

# GP CPCS PHARMACY TOP TIPS

*The Community Pharmacist Consultation Service (CPCS) is an Advanced Service. The pharmacist must action referrals and offer supporting services, for example, the Pharmacy First or Think Pharmacy Minor Ailments Service.*

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- 1. CHECK PHARMOUTCOMES AT LEAST THREE TIMES DAILY**  
Delegate responsibility to a member of the pharmacy team ✓
  - 2. WHEN A REFERRAL LANDS** in PharmOutcomes as a GP CPCS referral the **FIRST STEP IS THE 'ACCEPT' THE REFERRAL** ✓
  - 3. THE PHARMACIST MUST CALL THE PATIENT WITHIN 3 HOURS IF THE REFERRAL LANDS BEFORE 2.40PM**  
Consultations can be completed over the phone or face to face if clinically appropriate ✓
  - 4. MAKE A MINIMUM OF THREE ATTEMPTS TO CONTACT THE PATIENT OVER SEVERAL HOURS** ✓
  - 5. LOCUMS MUST DELIVER THE SERVICE** and have a responsibility to action the referral. **DO NOT LEAVE REFERRALS OUTSTANDING** ✓
  - 6. IF A PATIENT REQUIRES URGENT ESCALATION BACK TO THE GP** following a clinical assessment, **TRANSFER THE PATIENT BACK TO THE GP USING THE PHONE NUMBER OR EMAIL PROVIDED BY THE PRACTICE (BACK DOOR NUMBER)** ✓
  - 7. IF A PATIENT REQUIRES NON-URGENT ESCALATION** transfer the patient to the GP using the phone number or email provided by the practice ✓
  - 8. IF YOU ARE EXPERIENCING ANY OPERATIONAL DIFFICULTIES** we advise you to contact your local GP practice to discuss and refer any patients to another local pharmacy ✓
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This document has been produced by  
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