

# GP-CPCS: Local Processes in Hertfordshire



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 Arden template (to nhs.net mailbox) to the preferred pharmacy.



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



4 The pharmacist assesses the patient and undertakes the consultation via:

- face to face
- telephone
- video



5 Pharmacy inputs information into PharmOutcomes. The surgery receives a Post Event Notification.

## Red Flag / Emergency?

### Non Urgent Referrals



Email via **nhs.net**

### Urgent Referrals



A The pharmacist calls surgery via the agreed bypass number provided (restricted use for GP-CPCS only).



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