

NHS Community Pharmacist Consultation Service (CPCS) (England)

What is the CPCS?



The CPCS connects patients with community pharmacies as a first port of call for minor illness or for the urgent supply of medicines.

This service is being introduced from 29th October 2019 to help relieve pressure on the wider NHS.

Who can use the CPCS?

The CPCS is for those patients requesting help to manage a minor illness, or requesting an 'emergency supply' of a medicine that they have previously been prescribed.

Patients must have been referred into the service by NHS 111.



What does the CPCS involve?



The pharmacist will provide a consultation to the referred patient (either face-to-face or over the phone). The patient may be given self-care advice, an emergency supply of a medicine or be signposted to another healthcare provider, as appropriate.

GPs will be electronically notified that a patient has received an emergency supply and where a minor illness consultation is deemed clinically significant.

Can I refer a patient for the CPCS?

Not yet. Referrals are currently only available via NHS 111. Referrals from other settings, such as GP practices, are being piloted and are expected to be rolled out in the near future.

The service is a referral service; it will not be actively promoted to patients by pharmacies or the NHS.



Will all pharmacies offer CPCS?



The CPCS will be nationally commissioned from community pharmacies across England and more than half have already signed up to offer the service.

The service makes use of pharmacists' core knowledge and skills, but they may undertake additional training to prepare.

More information can be found at:
psnc.org.uk/cpcs

