

# FAQ - NHS CPCS 111 Online urgent medicines referrals



**February 2020**

Yorkshire and Humber Activation: 31<sup>st</sup> March 2020

## **Background**

Urgent medicines supply via NHS 111 Online has been successfully piloted across the North West of England during 2019. 111Online is now a live service nationally. This route for receiving the urgent medicines supply strand of the NHS CPCS is now being rolled out to the rest of England.

## **Service specification**

The existing service specification for NHS CPCS as an advanced service is applicable for this route of referral from integrated urgent care (IUC) and NHS 111. 111Online is part of the IUC family of services and uses the same clinical content as the NHS 111 telephony services to undertake the assessment of patient health concerns and clinical symptoms. The pharmacies are expected to handle online referrals in the same way as a telephony referral.

## **111 Online referral pathway**

1. From **31st March 2020** NHS CPCS referrals may be generated across **Yorkshire and Humber** through 111 online as a result of the patient having an urgent need for medicines that they have previously been prescribed.
2. The system responds to the patient's answers with an online NHS CPCS referral if deemed to be appropriate via a specific algorithm. In addition, patients will be given an online service reference number that they can use to quote when ringing ahead to discuss their needs and to arrange to visit the pharmacy. You will be able to see this reference number on PharmOutcomes to make it easier to start to identify the service referral within the IT system.
3. **Please consider this guidance to assist when dealing with the 111 Online NHS CPCS referral type. Some individuals may attempt to use the online service inappropriately.**
4. The Human Medicines Regulations 2012 require that the pharmacist interviews the person requesting a medication supply and they are satisfied that the conditions are met to make an emergency supply. This interview as a result of 111 Online referrals will need to satisfy you of the need to make such a supply. The NHS CPCS Toolkit provides guidance to the pharmacist on how to handle urgent medicines referrals.
5. With 111 Online referrals to NHS CPCS various checks are built in but it is important to note there is no intervention from the 111-telephony team to flag a concern - such

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as markers / system notes to indicate that the patient is known to be a risk with a history of “drug seeking behaviour”. As with the 111-telephony service 111 Online CPCS will not state the medicine(s) requests by patients, and therefore will not identify controlled drugs requests.

6. When a patient / carer presents at the pharmacy having come through the 111 online route it is essential that you **request proof of ID** to ensure you are talking to the person that the referral has been generated for. There is no NHS 111 call handler involvement to confirm the patient name and address.
7. For all NHS CPCS referrals, either via the 111-telephony service or via 111 online, pharmacists must have access to the Summary Care Records (SCR). It is a requirement of the SLA to check and use the patient's SCR unless there is a good reason not to. With online referrals for NHS CPCS, it is essential that the SCR for the patient is accessed so that a full picture of the patient's medication history can be considered before deciding if a supply is appropriate.
8. Supplies of medicines through NHS CPCS are a professional decision made by the pharmacist at the time as to the urgency of the supply, and the appropriateness of supply of a medication as per the Human Medicines Regulations 2012. Receiving a referral for NHS CPCS either through 111 telephony or the 111 Online portal is not in itself an authorisation to make a medication supply and should not impact on the pharmacist's professional decision as to whether a supply is appropriate. It is **ESSENTIAL** that controlled drugs Schedule 2 and 3 are **NOT** supplied except phenobarbital or phenobarbital sodium for the purpose of treating epilepsy, and only up to 5 days' supply is made from Schedules 4 and 5 where clinically appropriate to do so (NHS CPCS Toolkit Section 10.3).
9. The patient profiles for 111 Online NHS CPCS referrals are not expected to differ from that of the 111-telephony service. Data shows that 25% of patients referred using the urgent medicines strand of the NHS CPCS service do not receive a supply. Only 3% of NHS CPCS referrals relate to requests for a Sch. 2 or 3 controlled drugs, which must not be supplied via NHS CPCS.
10. If you have concerns regarding a patient following an online NHS CPCS referral you may decide to decline the request and if necessary, recommend that the patient make an appointment with their GP or follow the escalation process as for other NHS CPCS referrals.

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11. Please review and update your SOPs to incorporate patient ID checks and patients presenting with referral codes to reflect the differences in the way the patient may present themselves following referral through the online route.

**NHS England Area Team.**

**CONTACT details:**

Local NHS England team contact	
Key contact	Pharmacy Team
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In order to support **pharmacy contractors**, **NHS England contract managers** as well as **other interested stakeholders**, a number of 'what if' scenarios have been captured to help inform this FAQ. Consider this guidance alongside your own SOPs.

**FAQ1:** How will I be able to differentiate between a NHS CPCS referral from **NHS 111 Online** as opposed to a referral from NHS 111 Telephony?

**ANSWER:** Within the referral information, 'Referred from' will state

**NHS 111 Online (YDDF4).** The 'NHS 111 Referral ID' will change with each case and have a unique reference number. In the example below it is **111-ONLINE~~~~**.

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Patient Details brought forward	
Original Referral	27th Nov 2019
Referred from	NHS 111 Online (YDDF4)
Client Name	
Date of Birth	
Age	20
Gender	Female
Address	
Postcode	
NHS Number	
Contact Details	
Consent to share	Yes

Registration details brought forward	
GP Practice selection	Catterick Medical Centre, The Medical Centre, Horne Road, Catterick Garrison DL9 3JS (A91024)
GP Practice value	A91024
NHS 111 Case ID	111-ONLINE-
NHS 111 Case Ref	9afe4f36-
Informant Name	
Informant Contact	Emergency
Informant Relation	Self
Referrer name	Online User
Referrer role	OOH call handler
Reason for referral	Emergency Prescription 111 online
Disposition code	Dx87
Disposition description	Repeat prescription required within 24 hours
Clinical Summary	Unable to contact the gp or pharmacy. The next dose was due in over 12 hours time.

**FAQ2:** What if a patient has been referred via **NHS 111 Online** to my pharmacy for a repeat prescription through NHS CPCS and upon their arrival, it becomes clear that they require more urgent care than a repeat prescription? Should I send them away and ask them to phone NHS 111?

**ANSWER:** Do NOT ask patients to phone NHS 111. NHS CPCS includes escalation steps so please assess the patient and recommend that they attend an appropriate service in the area.

**FAQ3:** What if a patient has been referred via **NHS 111 Online** to my NHS CPCS Pharmacy for a repeat prescription and upon their arrival, I do not have the stock to fill their repeat prescription request? Should I send them away and ask them to phone NHS 111?

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**ANSWER:** No, do NOT send the patient away and/or ask them to phone NHS 111. Please. Follow the usual referral process for locating another NHS CPCS pharmacy in your area and advise the patient to attend that service instead. (NHS CPCS Toolkit Section 10.9).

**FAQ4:** What if my pharmacy's circumstances change and I can no longer accept NHS CPCS referrals or I want to stop my pharmacy being listed to **NHS 111 Online** and NHS 111 Telephony for referral?

**ANSWER:** If the pharmacy contractor wishes to cease to provide this advanced service they must notify NHS England that they are no longer going to provide the service via the Manage Your Service (MYS) portal, giving at least one month's notice prior to cessation of service provision, to ensure that accurate payments can be made and all referrals are closed. (NHS CPCS Toolkit Section 9).

**The FAQs above and other questions that you may have can be answered by referring to the [NHS CPCS Toolkit for Pharmacy Staff](#).**