**Teamworking Guide to Implementing CPCS**

Pharmacies received a pack of campaign resources (May’23) designed to help local pharmacy and surgery teams establish high quality CPCS services.

([Video](https://youtu.be/LlovXksI_40) introduction to pack)

a) Chat through the *Referral Guidance Tool a*nd how it works to support receptionists.

b) Discuss the *FAQ*s, one by one, ensuring all the points are understood.



c) Reflect on the *Patient Journey*, and how they are processed at each stage.

d) Look at the *Reception Team Briefing* which lists the simple steps to be taken for smooth implementation of CPCS service referrals.

e) Agree an action plan. Decide when referrals from the surgery will commence and share ‘fast-track’ communication details.

f) Working Better Together (Campaign Posters)

**Working Better Together (Campaign Posters)**

Poster 1) **Your Local Healthcare Team** – designed to reassure patients that surgeries and pharmacies are working closely together to provide this integrated NHS Service, (and that CPCS is not about deflecting patients). Display this poster in patient waiting rooms in the surgery *and* in the pharmacy ie at *both* ends of the CPCS patient journey.

CPCS has been carefully planned with supporting IT infrastructure and it is the NHS’s preferred referral option for patients presenting in the surgery with minor ailments.

It is a long–established care option for patients to go to the pharmacy with minor ailments whereas this *being referred to the pharmacy by the surgery* is quite new.

Poster 2) **Your Surgery and Your Pharmacy** (a skin rash) – an example of a condition being referred into CPCS. Display this poster near poster 1 in the patient waiting room.

Poster 3) **Think CPCS** – designed especially for display in the *surgery staff room,* this poster is intended to prompt discussions and serve as a reminder of the CPCS.