

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

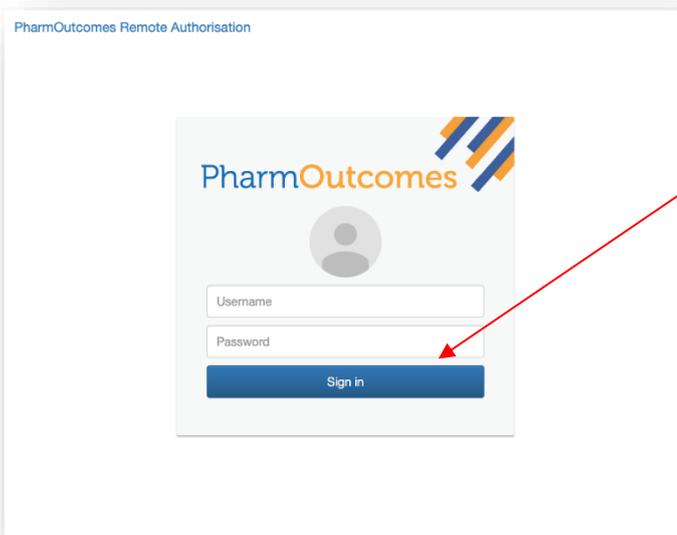
PharmRefer provides a simple and secure mechanism to allow referral of low acuity patients from GP practice to community pharmacies if appropriate. The system uses web technology to allow access to a simple referral page that can be used by appropriate members of the GP practice team to refer patients 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?

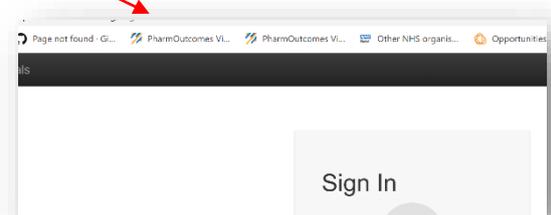
Stage 1 - GP Referral – Accessing the WebApp

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.



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:

- 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:

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.

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

Pip Adlington
First name then last name, eg "John Smith"

1-jan-1975
In format DD-MM-YYYY, eg 16-06-1993 for the 16th June 1993
1st January 1975

Male ♂ Female ♀

Patient Postcode
Optional. In format xxxx xxx, eg GL51 0EX

SEARCH

✔ PDS Match Found

<i>Name</i>	PIP UPTON ADLINGTON
<i>Date of Birth</i>	1st January 1975
<i>Gender</i>	male
<i>Address</i>	10 GREENCLIFFE AVENUE, BAILDON, SHIPLEY, W YORKSHIRE
<i>Postcode</i>	BD17 5AF
<i>NHS Number</i>	9449001758

Please confirm the above details with the patient to ensure the person retrieved from the Personal Demographic System is the patient you are referring.

YES, THIS IS MY PATIENT

If the details are not correct, you may amend your search and try again. Alternatively, you can click 'Proceed without PDS'

PROCEED WITHOUT PDS

PDS Search **EXIT**

Search by...

PATIENT DETAILS **NHS NUMBER**

1-jan-1975
In format DD-MM-YYYY, eg 16-06-1993 for the 16th June 1993
1st January 1975

9449001758

SEARCH

✔ PDS Match Found

<i>Name</i>	PIP UPTON ADLINGTON
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Please confirm the above details with the patient to ensure the person retrieved from the Personal Demographic System is the patient you are referring.

YES, THIS IS MY PATIENT

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

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 be clicked to record consent for SMS



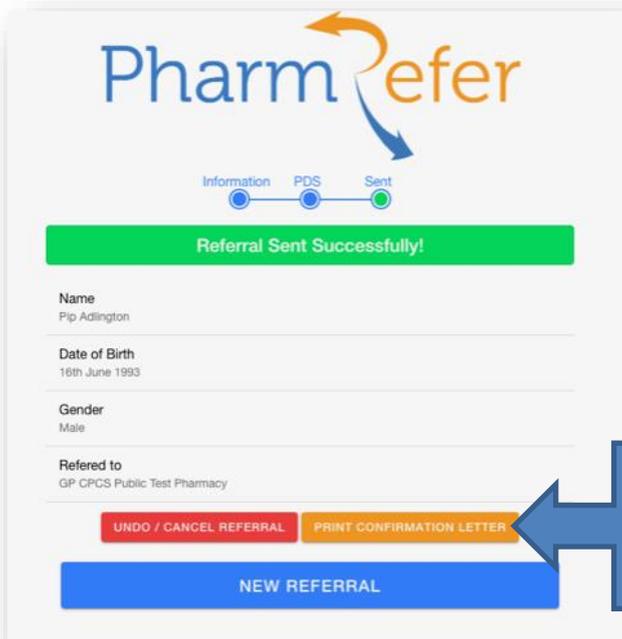
Clicking the slider records consent and triggers SMS



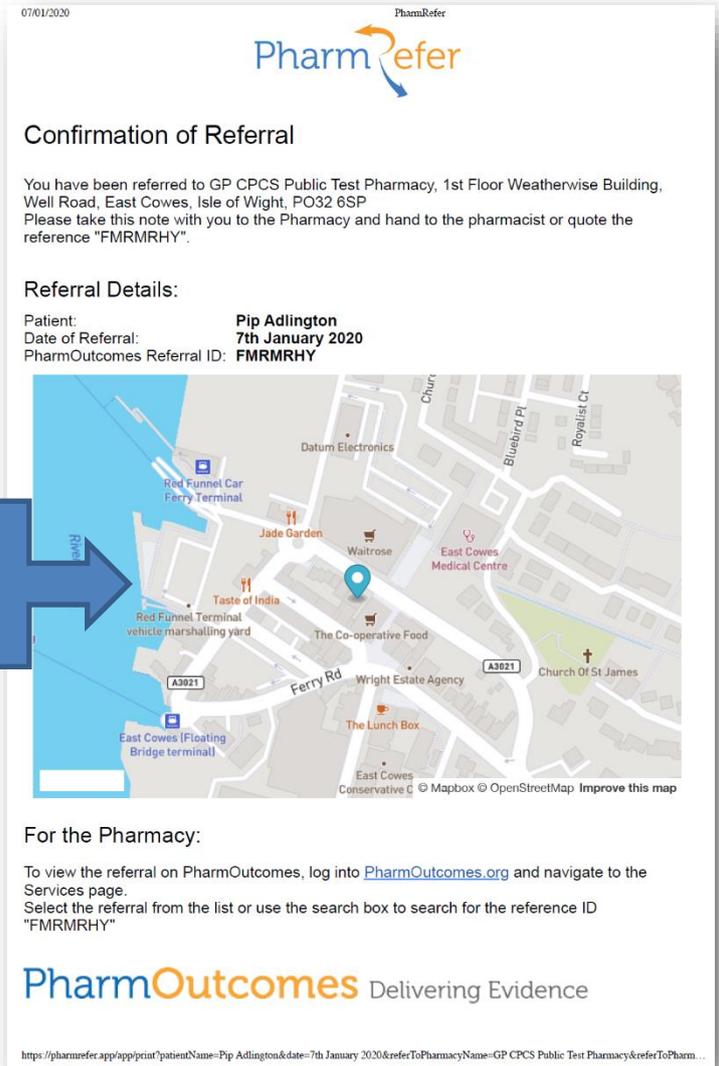
The SMS is sent to the patient's mobile number recorded when the referral is sent. This details that they are a PharmRefer patient and displays the referred to pharmacy information.

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.

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.



Click here to print a confirmation letter

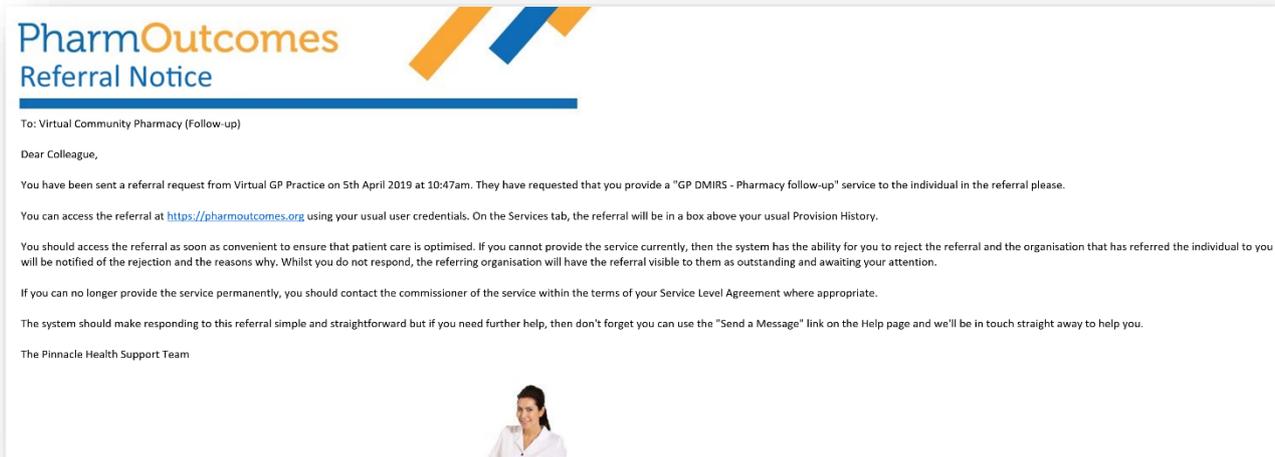


This functionality is particularly useful for temporary residents that can be triaged to the community pharmacy service if appropriate.

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



2. 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.

Referrals appear in date order at the top of the “Services” screen

Received Referrals	Service (stage)	Identifiers	User	Status
2019-04-01	GP DMIRS - Pharmacy follow-up	RW	[Referred]	Pending Referral Referred to you awaiting follow-up action
2019-03-28	GP DMIRS - Pharmacy follow-up	RM	[Referred]	Pending Referral Referred to you awaiting follow-up action
2019-03-27	GP DMIRS - Pharmacy follow-up	AJ	[Referred]	Pending Referral Referred to you awaiting follow-up action
2019-03-				Pending Referral

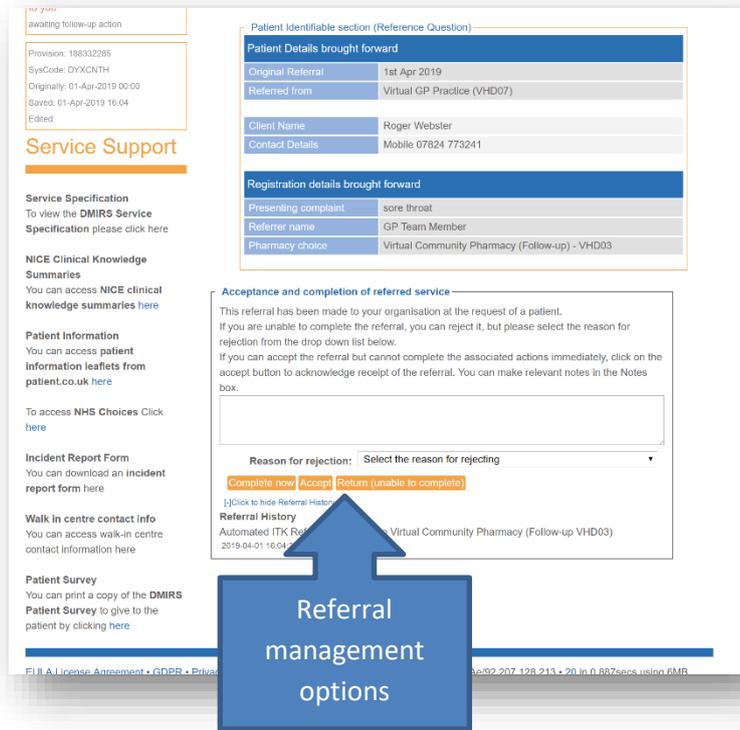
The table displayed will show all information sent by the GP practice. The pharmacy team member will now manage this referral in the same way as any other. The referral here will display:

- 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.

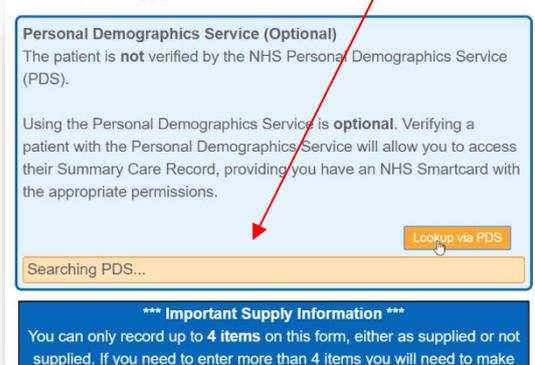
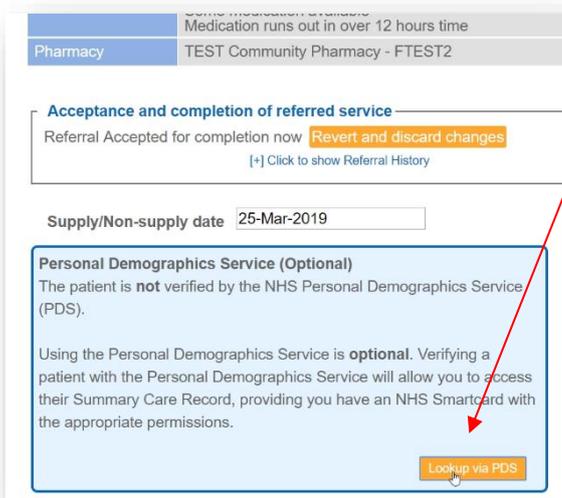
The Pharmacy follow up template will adopt a structured approach to referral management.



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).

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



PharmOutcomes will then return matches for confirmation.

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

via the orange “SCR” button that now appears in the right-hand side of the service screen. **NB: Access to the SCR will be dependant on the user having a valid smart card in a smart card reader attached to the PC they are working on. The smart card must have the appropriate RBAC code to allow access to SCR.**

[Lookup via PDS](#)

Patient Details

Family Name: STOTESBURY
 Given Name(s): NICHOLAS JAMES
 Date of Birth: 1987-06-06
 Gender: male
 NHS Number: [REDACTED]
 Address: [REDACTED]
 Postcode: [REDACTED]

Patient GP Details

GP Name: THE DOWER HOUSE
 GP ODS Code: J84014
 GP Address: 23-27 PYLE STREET,
 NEWPORT, ISLE OF
 WIGHT
 GP Postcode: PO30 1JW

Please confirm the above details with the patient and press "Confirm Patient" if they are correct, or "Incorrect Patient" if they are not.

Medication runs out in over 12 hours time

Pharmacy: TEST Community Pharmacy - FTEST2

Acceptance and completion of referred service

Referral Accepted for completion now [Revert and discard changes](#)
 [+ Click to show Referral History]

Supply/Non-supply date: 25-Mar-2019

Patient is verified by the Personal Demographics Service (PDS)

***** Important Supply Information *****
 You can only record up to 4 items on this form, either as supplied or not supplied. If you need to enter more than 4 items you will need to make another entry.

GP Name:
Name of GP usually seen

Supply Quantities
 NB: The pharmacist should apply their professional judgement in order to determine the most appropriate quantity of medicine or appliance to supply, in line with the provisions of the HMR.

Summary Care Record

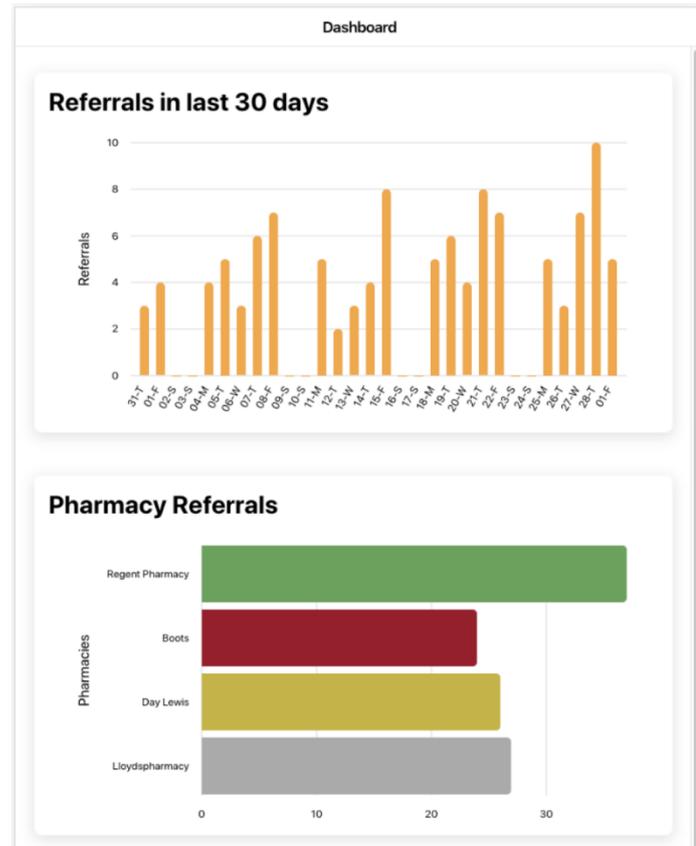
Eligibility Criteria - See information in side box

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.

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	AC	AD	AE	AF											
1	GP DMIRS	Referral to Pharmacy														GP DMIRS - Pharmacy follow-up																										
2	Referral re	ReferrerPh	ReferrerPh	ReferrerPh	SysID	Provision	Initials	PatientInI	referral_in	ReferrerNa	Pharmacy	Referral	SI	Referral	Re	Referral	HI	Record /	C	FollowupP	FollowupP	FollowupP	SysID	Provision	I	EnrolledPr	EnrolledRe	Reasref	ConsentFo	Conale	Rejection	I	PatientAcc	Symptom	OtherData	C	IKno	Sum	Relevan			
3	Active	Virtual GP 23, Market	VHD07	1.88E+08	#####	KM	72311806	Sore Throa	GP Team	N	Virtual Cor	referred	-	-	-	2019-03-21	Refer	Virtual Cor	101	Chorht	VHD03	1.88E+08	#####	-	-	No	-	No	-	-	-	-	-	-	-	-	-	-	No	-		
4	Active	Virtual GP 23, Market	VHD07	1.88E+08	#####	SW	72318067	Sore Throa	GP Team	N	Virtual Cor	referred	-	-	-	2019-03-21	Refer	Virtual Cor	101	Chorht	VHD03	1.88E+08	#####	-	-	No	-	No	-	-	-	-	-	-	-	-	-	-	-	No	-	
5	Active	Virtual GP 23, Market	VHD07	1.88E+08	#####	RW	72321193	Sore Throa	GP Team	N	Virtual Cor	referred	-	-	-	2019-03-21	Refer	Virtual Cor	101	Chorht	VHD03	1.88E+08	#####	-	-	No	-	No	-	-	-	-	-	-	-	-	-	-	-	No	-	
6	Active	Virtual GP 23, Market	VHD07	1.88E+08	#####	LW	72325015	Sore Throa	GP Team	N	Virtual Cor	referred	-	-	-	2019-03-21	Refer	Virtual Cor	101	Chorht	VHD03	1.88E+08	#####	-	-	No	-	No	-	-	-	-	-	-	-	-	-	-	-	No	-	
7	Active	Virtual GP 23, Market	VHD07	1.88E+08	#####	KM	72325348	cough cold	GP Team	N	Virtual Cor	referred	-	-	-	2019-03-21	Refer	Virtual Cor	101	Chorht	VHD03	1.88E+08	#####	-	-	No	-	No	-	-	-	-	-	-	-	-	-	-	-	No	-	
8	Active	Virtual GP 23, Market	VHD07	1.88E+08	#####	KM	72329260	Cough Cok	GP Team	N	Virtual Cor	referred	-	-	-	2019-03-21	Refer	Virtual Cor	101	Chorht	VHD03	1.88E+08	#####	-	-	No	-	No	-	-	-	-	-	-	-	-	-	-	-	No	-	
9	Active	Virtual GP 23, Market	VHD07	1.88E+08	#####	KM	72329626	sore throa	GP Team	N	Virtual Cor	referred	-	-	-	2019-03-21	Refer	Virtual Cor	101	Chorht	VHD03	1.88E+08	#####	-	-	No	-	No	-	-	-	-	-	-	-	-	-	-	-	No	-	
10	Active	Virtual GP 23, Market	VHD07	1.88E+08	#####	OF	72330671	sore throa	GP Team	N	Virtual Cor	referred	-	-	-	2019-03-21	Refer	Virtual Cor	101	Chorht	VHD03	1.88E+08	#####	-	-	No	-	No	-	-	-	-	-	-	-	-	-	-	-	No	-	
11	Active	Virtual GP 23, Market	VHD07	1.88E+08	#####	RW	72337990	sore throa	GP Team	N	Virtual Cor	referred	-	-	-	2019-03-21	Refer	Virtual Cor	101	Chorht	VHD03	1.88E+08	#####	-	-	No	-	No	-	-	-	-	-	-	-	-	-	-	-	No	-	
12	Active	Virtual GP 23, Market	VHD07	1.88E+08	#####	RM	72337411	head lice	GP Team	N	Virtual Cor	referred	-	-	-	2019-03-21	Refer	Virtual Cor	101	Chorht	VHD03	1.88E+08	#####	-	-	No	-	No	-	-	-	-	-	-	-	-	-	-	-	No	-	
13	Active	Virtual GP 23, Market	VHD07	1.88E+08	#####	OF	72338120	sore throa	GP Team	N	Virtual Cor	referred	-	-	-	2019-03-21	Refer	Virtual Cor	101	Chorht	VHD03	1.88E+08	#####	-	-	No	-	No	-	-	-	-	-	-	-	-	-	-	-	No	-	
14	Active	Virtual GP 23, Market	VHD07	1.88E+08	#####	OF	72338488	sore throa	GP Team	N	Virtual Cor	referred	-	-	-	2019-03-21	Refer	Virtual Cor	101	Chorht	VHD03	1.88E+08	#####	-	-	No	-	No	-	-	-	-	-	-	-	-	-	-	-	No	-	
15	Active	Virtual GP 23, Market	VHD07	1.88E+08	#####	AJ	72334253	Constant	GP Team	N	Virtual Cor	referred	-	-	-	2019-03-21	Refer	Virtual Cor	101	Chorht	VHD03	1.88E+08	#####	-	-	No	-	No	-	-	-	-	-	-	-	-	-	-	-	No	-	
16	Active	Virtual GP 23, Market	VHD07	1.88E+08	#####	RM	72366137	sore throa	GP Team	N	Virtual Cor	referred	-	-	-	2019-03-21	Refer	Virtual Cor	101	Chorht	VHD03	1.88E+08	#####	-	-	No	-	No	-	-	-	-	-	-	-	-	-	-	-	No	-	
17	Active	Virtual GP 23, Market	VHD07	1.88E+08	#####	RW	72463387	sore throa	GP Team	N	Virtual Cor	referred	-	-	-	2019-04-01	Refer	Virtual Cor	101	Chorht	VHD03	1.88E+08	#####	-	-	No	-	No	-	-	-	-	-	-	-	-	-	-	-	No	-	
18	Active	Virtual GP 23, Market	VHD07	1.88E+08	#####	JSW	72484275	Sore Throa	Gary Warm	Virtual Cor	referred	-	-	-	2019-04-01	Refer	Virtual Cor	101	Chorht	VHD03	1.88E+08	#####	-	-	No	-	No	-	-	-	-	-	-	-	-	-	-	-	-	No	-	
19	Active	Virtual GP 23, Market	VHD07	1.88E+08	#####	JSW	72484413	Sore Throa	Gary Warm	Virtual Cor	referred	-	-	-	2019-04-01	Refer	Virtual Cor	101	Chorht	VHD03	1.88E+08	#####	-	-	No	-	No	-	-	-	-	-	-	-	-	-	-	-	-	-	No	-
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