

Guidance for community pharmacies providing the NHS CPCS Emergency Supply service as a result of a NHS 111Online referral



24th October 2019

Background

The Pharmacy Integration Fund has extended CPCS in Cheshire and Merseyside, Greater Manchester as well as Lancashire and South Cumbria to provide patient access to the CPCS Emergency Supply Service via 111Online.

111Online is now a live service nationally and if the CPCS Emergency Supply Service pathway is successfully piloted in the North West there are plans to consider a national spread in Winter 2019 to support urgent care services.

Service specification

The existing service specification for CPCS Emergency Supply Service as an advanced service pilot can be applied to this extension as it mentions the possibility that referrals may be received from integrated urgent care (IUC) and NHS 111. 111Online is part of the IUC family of services and uses the same clinical content as the NHS 111 telephony services to undertake the assessment of patient health concerns and clinical symptoms. The pharmacies are expected to handle online referrals in the same way as a telephony referral.

111 Online referral pathway

1. Cheshire, Merseyside, Greater Manchester, Lancashire and South Cumbria are the initial areas to test the new 111Online referral route for the CPCS Emergency Supply Service. In these areas CPCS Emergency Supply Service referrals may be generated through a 111Online portal as a result of the patient having an urgent need for medicines that they have previously been prescribed.
2. The system responds to the patient's answers with an online CPCS Emergency Supply Service referral if deemed to be appropriate via a specific algorithm. In addition patients will be given an online service reference number that they can use to quote when ringing ahead to discuss their needs and to arrange to visit the pharmacy. You will be able to see this reference number on PharmOutcomes to make it easier to start to provide the service.
3. Please consider this guidance to assist when dealing with the ONLINE CPCS Emergency Supply Service referral type. Be aware that some individuals may attempt to use the online service inappropriately.



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4. The Human Medicines Regulations 2012 require that the pharmacist interviews the person requesting a medication supply and they are satisfied that the conditions are met to make an emergency supply. This interview with 111Online referrals will need to satisfy you of the need to make such a supply.
5. We offer this guidance so that the CPCS Emergency Supply Service service remains safe and effective. With online CPCS Emergency Supply Service various checks are built in but it is important to note there is no intervention from the 111-telephony team to flag a concern - such as markers / system notes to indicate that the patient is known to be a risk with a history of “drug seeking behaviour”. As with the 111-telephony service online CPCS Emergency Supply Service will not state the medicine(s) requests by patients, and therefore will not identify controlled drugs requests.
6. When a patient / carer presents at the pharmacy having come through the 111Online route it is **essential that you request proof of ID** to ensure you are talking to the person that the referral has been generated for. There is no NHS 111 call handler involvement to confirm the patient name and address.
7. For all CPCS Emergency Supply Service referrals, either via the 111-telephony service or via 111Online, pharmacists must have access to the Summary Care Records (SCR). It is a requirement of the SLA to check and use the patient's Summary Care Record unless there is a good reason not to. With online referrals for CPCS Emergency Supply Service It is essential that the SCR for the patient is accessed so that a full picture of the patient's medication history can be considered before deciding if a supply is appropriate.
8. CPCS Emergency Supply Service supplies are a professional decision made by the pharmacist at the time as to the urgency of the supply, and the appropriateness of supply of a medication as per the Human Medicines Regulations 2012. Receiving a referral for CPCS Emergency Supply Service either through 111 telephony or the 111Online portal is not in itself an authorisation to make a medication supply and should not impact on the pharmacist's professional decision as to whether a supply is appropriate.
9. The patient profiles for online CPCS Emergency Supply Service are not expected to differ from that of the 111-telephony service. Data shows that 25% of patients referred using the CPCS Emergency Supply Service service do not receive a supply.



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10. Only 3% of CPCS Emergency Supply Service referrals relate to requests for a Sch. 2 or 3 controlled drug. Sch. 3 controlled drugs such as gabapentin and pregabalin must not be supplied via the CPCS Emergency Supply Service.
11. If you have concerns regarding a patient following an online CPCS Emergency Supply Service referral you may decide to decline the request and if necessary, recommend that the patient use the 111-telephony service.
- 12. Please consider amending SOPs to incorporate patient ID checks and patients presenting with referral codes.**

NHS England and Improvement, Cheshire and Merseyside, Lancashire & South Cumbria Area Teams.

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FAQs - For community pharmacies providing the NHS CPCS Emergency Supply service as a result of a NHS 111Online referral



In order to support **pharmacy contractors**, **NHS England contract managers** as well as **other interested stakeholders**, a number of 'what if' scenarios have been captured to help inform this FAQ. Consider this guidance alongside your own SOPs.

FAQ1: How will I be able to differentiate between a CPCS Emergency Supply Service referral from **NHS 111Online** as opposed to a referral from NHS 111 Telephony?

ANSWER: Within the referral information, 'Referred from' will state **NHS 111Online (YDDF4)**. The 'NHS 111 Referral ID' will change with each case and have a unique reference number. In the example below it is **111-ONLINE-C6D6D**.

Patient Identifiable section (Reference Question)	
Patient Details brought forward	
Original Referral	19th Jun 2019
Referred from	NHS 111 Online (YDDF4)
Client Name	test tester
Date of Birth	01-Oct-1980
Date of Birth	1980-10-01
Age	38
Gender	Male
Address	NHS Digital, Unit 7, SOUTHAMPTON
Postcode	SO30 2UN
NHS Number	Unknown
Contact Details	Home 020700333002; Emergency 020700333002
Consent to share	Yes
Registration details brought forward	
GP Practice selection	
GP Practice value	
NHS 111 Referral ID	111-ONLINE-C6D6D
NHS 111 Disposition	Repeat prescription required within 6 hours
Condition	Emergency Prescription 111 online
Case Summary	Unable to contact the gp or pharmacy. The next dose was due within 6 hours.
Pharmacy	Pinnacle ITK Test Pharmacy Two - ITK02

FAQ2: What if a patient has been referred via **NHS 111Online** to my CPCS Emergency Supply Service Pharmacy for a repeat prescription and upon their arrival, it becomes clear that they require more urgent care than a repeat prescription? Should I send them away and ask them to phone NHS 111?

ANSWER: Do NOT ask patients to phone NHS 111. CPCS Emergency Supply Service includes escalation so please assess the patient and recommend that they attend an appropriate service in the area.

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FAQ3: I am not familiar with the local area of the pharmacy I am working in. How would I find out which other local services to refer a patient onto?

ANSWER: To help contractors signpost patients we suggest the pharmacy registers for NHS Service Finder BETA, which is a key tool which contains all the service information you will need to refer your patients onwards (More information on page 6). Also you can refer to the CPCS Emergency Supply Service toolkit.

FAQ4: What if a patient has been referred via **NHS 111Online** to my CPCS Emergency Supply Service Pharmacy for a repeat prescription and upon their arrival, I do not have the stock to fill their repeat prescription request? Should I send them away and ask them to phone NHS 111?

ANSWER: No, do not send the patient away and/or ask them to phone NHS 111. Please contact another local CPCS Emergency Supply Service pharmacy (using NHS Service Finder BETA) and confirm they have stock of the required medication. Follow the referral transfer process and advise the patient to attend that service instead.

FAQ5: What would I do if a patient has been referred via **NHS 111Online** to my CPCS Emergency Supply Service Pharmacy and when the patient rings to arrange to come in, no one in the pharmacy is able to log into PharmOutcomes or SCR (Summary Care Records)?

ANSWER: If the service has to be temporarily withdrawn by the pharmacy due to unforeseen circumstances, the pharmacy must inform the NHS 111 provider and local IUC CAS of the temporary withdrawal by calling the NHS Directory of Services Provider and Commissioner Helpline (0300 0200 363) as soon as possible to stop referrals. The local NHS England team must also be informed by the pharmacy. It is important that you refer the patient to another CPCS Emergency Supply Service Pharmacy for them to take over from you. Do not refer the patient back to NHS 111.

FAQ6: Can NHS England Pharmacy contract managers monitor usage to make sure the service is not being used inappropriately by patients?

ANSWER: Yes, reporting mechanisms are in place that allow NHS England to be able to view usage of the service. Any contractor and/or pharmacist with concerns of potential inappropriate use of the service, should contact their local NHS England Area Team in the first instance.

FAQ - NHS Service Finder BETA

North West of England
July 2019



NHS Service Finder BETA is a free to use web-based search tool, provided by NHS Digital. It is designed to help facilitate conversations between Health Care Professionals by making it easier to find reliable information about healthcare services. It is available to all who are involved in delivering patient care.

Why should I use NHS Service Finder BETA?

Anyone who works in a Pharmacy can use it, to look up service information. It is not limited to pharmacists.

Any pharmacy user can search for e.g. Another CPCS Emergency Supply Service Pharmacy, GP In Hours or GP Out of Hours, Urgent Treatment Centres and other local Community Services.

It also has very useful non-public phone numbers which are helpful when getting in contact with GP Services such as GP Out Hours.

It also allows Pharmacy users to find other pharmacies offering other services such as Smoking Cessation, Minor Ailments Schemes, and Emergency Hormonal Contraception etc.

All the information on NHS Service Finder BETA is quality assured, updated regularly and includes information that you will never find using other web-based search tools.

The vast majority of the information comes via the Directory of Services (DoS). The DoS is historically associated with NHS 111 and in the past few years, has had its remit actively widened to include all services relating Urgent and Emergency Care (UEC) including Pharmacy.

In addition to information from the DoS, some service information comes from NHS.uk.

How can I get access to NHS Service Finder or further information?

Registering for an account for NHS Service Finder can be completed by clicking here or via the following address: <https://finder.directoryofservices.nhs.uk>

If you are a Pharmacy contractor, member of a Local Pharmacy Network (LPN) or Local Pharmaceutical Committee (LPC) or a Local Area Team and need any help registering or want further information (including demonstrations at your own organisation) please contact:

North West Regional Lead UEC Directory of Service Team

Email england.northwestdos@nhs.net