the template. Once you are happy with the document, save it to the patient's record using **"Save Final Version".**

File SystmOne Mail Merge Home Insert Draw Design Layout Reference	es Review View Help	
Save For Save Final E- New Amend Mege Amend Form Future Editing Version mail Template Details Now Field Protection	Patient Patient Clinical Medication Vaccinations Sender / Miscellaneous Merore Fields Merore Fields	
		NHS
	Pharmacy First Service Referral Form	
		05/02/2024 13:11
	Dear Pharmacist	
	Please review the below patient under the NHS Pharmacy First Service.	
	Patient Name	
	Date of Birth	
	Gender	
	NHS Number	

Once the document has been saved to the patient's record, it should show in the view at the bottom of the Pharmacy First template. From here you can right-click on the letter and select send via NHSmail. You will then need to select "Existing Contact" and choose the pharmacy to send to from your Address Book. When the patient's record is saved, this will email a copy of the referral document to the pharmacy.

Community Pharmacy Services - PF, PCS, HCFS	×
Other Details Exact date 🔹 Mon 05 Feb 2024 🔹 📕 🗙	
Changing the consultation date will affect all other data entered. To avoid this, cancel and press the	"Next' button Hide Warning
Home PFS Minor Illness PFS Clinical Pathways HCFS PCS Pharmacy First Service - Minor Illness	New 'A CPCS Referral Letter' Word letter from yourself to an entry in the address book with the 'Pharmacy First Service' template
Reason for referral Inness Reason for referral Reason for referra	Click letter from yourself to an entry in the address book with the 'Pharmacy First Service' template
 ★ Referral to Pharmacy First service Pharmacy First Click ok and reopen template fir Referral to Pharmacy First Service declined Pharmacy First Click ok and reopen template fir Click ok and reopen template fir Pharmacy First <	ARDENS AHI on 05 Feb 2024 ACPCS Referral Letter to Boots Chemist, *** Surgery Telephone Directory *** A CPCS Referral Letter to Boots Chemist, *** Surgery Telephone Directory ***
iend To email: right click > send via NHSmail to the pharmacy's nhs.net email account ^ [i] 05 Feb 2024 A CPCS Referral Letter to Boots Chemist, *** Surgery Telephone Directory *** Letter Type A CPCS Referral Letter Letter To Boots Chemist, *** Surgery Telephone Directory *** Letter From Endets of the sector of the se	
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Adding a Pharmacy to your Address Book

If your local pharmacies are not already present in your SystmOne address book, these can be easily added by a SystmOne administrator. Go to **Setup > Referrals and Letters > Address Book** from here a new place can be added with the contact type of pharmacy. Ensure the pharmacy's name, address, and email is added to the record before saving.

Sending a referral for Pharmacy First service (clinical pathways consultation)

The inclusion and exclusion criteria for each of the 7 conditions can be checked before the referral is made to the pharmacy to avoid unnecessary referrals. Log in to PharmRefer by clicking on the link to complete the referral to the community pharmacy. Ideally this should be done electronically and not via email. For those practices **without** a PharmRefer login, the steps for sending the referral via NHS mail can be followed as above.

Any other notes required can be entered in the Notes and Additional Comments box. Patients' agreement to be referred to the Pharmacist can be documented by using the "Referral to pharmacy first service" read code.

7 Community Pharmacy Services - PF, PC	CS, HCFS		×
Home PFS Minor Illness PFS Clini	ical Pathways HCFS	PCS	
Pharmacy First Servic	ce - Clinical P	athways	
Impetigo, not bullous or recurrent + age	e >=1y	Exclude if pregnant + <16y, bullous or recurrent (>=2 in 12m)	
Infected insect bite + age >=1y		Exclude if pregnant + <16y	
Shingles + age>=18y		Exclude if pregnant	
Acute otitis media, not recurrent + age	e 1-17y	Exclude if pregnant + <16y or recurrent (>=3 in 6m or >=4 in 12m)	
Acute sore throat + age >=5y		Exclude if pregnant + <16y	
Acute sinusitis, not immunosuppresse (>12w) + age >=12y	ed or chronic sinusitus	Exclude if pregnant + <10y, immunosuppressed or chronic (>12w)	
Uncomplicated UTI, not pregnant or red woman 16-64y	current, no catheter +	Exclude if pregnant, catheter or recurrent (>=2 in 6m or >=3 in 12m)	
Notes & additional comments			
Referral to pharmacy service	PharmRefer		
HSBSA Arden's Lto	d - Letters: Last one	day view has no data for patient	Show recordings from other templates
NHSBSA Find a pharmacy Pharmacy First Even	d - Letters: Last one	day view has no data for patient on Print Suspend Ok Cancel Show Inc	Show recordings from other templates Show empty recordings omplete Fields

Receiving completed consultations from the Pharmacy

Community Pharmacies will be able to send a summary of the consultation from either the Clinical Pathways or Minor illness consultation. Messages will appear in the GP system generic workflow, and structured data will be provisionally held against the patient record until a member of the practice team reviews and files the data. Structured information will then be ingested into the patient record without the need for transcribing or coding.

Please see Pharmacy First On TPPs website for more information if required.