


















General Practice Community Pharmacist Consultation Service (GP CPCS)

Do:	Do Not:
 Ensure all practice staff who receive patient queries understand who can be referred and how to make a referral	 Do not refer patients with symptoms lasting longer than 2-3 weeks or those in the red section of the Referral Protocol
 Talk to the pharmacies in your area to assess how many referrals per day/week are acceptable	 Do not refer patients who need an emergency supply of medication
 Refer patients to the pharmacy of their choice	 Do not refer patients who you know may have issues with buying medicines over the counter
 Gain consent from the patient for the referral	 Do not refer patients aged under 2 with conjunctivitis
 Use Patient Signposting (Patient Access Connect in EMIS) or PharmRefer to make all referrals	 Do not refer patients for contraception, pill checks, or emergency hormonal contraception (morning after pill)
 Ask the patient to wait for contact from the pharmacy within 2-3 hours (consider the time the referral is sent and the opening time of the pharmacy e.g. for referrals sent at 8am)	 Do not be inconsistent with making referrals if you can possibly help it – referring consistently to regular pharmacies will help the pharmacies to embed completing the consultations into their ways of working
 Add a SNOMED code to the patient's clinical record when making a referral: Referral to CPCS 1362511000000107 Declined referral to CPCS 1362521000000101	 Do not ask the patient to contact the pharmacy to follow up the referral, unless 3 hours has passed
 Save the consultation notes in the patient's clinical record when received by email	 Do not refer a patient to the EPS-nominated pharmacy as default – always check with the patient
 Keep in touch with the pharmacies in your area to update them on any changes which may impact on referral numbers	