

The Community Pharmacist Consultation Service – when is it complete?



This table sets out the range of scenarios associated with the Community Pharmacist Consultation Service (CPCS) and when a consultation within the service is complete (and hence can be included in the total number of completed CPCS claimed at the end of the month on the FP34c).

Referral type	Patient's action	Pharmacist's action	Complete?
Urgent Medicines Supply & Minor illness	The patient presents at the pharmacy, but no referral has been received.	The contractor follows up with the supposed referrer. For urgent medicines supply: The pharmacist supports the patient with a supply via a locally commissioned urgent supply service or a private emergency supply. For minor illness: The pharmacist supports the patient via a responding to symptoms consultation or locally commissioned Minor Ailment Service (MAS).	No
Urgent Medicines Supply & Minor illness	The patient does not contact or attend the pharmacy.	The contractor tries to contact the patient at least twice on separate days but fails to speak to them. The pharmacist makes an entry in the CPCS IT system to close the referral, noting the reason for this.	No
Urgent Medicines Supply & Minor illness	The patient fails to attend the pharmacy or cannot be reached on the telephone at the agreed time following a previous contact with the pharmacy.	The pharmacist tries to contact the patient on at least one further occasion but fails to speak to them to undertake a consultation. The pharmacist makes an entry in the CPCS IT system to close the referral, noting the reason for this.	No
Urgent Medicines Supply & Minor illness	The patient goes elsewhere for support and does not want to speak to or be seen by the pharmacist.	The pharmacist makes an entry in the CPCS IT system to close the referral, noting the reason for this.	No
Urgent Medicines Supply	Patient confirms medicine(s) required urgently.	The pharmacist checks the EPS tracker and a prescription is available. The pharmacy has the medication in stock, dispenses the prescription and the pharmacist makes an entry in the CPCS IT system to confirm the outcome of the consultation.	Yes
Urgent Medicines Supply	Patient confirms medicine(s) required urgently.	The pharmacist confirms the medicine(s) cannot be supplied under emergency supply regulations (e.g. Schedule 1,2 or 3 Controlled Drug). The pharmacist contacts the NHS 111 professional line and makes a referral to the GP out of hours provider or the patient's own GP if appropriate. The pharmacist then makes an entry in the CPCS IT system to indicate referral as the outcome of the consultation.	Yes

Urgent Medicines Supply	Patient confirms medicine(s) required urgently.	The pharmacist determines that supply not necessary (e.g. not clinically appropriate; concern about abuse of medicine or service; available via local MAS or patient brought item). The pharmacist agrees an appropriate action with the patient, potentially making a referral to the patient's own GP. The pharmacist then makes an entry in the CPCS IT system to indicate the outcome of the consultation.	Yes
Urgent Medicines Supply	Patient confirms medicine(s) required urgently.	The pharmacist confirms an emergency supply is appropriate and the pharmacy does have the medication(s) in stock. The emergency supply is made, with all appropriate records, including an entry in the CPCS IT system to indicate supply as the outcome of the consultation.	Yes
Urgent Medicines Supply	Patient confirms medicine(s) required urgently.	The pharmacist confirms an emergency supply is appropriate but does not have all the required medications in stock (where more than one is requested). The emergency supply for the available product is made, with all appropriate records. The pharmacist also identifies and contacts an alternative CPCS pharmacy to confirm remaining medication(s) is/are available and refers the patient to that pharmacy for the remaining supply. The pharmacist makes an entry in the CPCS IT system to indicate supply and referral as the outcomes of the consultation.	Yes
Urgent Medicines Supply	Patient confirms medicine(s) required urgently.	The pharmacist confirms an emergency supply is appropriate but does not have the medication(s) in stock. The pharmacist identifies and contacts an alternative CPCS pharmacy to confirm medication(s) is/are available and refer patient to that pharmacy. The pharmacist makes an entry in the CPCS IT system to indicate referral as the outcome of the consultation.	Yes
Urgent Medicines Supply	Patient confirms medicine(s) required urgently.	The pharmacist confirms an emergency supply is appropriate but does not have the medication(s) in stock and is unable to identify any local CPCS pharmacies that have the medication(s) in stock. The pharmacist contacts the NHS 111 professional line and makes a referral to the GP out of hours provider or the patient's own GP, if appropriate. The pharmacist makes an entry in the CPCS IT system to indicate a referral was the outcome of the consultation.	Yes
Minor Illness	Patient does not contact or attend the pharmacy.	The pharmacist contacts the patient and through a remote consultation establishes that no further assistance is required. Safety netting advice is provided to the patient to ensure the patient is aware of how to access further support if their symptoms do not improve or become worse. The pharmacist makes entry in the CPCS IT system to confirm the outcome of the consultation.	Yes
Minor Illness	Patient contacts pharmacy (face to face or over the telephone) for a consultation follow referral for a minor ailment.	The pharmacist conducts a consultation and a red flag is identified. Where necessary, the pharmacist obtains clinical advice via NHS 111 and/or agrees an appropriate course of action with the patient. This may involve the pharmacist arranging an urgent appointment with the patient's GP, GP out of hours provider or a referral to the emergency department/999. The pharmacist makes an entry in the CPCS IT system to indicate referral as the outcome of the consultation.	Yes
Minor Illness	Patient contacts pharmacy (face to face or over the telephone) for a consultation follow referral for a minor ailment.	The pharmacist conducts the consultation. There are no red flags identified. Advice is provided and, where appropriate, a medicine is sold. Where a local MAS or PGD service is available and the patient is eligible for that service, this can be used make an appropriate supply of medication to assist the patient. The pharmacist makes an entry in the CPCS IT system to confirm the outcome of the service.	Yes