

GP-CPCS: Local Process in Hertfordshire (EMIS)



1 The patient contacts the surgery. The surgery identifies that the condition is one that is suitable for treatment by a community pharmacist.



2 Surgery refers the patient via EMIS (into PharmOutcomes) to the preferred pharmacy.



3 Patient notified of contact from pharmacy within agreed timescales (**4 working hours**). Pharmacist need to proactively contact the patient.



4 The pharmacist assesses the patient and undertakes the consultation via:
- face to face
- telephone
- video

Red Flag / Emergency?



A The pharmacist calls surgery via professional line (restricted use for GP-CPCS only).



B Patient notified of next steps by relevant individual (receptionist or pharmacist).



5 Information recoded on PharmOutcomes. The surgery receives a Post Event Notification.