

November 2019

PSNC Briefing 58/19: NHS CPCS – Early learnings and tips for LPCs

This PSNC Briefing contains guidance for LPCs on providing support to community pharmacies on the NHS Community Pharmacist Consultation Service (CPCS). It contains suggestions based on reports and feedback we and NHS England and NHS Improvement (NHSE&I) have received from LPCs and contractors during the first few weeks of the service going live.

Access to data

All LPC Chief Officers have been given access to CPCS referral status data (listed by pharmacy) via the FutureNHS collaboration platform. All access to the platform is coordinated via PSNC, who will arrange access for individuals with NHSE&I. If LPC Chief Officers want other members of their LPC team to have access to the platform, they should request this by emailing the [PSNC Services Team](#).

However, please note:

- If you are an LPC Chief Officer and you have not received an email inviting you to register, please check your junk mail folder;
- It is **not possible** to provide LPC personnel with direct logins to the NHS CPCS IT systems (PharmOutcomes and Sonar) under the contracting arrangements that have been put in place for the IT provision;
- The data being provided via the FutureNHS collaboration platform is only being provided to allow LPCs to support contractors to effectively provide the service and comply with contractual requirements. The data should not be used for other purposes and it should not be published in any public forums.

Information provided

Work is in progress to produce a full data dashboard for the CPCS. This will provide more detailed information for each LPC on a weekly basis, in addition to the daily referral information currently made available via the spreadsheet published on the FutureNHS collaboration platform. To make it easier for LPCs to identify where contractors may need to be reminded about following up a referral, the spreadsheet now identifies referrals to each pharmacy that have been unopened for more than 48 hours, as well as accepted referrals not actioned for more than 48 hours.

Raising concerns and highlighting good practice

The introduction of this new service is of course as much of a learning experience for the rest of the NHS as it is for community pharmacy. In the first instance, concerns should be raised at a local level, i.e. with your local NHS contacts, and also be flagged to the [PSNC Services Team](#).

We also want to hear about good practice and case studies, where the service has made a real difference to a patient. PSNC and NHSE&I can use positive case studies with colleagues across the NHS and within community pharmacy to help raise the awareness of the service, motivate ongoing provision by pharmacy teams and spread good practice. Please send any case studies you have to the [PSNC Services Team](#).

Thank you to all LPCs for your ongoing support for this service and for continuing to keep us informed of local progress.

If you have queries on this PSNC Briefing or you require more information, please contact the [PSNC Services Team](#).