

PharmRefer GP CPCS – GP Practice Guide

PharmRefer is an easy to use WebApp that can be used at GP practices to send referrals for minor illness to any community pharmacy participating in a GP CPCS service. The referrals get sent directly into the pharmacy workflow in PharmOutcomes in the same way as hospital referrals and NHS 111 referrals. The pharmacy is alerted of referral receipt and the patient also can receive a text message with details of the referral that they can present on arrival at the nominated pharmacy. PharmRefer is accessed at https://pharmrefer.app/app

Summary of functionality and benefits

- PharmRefer is a simple, safe, secure web application that can be accessed from an internet browser favourites bar. The WebApp allows GP practice staff to quickly and easily send referrals directly into the service screen of PharmOutcomes at a participating Community Pharmacy
- As PharmRefer is a simple one-page secure referral solution that does not store patient data, there is a long time out once logged in meaning the referral page will remain open throughout the day for convenient surgery use. The application will close after a session period of 8 hours and users then need to log back in.
- Patients can be validated against the Personal Demographic Service (PDS)
- Patient confirmation of appointment sent by SMS to patient's mobile phone (with consent) as soon as referral is sent from PharmRefer to the chosen pharmacy. The SMS message can be presented by the patient on arrival at the Pharmacy to identify them as a referred patient.
- Referrals received directly into PharmOutcomes service screen at participating pharmacy
- Pharmacy alert of referral receipts by email.
- Structured follow up with links to service information and information resources (NICE Clinical Knowledge Summaries)
- Patient validation against PDS at the pharmacy allows access to the patient's SCR directly from the PharmOutcomes service screen to check against other relevant clinical information
- All consultation data captured in a structured template at the pharmacy allowing for maintenance of a clinical record of the consultation
- Automated onward referral to patients GP detailing service outcome
- Complete Commissioner service audit available in PharmOutcomes showing referral information sent by GP practice and follow up information recorded at the community pharmacy as well as referral status
- PharmOutcomes can manage all financial service claims for pharmacy teams in the usual way

Introduction

PharmRefer provides a simple and secure mechanism to allow referral of low acuity patients from GP practice to community pharmacies if appropriate. The system uses web technology to allow access to a simple referral page that can be used by appropriate members of the GP practice team to refer patients securely to their chosen community pharmacy for follow up care. **PharmRefer** links directly with PharmOutcomes to manage the referral. When sent from the WebApp by the GP practice, the referral appears in the normal pharmacy workflow within PharmOutcomes.

When a patient contacts the GP practice, simple triage can identify those that are low acuity e.g. sore throat, diarrhoea, cough and cold. These patients can be referred on to a community pharmacy if appropriate using **PharmRefer.**

How does it work?

Stage 1 - GP Referral – Accessing the WebApp

To allow quick access, a link to the **PharmRefer** login page can be saved as a favourite on the GP practice system web

browser bar. The link will become available as soon as the browser is opened. Clicking on the link will open the application and the user will arrive at the "Authentication page". Each practice will have unique system access logins.

	*			
Page not found · Gi	🎋 PharmOutcomes Vi	🌠 PharmOutcomes Vi	💭 Other NHS organis	Opportunities
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		310	JII III	

Enter

the unique login information to access the referral page.

Because the application supports referral only and does not store any patient identifiable information **the application has a long time out of 8 hours**. This means once accessed the referral page remains open for use until the end of most working days or until shut down. Surgery users can choose login options in line with their own internal governance arrangements i.e. these can be site or user specific.



Sending a referral

The standalone PharmRefer service uses a minimal dataset with no patient details stored locally, allowing quick, easy and secure referrals to be sent from a GP practice to a community pharmacy.

Once logged in, the user will arrive at a simple referral page that allows the capture of relevant information. This includes:

Pharm efer	
SEARCH FOR PATIENT IN PDS	
Or fill in their details manually below	l
*Patient Name	
First name then last name, eg "John Smith"	l
*Patient Date of Birth	l
In format DD-MM-YYYY, eg 16-06-1993 for the 16th June 1993	l
⊖ Male o ⁿ ⊖ Female ♀	
Patient Telephone	l
Must be a UK mobile number if you wish to recieve an SMS	l
*Destination Pharmacy	
Where to send the patient. Start typing the name and then select a value from the list that appears.	l
Referral Notes	
Refer Dashboard History Support	

Surgery staff can search for patients either by input of patient details or NHS number using the toggle function at the top of the pop-up screen.

PDS search button – allows search for patient information that is directly imported to the screen from the Personal Demographic Service (PDS)

- Patient name
- Date of Birth
- Gender
- Mobile Phone number (If the patient has one) *
- Name of Pharmacy the referral is to be sent to
- Referral notes field to detail reason(s) for referral

Using the PDS search function is always a much faster way to populate the referral screen as all demographic information can be imported. To do this simply click the blue "SEARCH FOR PATIENT IN PDS" button.

This reveals the pop-up below:

	PDS Search EXIT Search by	
	PATIENT DETAILS NHS NUMBER	
	*Patient Name	
	First name then last name, eg "John Smith"	
	Patient Date of Birth	
	In format DD-MM-YYYY, eg 16-06-1993 for the 16th June 1993	
	\bigcirc Male σ^{7} \bigcirc Female	
*Patient I		
First name ti	Patient Postcode	
*Patient [Optional. In format xxxx xxx, eg GL51 0EX	
In format DE	SEARCH	
O Male	of Female ¥	
Patient Te	lephone	

Searching patient details

Either entry of patient name, date of birth and gender allows a search of PDS, below left. Alternatively, using the search by NHS number option, patient information can be imported after entry of date of birth and NHS number, below right

			7
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n format DD-MM-YYY 1993 1st January 1975	Y, eg 16-06-1993 for the 16th June	PATIENT DETAILS NHS NUMBE	R
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Patient Postcode		1993 1st January 1975	
Optional. In format xxx	x xxx, eg GL51 0EX	9449001758	
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ender	male	nt I Date of Birth 1st January 1975	
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ostcode	BD17 5AF	lale SHIPLEY, W YORKS	HIRE
IHS Number	9449001758	Postcode BD17 5AF	
		NHS Number 9449001758	
lease confirm the al nsure the person re emographic System	bove details with the patient to trieved from the Personal n is the patient you are referring.	a U Please confirm the above details with the patient is ensure the person retrieved from the Personal Demographic System is the patient you are referr	to ing.
the details are not c	correct, you may amend your	YES, THIS IS MY PATI	ENT
arch and try again. roceed without PDS	Alternatively, you can click ;	hat If the details are not correct, you may amend your search and try again. Alternatively, you can click 'Proceed without PDS'	
	PROCEED WITHOUT PDS		

If a match is obtained using either of the above options, clicking the green "YES, THIS IS MY PATIENT" button will populate the information and validate the patient. If a match is not found the user has the option to proceed without validation by clicking the red "PROCEED WITHOUT PDS" option.

The remaining fields can now be populated detailing the name of the pharmacy the referral is to be sent to along with details of the condition the patient is being referred for

Referral to Community Pharmacy	test.community.pharr Test Community Pharr	nacy LOGOUT	An SMS can be system generated and sent to the patients' mobile phone. This gives the patient something to present at the pharmacy when they arrive to quickly identify themselves as a patient referred by their GP practice. Please note the slider below that must
SEARCH FOR PA	TIENT IN PDS		be clicked to record consent for SMS
Or fill in their details	manually below		
First name then last name, eg "John Smith	1-		
01 Jap 1075	- 1075		
In format DD-MM-YYYY, eg 16-06-1993 fo	or the 16th June 1993		
● Male ♂ [≉]	O Female 9		
Patient Telephone Must be a UK mobile number if you wish t	o recieve an SMS	Clicking the	Telephone
Send text confirmation of referral		records consent and	Send text confirmation of referral
Weatherwise Test Provider		triggers SMS	
Where to send the patient. Start typing the the list that appears. Weatherwise Test Provider (FTEST23 Weatherwise Building, Well Road, Ea	e name and then select a value from 34) st Cowes PO32 6SP		PharmOutcomes Media
Sore Throat			
Additional notes that may be relevent for the	he destination pharmacy		PharmRefer You have been referred to "Test Pharmacy - GP CPCS - FTST5". Please show this message to t
REFE	ĒR		App Store
Refer Dashboard	History Support	v1.1.1	YT Studio VT Studio VT Studio

The SMS is sent to the patient's mobile number recorded when the referral is sent. This details that they are a PharmRefer patient and displays the referred to pharmacy information.

Once all fields are populated, simply clicking the blue "REFER" button will send all referral information recorded to the community pharmacy that has been entered into PharmRefer. Referral messages are sent as secure ITK messages. The referral sent will appear in the PharmOutcomes services screen of that pharmacy. The pharmacy will be alerted of referral receipt by email. NB: The alert email does not contain any patient identifiable information.



PharmRefer GP Referral for Minor Ailments

Once the referral has been sent the user is presented with the confirmation screen below. It is from this screen that a confirmation letter can be printed for the patient that also shows a map of how to find the pharmacy they have been referred to.



This functionality is particularly useful for temporary residents that can be triaged to the community pharmacy service if appropriate.

For the Pharmacy:

To view the referral on PharmOutcomes, log into <u>PharmOutcomes.org</u> and navigate to the Services page. Select the referral from the list or use the search box to search for the reference ID "FMRMRHY"

PharmOutcomes Delivering Evidence

https://pharmrefer.app/app/print?patientName=Pip Adlington&date=7th January 2020&referToPharmacyName=GP CPCS Public Test Pharmacy&referToPharm...

What now happens at the Community Pharmacy?

Pharmacy Notification – The referral sent by PharmRefer will arrive in the "Services" screen of PharmOutcomes at the Community Pharmacy. Pharmacies will be notified of a referral receipt in the same way as any other referral:

1. An email to the management email account held for the community pharmacy. This can be set from the pharmacy home page

PharmOutcomes Referral Notice	
To: Virtual Community Pharmacy (Follow-up)	
Dear Colleague,	
You have been sent a referral request from Virtual GP Practice on 5th April 2019 at 10:47am. They have requested that you provide a "GP DMIR5 - Pharmacy follow-up" service to the individual in the referral please.	
You can access the referral at https://pharmoutcomes.org using your usual user credentials. On the Services tab, the referral will be in a box above your usual Provision History.	
You should access the referral as soon as convenient to ensure that patient care is optimised. If you cannot provide the service currently, then the system has the ability for you to reject the referral and the organisation that has referred the individual to you will be notified of the rejection and the reasons why. Whilst you do not respond, the referring organisation will have the referral visible to them as outstanding and awaiting your attention.	
If you can no longer provide the service permanently, you should contact the commissioner of the service within the terms of your Service Level Agreement where appropriate.	
The system should make responding to this referral simple and straightforward but if you need further help, then don't forget you can use the "Send a Message" link on the Help page and we'll be in touch straight away to help you.	
The Pinnacle Health Support Team	
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If the pharmacy has a PharmAlarm, this will start to flash on receipt of a referral. PharmAlarms are fully integrated with PharmOutcomes and can be licensed for £52pa / £1pw. (Please contact the help desk on 01983 216699 for more information if required) – more information at https://pharmalarm.app/



3. The referral itself will appear at the top of the Pharmacy "Services Page" as a "GP CPCS referral". In this example the Pharmacy has received several different referral types, the GP CPCS referral can be seen at the top of the list. Referrals are displayed in date order. Click on the referral to open it.

	PharmOutcomes [®] Delivering Evidence											
	Home Services A	Assessm	ents Reports Claims Admin	n Help								
	Provide Services	Provision Show pa	List Options atient identifiable details									
Referrals appear in date	Click here to show all accredited services	Received Referrals	Service (stage)	Identifiers	User	Status						
order at the top of the	Juest	2019-04- 01	GP DMIRS - Pharmacy follow-up	RW	[Referred]	Pending Referral Referred to you awaiting follow-up action						
"Services" screen	Service Centre	2019-03- 28	GP DMIRS - Pharmacy follow-up	RM	[Referred]	Pending Referral Referred to you awaiting follow-up action						
	Contact your local commissioners if you cannot see services you	2019-03- 27	GP DMIRS - Pharmacy follow-up	AJ	[Referred]	Pending Referral Referred to you availing follow-up action						
	coposi to acc.					Pending Referral						

PharmRefer GP Referral for Minor Ailments

The table displayed will show all information sent by the GP practice. The pharmacy team member will now manage this referral in the same way as any other. The referral here will display:

awaiting follow-up action	 Patient Identifiable section 	on (Reference Question)
Description: 40000000E	Patient Details brought	forward
SvsCode: DYXCNTH	Original Referral	1st Apr 2019
Originally: 01-Apr-2019 00:00	Befored from	Virtual CB Practice (VHD07)
Saved: 01-Apr-2019 16:04	Releffed from	Virtual GE Placitice (VIID07)
Edited:	Client Name	Roger Webster
Service Support	Contact Details	Mobile 07824 773241
	Registration details bro	ught forward
Service Specification	Presenting complaint	sore throat
Specification please click here	Referrer name	GP Team Member
	Pharmacy choice	Virtual Community Pharmacy (Follow-up) - VHD03
NICE Clinical Knowledge		
Patient Information You can access patient	This referral has been made to If you are unable to complete th rejection from the drop down lis If you can accept the referral bi	your organisation at the request of a patient. ne referral, you can reject it, but please select the reason for it below. It cannot complete the associated actions immediately, click on the
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- i. Patient name,
- ii. Contact phone number (if recorded)
- iii. Condition/Reason for referral

Referrals can be completed, accepted for later completion or rejected.

When the patient arrives at the pharmacy the pharmacy team member will open the record and click "Complete now" to complete the follow up template.

The Pharmacy follow up template will adopt a structured approach to referral management.

Because the GP referral captures name, gender and date of birth, the first part of the pharmacy follow up allows confirmation of patient details via the Personal Demographic Service (PDS).

	Medication runs out in over 12 hours time
Pharmacy	TEST Community Pharmacy - FTEST2
Acceptance a Referral Accept	nd completion of referred service
Supply/Non-s	upply date 25-Mar-2019
Personal Demo The patient is no (PDS).	ographics Service (Optional) ot verified by the NHS Personal Demographics Service
Using the Perso patient with the their Summary (nal Demographics Service is optional . Verifying a Personal Demographics Service will allow you to access Care Record, providing you have an NHS Smartcard with
the appropriate	permissions.

Click the orange "Lookup via PDS" button to access the patient information held on the Personal Demographic Service.

PharmOutcomes will display an orange searching status

The patient is not ver	ified by the NHS Personal Demographics Service
(PDS).	
Using the Personal D	emographics Service is optional . Verifying a
patient with the Perso	nal Demographics Service will allow you to access
heir Summary Care I	Record, providing you have an NHS Smartcard with
he appropriate permi	ssions.
	Lookup via PDS
Searching PDS	

PharmOutcomes will then return matches for confirmation.

PharmRefer GP Referral for Minor Ailments

Clicking the green "Confirm Patient" button confirms verification of patient details via PDS and will import all information to the record. Verification of a patient via PDS will also enable access to the patients Summary Care Record



The above functionality allows access to the summary care record for any patient verified via PDS provided a valid smart card is in use. Access to SCR will support consultation decisions if appropriate.

Saving the follow up record at the pharmacy will automate the claims process for the community pharmacy and provide audit information to the commissioner.

System generated reports

PharmRefer will display some simple reports that provide information on referral activity. GP Practice teams will be



able access overview reports showing local activity. These will display as two dashboards showing performance in the last 30 days.

The top output here shows numbers of referrals on each day of the month. The lower report shows number of referrals by pharmacy

PharmOutcomes Reports

As the referral information passes into PharmOutcomes, more detailed reporting can be access via the web interface from the "Reports Tab"

A variety of on-screen reports and CSV extracts will be available that show activity at GP practice and pharmacy along with a tracker report showing patient journey.

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ive	Virtual GP 23, Market VHD07	1.89E+08 ######## OF	72541024 Sore throa GP Tean	n is virtual Correferre	a -		2019-04-0; Refer	virtual Cor 101 Chont	VHD03 1.89	E+08 ######	## -		NO		NO					NO	