

# NHS Community Pharmacist Consultation Service Supplier Technical Toolkit



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# NHS CPCS Supplier Toolkit Overview

This NHS Community Pharmacist Consultation Service (CPCS) supplier technical toolkit is designed to provide a high-level overview of the technical components required to deliver CPCS Advanced Service. It should be read in conjunction with the [Advanced Service Specification](#) and [Toolkit for Pharmacy Staff](#).

The supplier toolkit includes:

- technical flow diagrams for the two elements of CPCS (minor illness and urgent medicines supply)
- details of the **essential** technical components that system suppliers must have in place to deliver the live service
- **required** future technical components
- **desirable** technical components

# Scope of NHS CPCS



The CPCS is an advanced service for community pharmacy contractors. As an advanced service, community pharmacy contractors can choose whether to provide it.

The care settings\* which will make NHS CPCS referrals are:

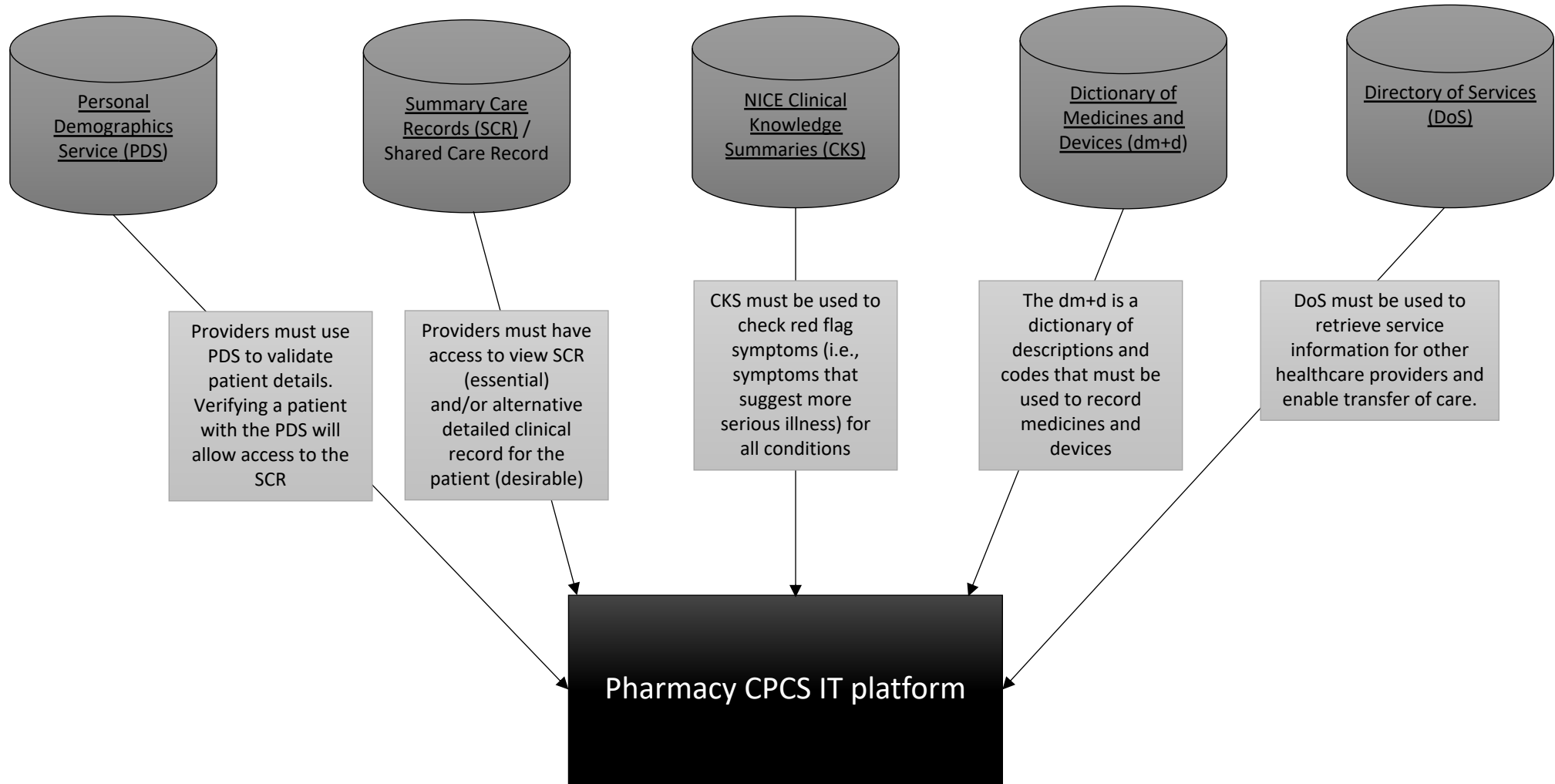
- **NHS 111**
  - 111 Telephony / Integrated Urgent Care Clinical Assessment Service (IUC CAS)
  - 111 Online
- **GP Practice (minor illness only)**
  - Online Consultation / Total triage systems
  - Care navigators

NHS CPCS does not currently support self-referral

\*These may be extended as the service expands to support new care settings, subject to contract negotiations



# Minor Illness consultation technical components



## Minor illness essential / required / desirable components

Technical component	Essential requirement	Future requirement	Desirable
GP report message (inbound)	NHS Mail via NHS.net shared email address. The referral must be able to be sent to any participating pharmacy irrespective of IT system (see Directory of Services for more information)	<a href="#">FHIR</a> / <a href="#">MESH</a> / <a href="#">ITK3</a> Backup: NHS Mail Strategic direction: <a href="#">Booking and Referral Standard (BaRS)</a>	
NHS 111 report message (inbound)	<a href="#">ITK 2.2</a> / <a href="#">111 Adaptor</a> Backup: NHS Mail	<a href="#">FHIR</a> Backup: NHS Mail Strategic direction: <a href="#">Booking and Referral Standard (BaRS)</a>	
GP notification message (outbound)	NHS Mail (see Directory of Services for more information)	<a href="#">FHIR</a> / <a href="#">MESH</a> / <a href="#">ITK3</a> Backup: NHS Mail Strategic direction: <a href="#">Booking and Referral Standard (BaRS)</a>	
BSA Claims and reporting	FHIR. Reporting (claims <b>and</b> reporting) via <a href="#">MYS API</a>		
Personal Demographics Service (PDS)	<a href="#">Personal Demographics Service - FHIR API</a> (Application-restricted access)		<a href="#">Personal Demographics Service - FHIR API</a> (Healthcare worker access)

## Minor illness essential / required / desirable components

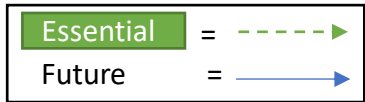
Technical component	Essential requirement	Future requirement	Desirable
Summary Care Record (SCR) and/or Shared Care Record Access	<a href="#">Summary Care Record application (SCRa)</a> or SCR 1-Click Functionality	Shared Care Record access or Detailed Record Access	Integrated viewer: May be developed by system suppliers to allow users to view the SCR within their existing clinical system.
NICE Clinical Knowledge Summaries (CKS)	Embedded hyperlink		Full integration via NICE integration partner (Clarity Informatics)
Dictionary of Medicines and Devices (dm+d)	Medicines and medical devices should be described using the <a href="#">Dictionary of Medicines and Devices</a>	-	
Directory of Services (DoS)	<b>1. GP to Pharmacy referral by NHS Mail (GP report message)</b> Local directory of pharmacy shared email addresses held in the system ( <a href="mailto:pharmacy.ODScode@nhs.net">pharmacy.ODScode@nhs.net</a> e.g., <a href="mailto:pharmacy.fc683@nhs.net">pharmacy.fc683@nhs.net</a> )	<b>1. GP to Pharmacy referral by NHS Mail using Endpoint details (GP report message)</b> DoS Proof of Concept API <a href="#">search by Service Type</a> (ID 131 'Pharmacy Urgent Medicines Supply') and location to return NHS CPCS providers within a 37.5 mile radius. Results should	

## Minor illness essential / required / desirable components

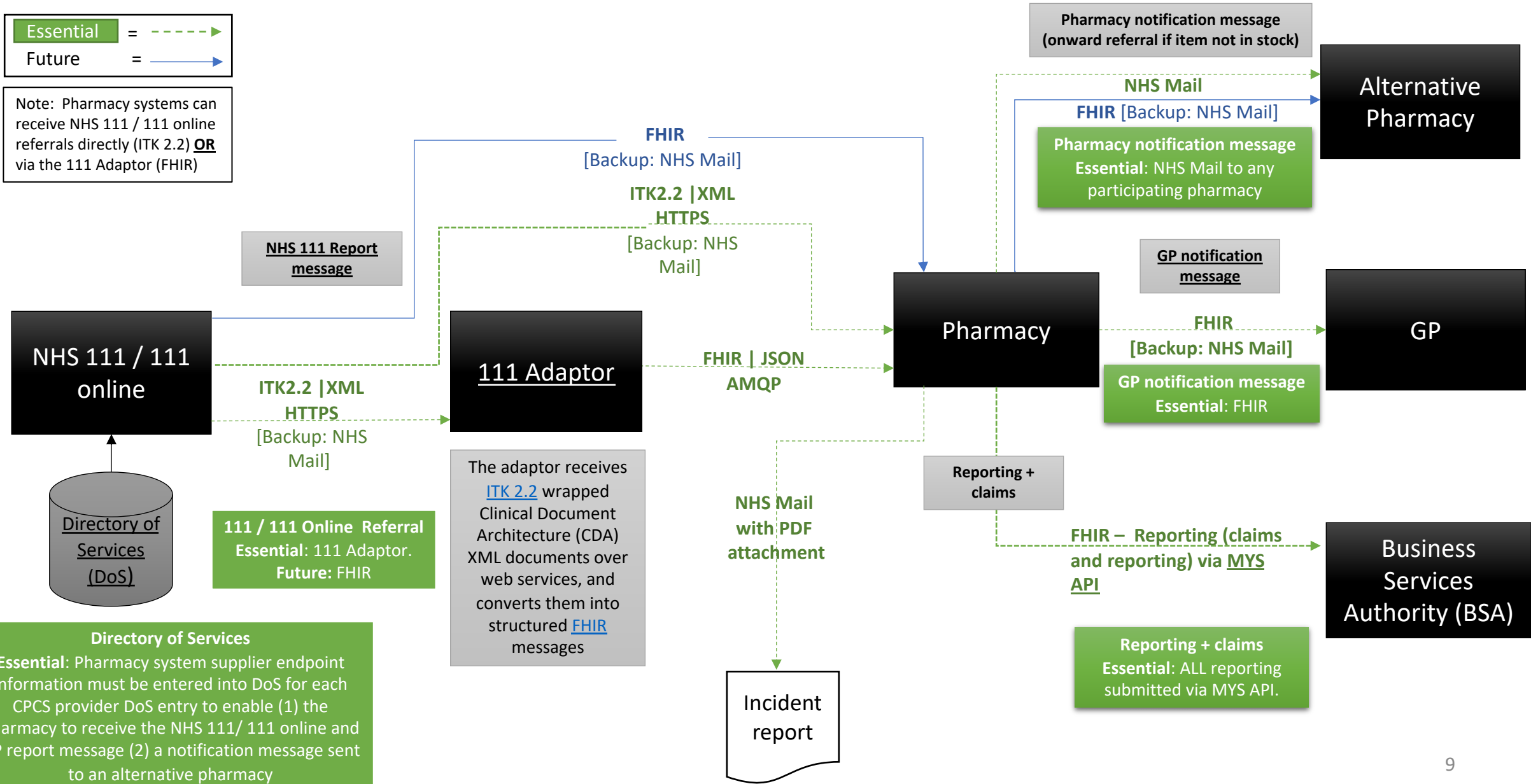
Technical component	Essential requirement	Future requirement	Desirable
Directory of Services (DoS)	<p><b>2. Pharmacy to GP notification by NHS Mail (GP notification message)</b></p> <p>Local directory of GP practice email addresses held in system.</p>	<p>contain Public name (or Service Name), Address, Postcode, Public telephone, Opening Times, Specified Dates and Endpoint information.</p> <p><b>2. Pharmacy to GP notification by NHS Mail using Endpoint details (GP notification message)</b></p> <p>DoS Proof of Concept API <a href="#">search byODSCode</a> to return details of the matching GP Practice and retrieve the secure email using 'Endpoint' information</p>	



# Urgent Medicines pathway flow diagram



Note: Pharmacy systems can receive NHS 111 / 111 online referrals directly (ITK 2.2) **OR** via the 111 Adaptor (FHIR)



**111 / 111 Online Referral**  
 Essential: 111 Adaptor.  
 Future: FHIR

**Directory of Services**  
 Essential: Pharmacy system supplier endpoint information must be entered into DoS for each CPCS provider DoS entry to enable (1) the pharmacy to receive the NHS 111/ 111 online and GP report message (2) a notification message sent to an alternative pharmacy

**Pharmacy notification message**  
 (onward referral if item not in stock)

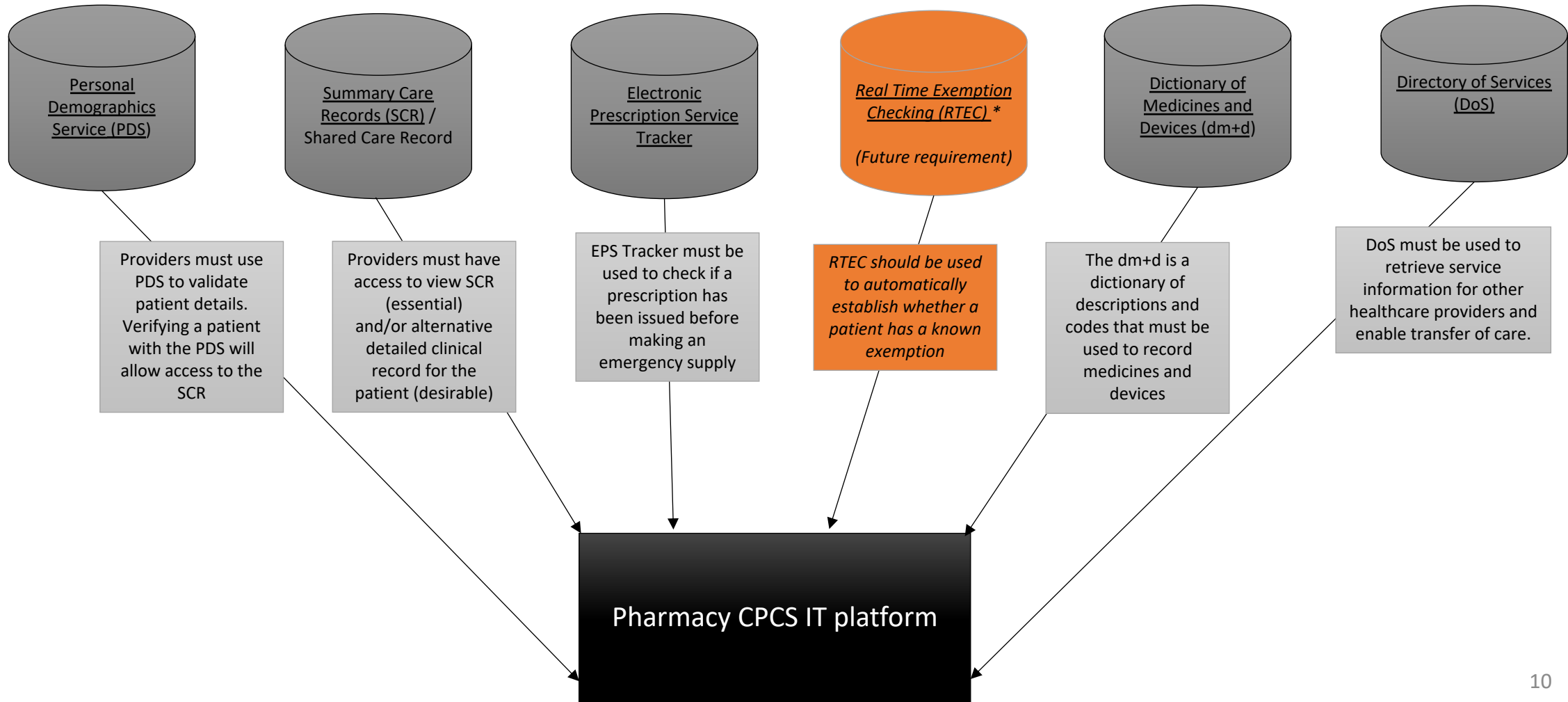
**Pharmacy notification message**  
 Essential: NHS Mail to any participating pharmacy

**GP notification message**

**GP notification message**  
 Essential: FHIR

**Reporting + claims**  
 Essential: ALL reporting submitted via MYS API.

# Urgent Medicines consultation technical components



\* Future requirement

## Urgent Medicines essential / required / desirable components

Technical component	Essential requirement	Future requirement	Desirable
NHS 111 report message (inbound)	<a href="#">ITK 2.2</a> / <a href="#">111 Adaptor</a> Backup: NHS Mail	<a href="#">FHIR</a> Backup: NHS Mail Strategic direction: <a href="#">Booking and Referral Standard (BaRS)</a>	
NHS 111 online report message (inbound)	<a href="#">ITK 2.2</a> / <a href="#">111 Adaptor</a>	<a href="#">FHIR</a> Backup: NHS Mail Strategic direction: <a href="#">Booking and Referral Standard (BaRS)</a>	
GP notification message (outbound)	<a href="#">FHIR</a> / <a href="#">MESH</a> / <a href="#">ITK3</a> Backup: NHS Mail	Strategic direction: <a href="#">Booking and Referral Standard (BaRS)</a>	
Pharmacy notification (outbound)	NHS Mail via NHS.net shared email address. The notification must be able to be sent to any participating pharmacy irrespective of IT system (see Directory of Services for more information)	<a href="#">FHIR</a> Backup: NHS Mail Strategic direction: <a href="#">Booking and Referral Standard (BaRS)</a>	
BSA Claims and reporting	<a href="#">FHIR</a> . Reporting (claims <b>and</b> reporting) via <a href="#">MYS API</a>		

## Urgent Medicines essential / required / desirable components

Technical component	Essential requirement	Future requirement	Desirable
Personal Demographics Service (PDS)	<a href="#">Personal Demographics Service - FHIR API</a> (Application-restricted access)		<a href="#">Personal Demographics Service - FHIR API</a> (Healthcare worker access)
Electronic Prescription Service (EPS) Tracker	Embedded hyperlink	<a href="#">Prescription tracker API</a>	
Real Time Exemption Checking (RTEC)	Patient to complete a written exemption status declaration (FP10DT EPS dispensing token)	Use of <a href="#">RTEC</a> to automatically establish whether a patient has a known exemption	
Summary Care Record (SCR)	<a href="#">Summary Care Record application (SCRa)</a> or SCR 1-Click Functionality	Shared Care Record Access or Detailed Record Access	Integrated viewer: May be developed by system suppliers to allow users to view the SCR within their existing clinical system.
Dictionary of Medicines and Devices (dm+d)	Medicines and medical devices should be described using the <a href="#">Dictionary of Medicines and Devices</a>	-	

## Urgent Medicines essential / required / desirable components

Technical component	Essential requirement	Future requirement	Desirable
<p>FP10 Prescription form, FP10DT</p>	<p>This must include the following information:</p> <ul style="list-style-type: none"> <li>a. Full name, address and date of birth of the patient (from the original referral)</li> <li>b. Patient's NHS Number (from the original referral or from interview with patient)</li> <li>c. Name, strength and form of medicines requested (using dm+d name or shortened dm+d name) or name of appliance requested (using dm+d name or shortened dm+d name)</li> <li>d. The quantity supplied</li> <li>e. Date of supply</li> <li>f. Name and address of patient's GP (from NHS 111 referral)</li> <li>g. NHS 111 referral ID number (from NHS 111 referral)</li> </ul>		

## Urgent Medicines essential / required / desirable components

Technical component	Essential requirement	Future requirement	Desirable
<p>Directory of Services (DoS)</p>	<p><b>1. Pharmacy to Pharmacy referral by NHS Mail</b></p> <p>(a) DoS Proof of Concept API <a href="#">search by Service Type</a> (ID 131 'Pharmacy Urgent Medicines Supply') and location to return NHS CPCS providers within a 37.5 mile radius. Results should contain Public name (or Service Name), Address, Postcode, Public telephone, Opening Times, Specified Dates                      (b) OR local directory of pharmacy service information (as per (a) above) and shared email addresses held in the system.                      (<a href="mailto:pharmacy.ODScode@nhs.net">pharmacy.ODScode@nhs.net</a>                      e.g., <a href="mailto:pharmacy.fc683@nhs.net">pharmacy.fc683@nhs.net</a>)</p>	<p><b>1. Pharmacy to Pharmacy referral by NHS Mail</b></p> <p>DoS Proof of Concept API <a href="#">search by Service Type</a> (ID 131 'Pharmacy Urgent Medicines Supply') and location to return NHS CPCS providers within a 37.5 mile radius. Results should contain Public name (or Service Name), Address, Postcode, Public telephone, Opening Times, Specified Dates and Endpoint details (email).</p>	

# General CPCS IT platform requirements

The IT platform must conform to the requirements defined below:

- **Referral management**
  - Referral receipt - display a notification on user's computer screen when a referral is received
  - Display a list of outstanding referrals due to be actioned
  - Referral status – Display Referral status – Display referral status "Pending", "Closed", "Accepted", "Completed"
  - Referral priority - Display referral timeframe – timeframe determined by the NHS Pathways Disposition code (Dx)
  - Referral sorting – Display referrals in order of date/time/priority(urgency) and by care setting e.g. GP, NHS 111
  - Indicate/signal when a referral has not been actioned within the referral timeframe
- Make available "Manual Entry" service templates to manage referrals received by NHS Mail / referrals where the patient GP information is recorded incorrectly by the referrer

# General CPCS IT platform requirements

## User authentication

- Only authenticated users should access the IT platform
- Practitioners should register and login using their full name (as registered with GPhC) and GPhC number
- The pharmacy secure nhs.net shared mailbox address should be confirmed at first login at the pharmacy by the first practitioner to allow certain functionality (GP notification message)

## Consultation

- The pharmacist should be prompted to access the SCR and/or alternative clinical record to check for concurrent medication or medical conditions
- The following information must be displayed at the end of every minor illness consultation “If your symptoms do not improve or become worse, then either come back to see me or seek advice from your GP. You can call NHS 111 or 999 if the matter is urgent and a pharmacist or GP is not available.”



# General CPCS IT platform requirements

- NHS Pathways - Suppliers must ensure that any changes to NHS Pathways clinical content are applied to the CPCS IT platform e.g., addition of Disposition Codes (Dx) and Symptom Groups / presenting complaints.
- **Onward referral** - capability to forward the original referral to another pharmacy (or other suitable service) if required. The Directory of Services API should be used to obtain the receiving service information. The minimum referral requirement is a PDF attachment via NHS Mail.
- **Incident report** – data fields as defined in the NHSEI CPCS Data Specification. The completed form must be sent as PDF to the [pre-configured] NHSmail address of the CPCS Service Manager(s).
- **Data reporting / recordkeeping** - the IT platform must capture and share a record of the consultation in accordance with the **NHSEI CPCS Data Specification, Professional Record Standards Body (PRSB) Community Pharmacy Standard**, the Records Management Code of Practice for Health and Social Care 2021 and the NHS Data Security and Protection Toolkit.

# General CPCS IT platform requirements

## Helpdesk support

- IT platform suppliers are required to provide helpdesk support for the following periods:

**Monday to Friday: 8am – 6pm**

**Weekends: 8am – 2pm**

**Bank holidays : Response within 24 hours**

- Issues affecting service provision must be acknowledged within 24 hours

## Claims

- Claims for payment should be made via the BSA MYS API as part of general reporting
- The IT platform should create a month end collated activity report for contractors to be able to reconcile their activity

## Spine SSL Certificates

- Suppliers must ensure that certificates are renewed before the expiry date to avoid service interruption (please see [NHS Integrated Urgent Care Technical and Interoperability Standards](#) for more information)

## FUTURE REQUIREMENTS

### General CPCS IT platform requirements

- **Patient survey** – capability to send the patient a link to an online survey feedback. The patient should be offered the option to receive the link via a mobile phone number or email address. Capability to send a follow-up/reminder message a set number of days after the initial message. Consent must be obtained and recorded

## Key contacts

For more information please contact:

**Leanne Garland, [leannegarland@nhs.net](mailto:leannegarland@nhs.net) , Service Manager, NHS Digital (technical development and assurance)**

**Claire Hobbs, [claire.hobbs01@nhs.net](mailto:claire.hobbs01@nhs.net), Senior Policy Manager - Digital Pharmacy, NHS England and NHS Improvement (Policy queries)**

**Ben Tindale, [ben.tindale@nhs.net](mailto:ben.tindale@nhs.net), Senior Service Delivery Manager – MYS, NHS Business Services Authority (NHSBSA)**

## Approval Sign-off Sheet

For approval of **NHS Community Pharmacist Consultation Service** Technical Toolkit version **2.3**

The undersigned indicate understanding and approval of this technical toolkit.

Role and Name	Organisation	Date
<b>Project Lead</b> Rob Proctor	NHS England & NHS Improvement	
<b>Service Lead</b> Leanne Garland	NHS Digital	
<b>Service Lead</b> Ben Tindale	NHS Business Services Authority	

## Version history

Version	Date	Rationale
1.0	17-May-21	First draft, Claire Hobbs, NHSEI
	18-May-21	Review by Anne Joshua, NHSEI
	18-May-21	Review by Darryl Jones, SCW CSU
	19-May-21	Review by Leanne Garland, NHS Digital Comments incorporated
1.1	19-May-21	Further review: DoC
1.2	21-May-21	Shared with James Palmer, Anne Wilson, Fleur Bradley, Leanne Garland, (NHS Digital) Radhika Rangaraju, Zoeta Manning, Deen Somally (NHSX) Annie Sayer (NHSEI) Darryl Jones (SCW CSU) Further review: DoS
1.3	21-May-21	Further review by Leanne Garland, NHS Digital Comments incorporated
1.4	25-May-21	Review by Rob Hills, BSA
	25-May-21	Review by Gary Warner, Pinnacle Comments incorporated
1.5	26-May-21	Revisions following NHS CPCS workshop with NHSE/I,X + D
1.6	07-Jun-21	Revisions following Digital Community Pharmacy Monthly Delivery Group / Community Pharmacy IT Group
1.7	14-Jun-21	Revisions to BSA reporting requirements, SSL Certificates requirements, DoS search refinement
1.8	30-Jun-21	IT system supplier review – update to DoS req, removal of Annex C req, patient survey (future req)
1.9	08-Jul-21	Removal of date on page 2, revised table headings with dates throughout, updated link to IUC Technical and Interoperability Standards
2.0	26-Aug-21	Revision to GP and pharmacy referral, DoS API and record keeping requirements. Addition of NHS Pathways requirement.
2.1	21-Mar-22	Uplift to reflect provider pays and MVP requirements for GP CPCS referral management
2.2	04-Apr-22	Review by Tahmina Rokib, Clinical Lead, Digital Medicines & PODAC
2.3	11-May-22	Review by Medi Harsini, Technical Architect, Digital Medicines & PODAC