

The NHS [Community Pharmacist Consultation Service](#) (CPCS) goes live on 29th October 2019, replacing the [NUMSAS](#) and [DMIRS](#) pilots. Pharmacy contractors are now registering to provide the service and it is expected that most pharmacies will participate in it.

Pharmacies that are registered for the service must provide it throughout their full opening hours. As the service is provided by pharmacists, it is important that all community pharmacists, including locums, know how to provide the service.

To get ready to provide the service, locums are advised to undertake the following actions before they work in a pharmacy providing the service:

1. Read the service specification (available on the [NHSBSA website](#));
2. Use the CPPE self-assessment framework (available on the [NHSBSA website](#)) to identify any knowledge gaps relating to the service and then use the CPPE and other learning resources listed in the framework to fill any identified gaps in knowledge;
3. Make sure your NHS smartcard allows you to access NHS Summary Care Records (SCR);
4. Make sure you know how to use the CPCS IT system which is being used in the pharmacy (this will be Sonar or PharmOutcomes) and NHSmail - the pharmacy contractor should ensure that at least one member of the pharmacy team working each day has access to the pharmacy's shared account;
5. Read the pharmacy's CPCS standard operating procedure (SOP) – the pharmacy contractor should make the SOP available to you.

You can keep up to date with news on the rollout of the service and the other changes in the [5-year Community Pharmacy Contractual Framework](#), by signing-up to receive PSNC's regular email newsletters at psnc.org.uk/newsletter

Further information on the training requirements for the service

The necessary knowledge and skills to provide the service are core competencies for all pharmacists, but pharmacists will want to ensure that they:

- a) Have an up to date understanding of the Human Medicines Regulations (HMR) in relation to the emergency supply of POMs;
- b) Can communicate with and advise patients appropriately and effectively on minor illnesses;
- c) Are familiar with the minor conditions listed in the service specification and have reflected on whether they feel they have enough knowledge to handle consultations related to these;
- d) Can assess the clinical needs of patients, including the identification of red flags;
- e) Can act on the referrals received and make appropriate referrals to other healthcare professionals; and
- f) Can explain the service and give appropriate self-care advice.

Training and development materials to support pharmacists with the service's minor illness pathway is available from several providers, including CPPE (<https://www.cppe.ac.uk/gateway/cpcs>). Whilst undertaking specific training courses is not mandatory to be able to provide the service, pharmacists must be satisfied that they are competent to provide the service. CPPE have developed a self-assessment framework (available on the [NHSBSA website](#)) which pharmacists can use to identify gaps in their knowledge. It is recommended that pharmacists use this framework to plan their learning ahead of providing the service.

In 2020, Health Education England (HEE) will use Pharmacy Integration Fund funding to offer opportunities for continuing development of pharmacists' skills. These will be made available in

parallel with the service rollout. HEE are planning this with stakeholders, building on the CPD already provided in some of the DMIRS pilot areas.

The new CPD offer will aim to enhance the efficiency of pharmacists to undertake effective consultations, communications and clinical assessments. With a particular focus on identifying red flags, referring appropriately to the wider NHS network, if needed and effective patient follow-up, the CPD will ensure patient care continues to be as safe as possible. More information on this CPD offer will be provided in due course.