Email Notice Received by LLR LPC on 30th March 2023

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***This Only Applies to Pharmacies Not Using PharmOutcomes***

Dear Colleagues,

Since the publishing of the article highlighted below in last week’s Primary Care Bulletin we have received several queries and hope to provide some clarity:

* For pharmacies using PharmOutcomes for CPCS referrals = there is **no change**.
* For GP practices or UEC settings using PharmRefer to send CPCS referrals to pharmacies = there is **no change**.
* For pharmacies using a different system to PharmOutcomes to receive CPCS referrals = any referrals received from GP practices or UEC settings where the GP practice or UEC setting uses PharmRefer, then those referrals will come into their **NHS mail** accounts.  **Pharmacies must be vigilant in checking their NHS mail to ensure referrals are not missed**.

**Changes to how referrals to the Community Pharmacist Consultation Service are received**

The way Community Pharmacist Consultation Service (CPCS) referrals are sent by the EMIS PharmRefer product is changing. From 28 March, community pharmacies that are using CPCS solutions from Cegedim Healthcare, Positive Solutions or Sonar Informatics will no longer be able to use PharmOutcomes to access their CPCS referrals. Referrals from GPs and the emergency departments or urgent treatment centre pilot sites using Pharmrefer will arrive into community pharmacies’ NHS shared mailbox accounts.

If this applies to you, you must tell staff about the changes and update standard operating procedures to ensure NHS shared mailboxes are monitored and referrals are picked up. Community pharmacies using PharmOutcomes for their CPCS service will continue to receive referrals in their usual way.

The PharmRefer product is also being updated to allow the referrer to select any community pharmacy that is listed as offering CPCS in the Directory of Services. [Find out more about CPCS IT suppliers](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fprimarycarebulletin.cmail19.com%2Ft%2Fd-l-zhkiie-ttlkkhulhi-jj%2F&data=05%7C01%7Ckirsty.sharman%40nhs.net%7C57ec41156ad847af3e9708db312873b4%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638157822020237519%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=4vPbiM%2Ftr90gbrewDZkTA1N3hztyrKexT233%2B%2BaelJk%3D&reserved=0).

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