

GP CPCS FAQs

Q. What is CPCS?

The Community Pharmacist Consultation Service (CPCS) is an Advanced Service introduced to enable community pharmacy to play a greater role in urgent care provision. It is part of the Community Pharmacy Contractual Framework and replaces the NHS Urgent Medicine Supply Advanced Scheme (NUMSAS) as well as local pilots of the Digital Minor Illness Referral Service (DMIRS). Community pharmacies have been providing 111 CPCS for around the last 18 months. GP CPCS is an extension of the 111 CPCS service for minor ailments (GP CPCS does not include urgent supply of repeat medicines). Once a pharmacy is signed up to deliver the 111 service, they are automatically enrolled to deliver GP CPCS.

Q. Which pharmacies are eligible to provide the CPCS?

Any community pharmacy which meets the requirements for service provision can register to provide the CPCS.

Q. Is it compulsory for a pharmacy to provide the CPCS?

No. As the CPCS is an Advanced Service in the Community Pharmacy Contractual Framework, contractors can choose whether they wish to provide this service.

Q. Is the CPCS a pilot?

No, the service is being commissioned on an ongoing basis.

Q. Do pharmacists have to undertake any training to be able to provide the CPCS?

Pharmacists providing the CPCS should read the service specification and the CPCS Toolkit to be clear on what is expected of them and how the CPCS should be provided. The necessary knowledge and skills required are a core competency for all pharmacists (including locums). However, engagement/refresher/training events are being provided by the LPC weekly throughout November.

Q. Are there any age limits for patients using the CPCS?

The minor illness pathway has a minimum age limit of 1 year. Children under the age of 1 year should not be referred to a community pharmacist.

Q. Can locum pharmacists provide this service?

Yes. Once a contractor starts to provide the service, they must ensure that the service is available throughout the pharmacy's contracted opening hours. Therefore, contractors should ensure that locum pharmacists who are booked to work at the pharmacy will provide the CPCS.

Q. Can the pharmacy offer the service to a patient who walks into the pharmacy without a formal referral from 111 or the GP?

No. If a formal referral has not been made by NHS 111 or a GP, any request by the patient is outside the scope of this service.

Q. Is the provision of an OTC medicine NHS-funded as part of the CPCS?

No. The outcome of referrals received in relation to low acuity conditions / minor illness may include giving self-care advice and support, the sale of OTC medicines, referral to locally commissioned pharmacy services, referral to the patient's GP or relevant GP OOH service, or general signposting to other appropriate services (including other health professionals). Therefore, patients may have to purchase an OTC medicine if no locally commissioned minor ailments service exists.

Q. Can the pharmacy refer the patient into another NHS pharmacy service?

Yes. Pharmacy services such as the locally commissioned Pharmacy First (treatment for UTIs, Impetigo and Infected nappy rash) can be used where they are appropriate to meet a patient's needs.

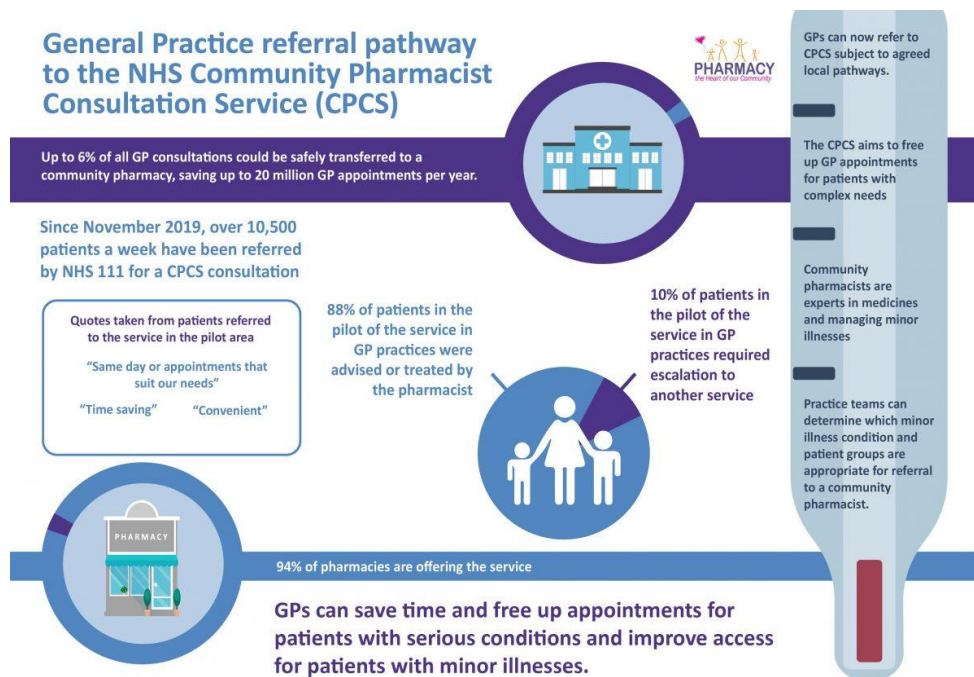
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Q: How will the practice be notified of the consultation outcome?

Pharmacies must record the consultation data onto their CPCS IT platform – provided by PharmOutcomes (Pinnacle). Once the pharmacy has saved the consultation, PharmOutcomes will generate a notification to the GP practice. If the GP practice have submitted and verified their preferred nhs.net email address to Pinnacle, the notification will get sent automatically and land in that inbox at the practice. If however the practice have not verified an email address, the pharmacy gets notified that they must instead send this manually. If a GP practice wishes to register their email address, please email helpdesk@phpartnership.com with their preferred nhs.net address and ensure that this is verified in the follow up communication that will be received.

Q: Does pharmacy have the capacity to provide this service?

Community pharmacies are seeing walk in patients daily with minor illness conditions. The CPCS formalises the process which enables the pharmacy teams to manage their workload appropriately.



Other resources:

[Read the NHSE&I case study on the pilot in Avon](#)

[CPCS – a view from a community pharmacist](#)

[CPCS – a view from a practice manager](#)

[CPCS – GP referral to NHS Community Pharmacist consultation service – Blackburn with Darwen/Knowsley \(case study\)](#)

Video clips - these can be used to make specific points and gain more traction on social media. You can download these clips via the links below.

- [GP CPCS in a nutshell](#)
- [Success of CPCS so far](#)
- [How GP referral into CPCS works](#)
- [What the pharmacy does in a CPCS consultation](#)