

This email has been sent through the East of England Primary Care Gateway process.

Any queries relating to this email should be sent to england.eoepctt@nhs.net

ACTION REQUIRED

CPCS - Provider Pays IT System Agreements

Dear Colleague

Your pharmacy has been identified as not currently having an agreement with a CPCS IT System Provider. We appreciate that this might not be the case but current national records have you listed as not confirming a choice of pay provider.

To remind you, the national contract with Pinnacle Health (PharmOutcomes) ended on 31st March 2022 with all community pharmacies having to make their own arrangements from 1st April 2022.

If you have not confirmed a pay provider you now have three options:

1. **Formally confirm with your current CPCS IT provider that you wish to remain with them.** We would suggest that you do this in writing to ensure you have a record of your confirmation.
2. **Switch to another provider. Your choices are:**
 - **Pinnacle Health (PharmOutcomes)**
 - **Ceredigm Healthcare Solutions**
 - **Sonar Informatics**
 - **Positive Solutions** (Please note- this IT provider is progressing through the final stages of the test assurance process and should be available soon)

We would suggest again that you get written confirmation from your provider of choice as confirmation that they are processing your request.

3. **De-register from providing the CPCS Service via NHSBSA**

If you have chosen to sign up via an “affinity group” managed by one of the national trade bodies such as Numark, please ensure that an agreement is in place with your preferred supplier. Again we would suggest that you have confirmation in writing either from the trade body or the provider.

Alternatively if you have agreed for your PMR system supplier to arrange a CPCS IT provider on your behalf, please check that this has progressed and an agreement is now in place. Again consider requesting written confirmation.

If your pharmacy is part of a group or chain of pharmacies and your head office was negotiating an agreement on your behalf, please check this has been completed and an agreement is in place.

If you have already arranged an agreement with your preferred CPCS IT provider however remain listed as not yet having an agreement, please confirm with the provider that your request has been processed and they have notified the national team. Confirmation in writing should be requested if not already received.

If you have taken any of the actions detailed above in the last few days, there is no need to take any further action..

To confirm, it is your responsibility to enter into, or ensure an agreement is in place with your existing or alternative CPCS IT provider, or confirm with the NHSBSA you are no longer able to provide the service.

There is no need to respond to this email confirming your decision or to confirm with the BSA. Your chosen CPCS IT provider will notify the national team once there is an agreement in place. If you have any enquires or concerns in relation to this email please visit the PSNC website CPCS information page in the first instance, at: <https://psnc.org.uk/services-commissioning/advanced-services/community-pharmacist-consultation-service/cpcs-it-requirements-and-support/>. For any additional support or enquiries, please contact your local LPC.

This message has been sent to all Community Pharmacies not yet listed as having an agreement with a CPCS IT Provider in the East Of England Region