

NHS Community Pharmacist Consultation Service Technical Toolkit

NHS CPCS toolkit overview

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Minor Illness consultation technical components

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NHS CPCS Toolkit Overview



This NHS Community Pharmacist Consultation Service (CPCS) technical toolkit is designed to provide a high-level overview of the technical components required to deliver CPCS.

The toolkit includes:

- technical flow diagrams for the two elements of CPCS (minor illness and urgent medicines supply)
- details of the **essential** technical components that system suppliers must have in place by **01 October 2021**
- **required** future technical components
- **desirable** technical components

Scope of NHS CPCS



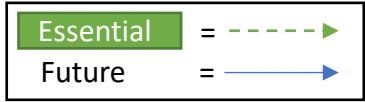
The care settings* which will make NHS CPCS referrals are:

- **NHS 111**
 - 111 Telephony / Integrated Urgent Care Clinical Assessment Service (IUC CAS)
 - 111 Online
- **GP Practice (minor illness only)**
 - Online Consultation / Total triage systems
 - Care navigators

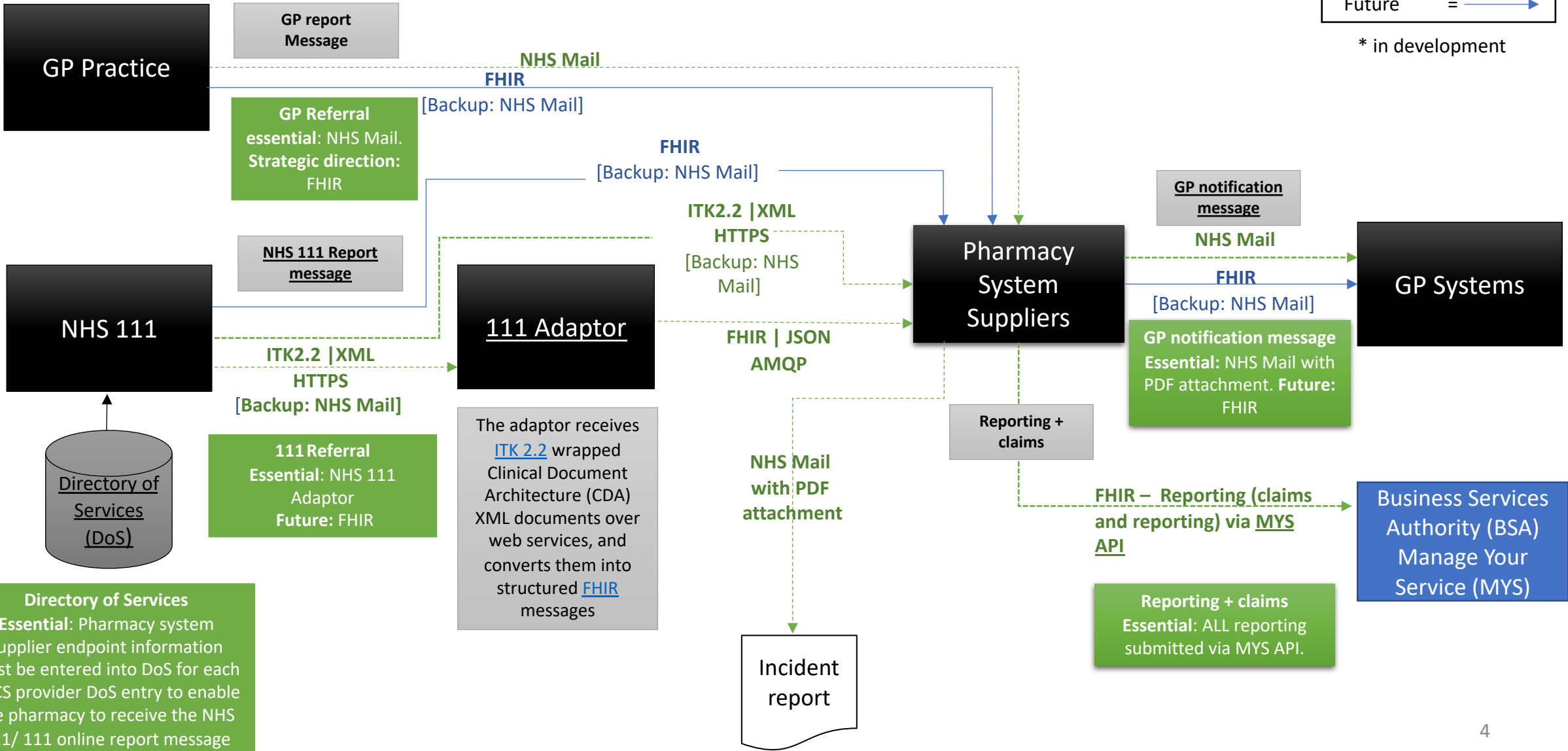
NHS CPCS does not currently support self-referral

*These may be extended as the service expands to support new care settings, subject to contract negotiations

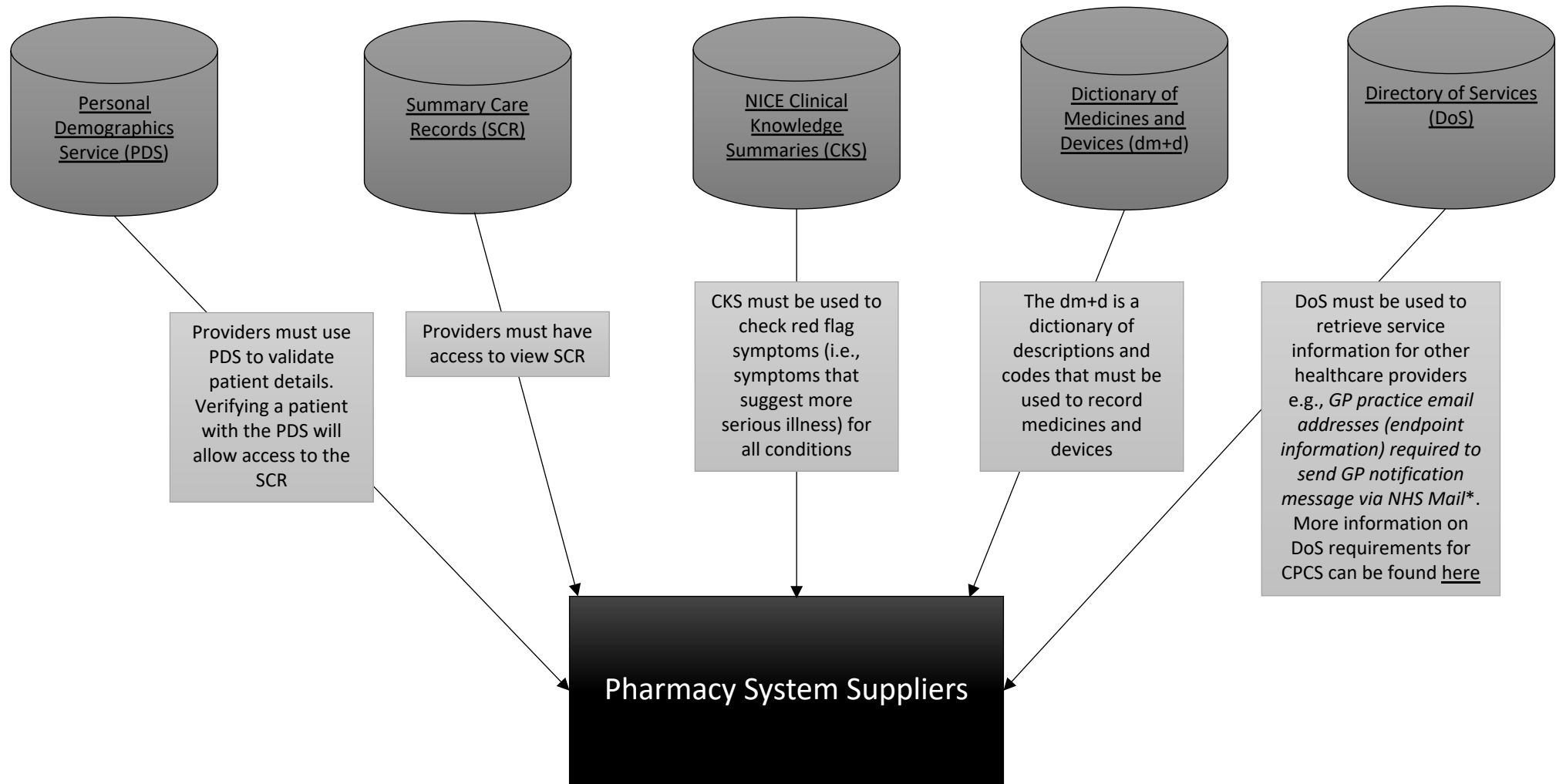
Minor Illness pathway flow diagram



* in development



Minor Illness consultation technical components



* Future requirement

Minor illness essential / required / desirable components

Technical component	Essential for October 2021	Future requirement	Desirable
GP report message (inbound)	NHS Mail	FHIR / MESH / ITK3 Backup: NHS Mail	
NHS 111 report message (inbound)	ITK 2.2 / 111 Adaptor Backup: NHS Mail	FHIR Backup: NHS Mail	
GP notification message (outbound)	NHS Mail	FHIR / MESH / ITK3 Backup: NHS Mail	
BSA Claims and reporting	FHIR. Reporting (claims and reporting) via MYS API		
Personal Demographics Service (PDS)	Spine Mini Service / Personal Demographics Service - FHIR API (Application-restricted access)		Personal Demographics Service - FHIR API (Healthcare worker access)
Summary Care Record (SCR)	Summary Care Record application (SCRa) or SCR 1-Click Functionality		Integrated viewer: May be developed by system suppliers to allow users to view the SCR within their existing clinical system.

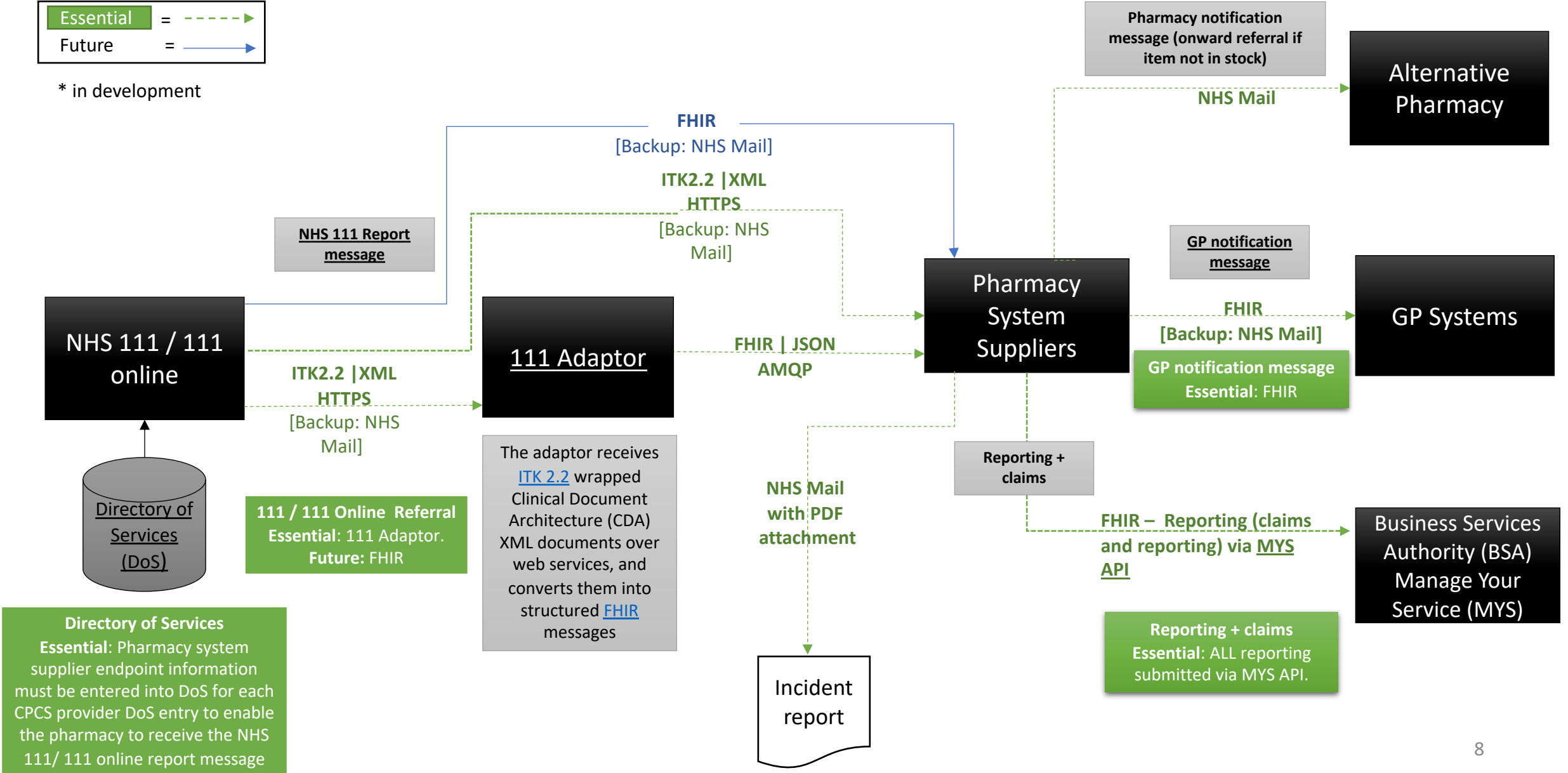
Minor illness essential / required / desirable components

Technical component	Essential for October 2021	Future requirement	Desirable
NICE Clinical Knowledge Summaries (CKS)	Embedded hyperlink		Full integration via NICE integration partner (Clarity Informatics)
Dictionary of Medicines and Devices (dm+d)	Medicines and medical devices should be described using the Dictionary of Medicines and Devices	-	
Directory of Services (DoS)	Local directory of GP practice email addresses held in system.	DoS Proof of Concept API search byODSCode to return details of the matching GP Practice and retrieve the secure email using 'Endpoint' information by January 2022	

Urgent Medicines pathway flow diagram



* in development



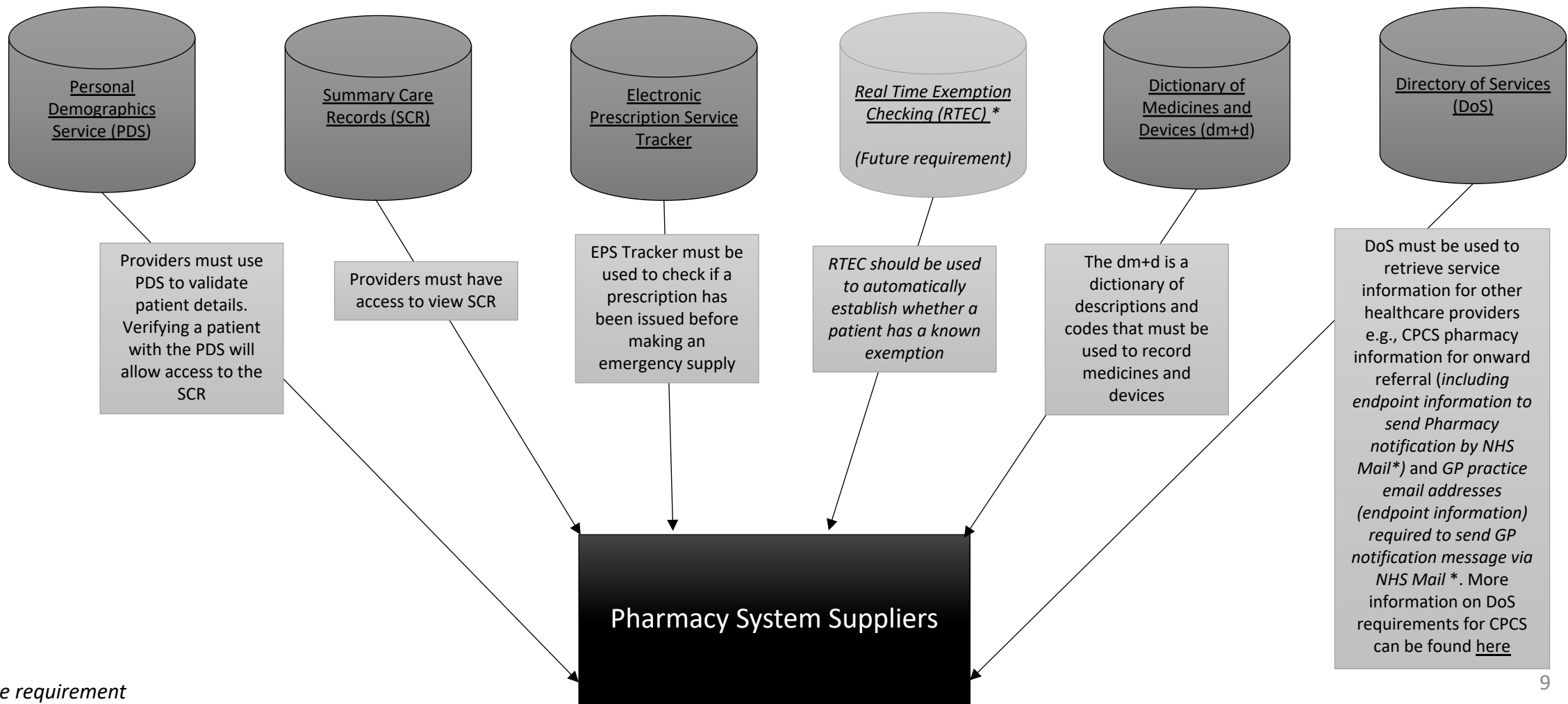
Directory of Services
 Essential: Pharmacy system supplier endpoint information must be entered into DoS for each CPCS provider DoS entry to enable the pharmacy to receive the NHS 111/ 111 online report message

111 / 111 Online Referral
 Essential: 111 Adaptor.
 Future: FHIR

The adaptor receives **ITK 2.2** wrapped Clinical Document Architecture (CDA) XML documents over web services, and converts them into structured **FHIR** messages

Reporting + claims
 Essential: ALL reporting submitted via MYS API.

Urgent Medicines consultation technical components



* Future requirement

Urgent Medicines essential / required / desirable components

Technical component	Essential for October 2021	Future requirement	Desirable
NHS 111 report message (inbound)	ITK 2.2 / 111 Adaptor Backup: NHS Mail	FHIR Backup: NHS Mail	
NHS 111 online report message (inbound)	ITK 2.2 / 111 Adaptor	FHIR Backup: NHS Mail	
GP notification message (outbound)	FHIR / MESH / ITK3 Backup: NHS Mail		
Pharmacy notification (outbound)	NHS Mail	FHIR Backup: NHS Mail	
BSA Claims and reporting	FHIR. Reporting (claims and reporting) via MYS API		
Personal Demographics Service (PDS)	Spine Mini Service / Personal Demographics Service - FHIR API (Application-restricted access)		Personal Demographics Service - FHIR API (Healthcare worker access)

Urgent Medicines essential / required / desirable components

Technical component	Essential for October 2021	Future requirement	Desirable
Electronic Prescription Service (EPS) Tracker	Embedded hyperlink	Prescription tracker API	
Real Time Exemption Checking (RTEC)	Patient to complete a written exemption status declaration (FP10DT EPS dispensing token)	Use of RTEC to automatically establish whether a patient has a known exemption	
Summary Care Record (SCR)	Summary Care Record application (SCRa) or SCR 1-Click Functionality		Integrated viewer: May be developed by system suppliers to allow users to view the SCR within their existing clinical system.
Dictionary of Medicines and Devices (dm+d)	Medicines and medical devices should be described using the Dictionary of Medicines and Devices	-	
Dispensing tokens	FP10DT should be printed (unless exempt because of age or the Real Time Exemption (RTEC) system)		

Urgent Medicines essential / required / desirable components

Technical component	Essential for October 2021	Future requirement	Desirable
Directory of Services (DoS)	<p>DoS Proof of Concept API search by clinical term (z code 'Community Pharmacy Consultation Service (CPCS)'), with the results filtered by Service Type 'Pharmacy' (ID 13) and location to return NHS CPCS providers within a 37.5 mile radius. Results should contain Public name, Address, Postcode, Public telephone, Opening Times, Specified Dates.</p> <p>Local directory of NHS CPCS provider / GP practice email addresses held in system.</p>	<p>Minimum requirement + search results should also return NHS CPCS provider secure email using 'Endpoint'(or 'Email') information (to facilitate onward referral).</p> <p>DoS Proof of Concept API search byODSCode to return details of the matching GP Practice and retrieve the secure email using 'Endpoint' information by January 2022</p>	

General CPCS IT platform requirements

The IT platform **must** conform to the requirements defined below:

- **Referral management**
 - Referral receipt - Notification / alert of any CPCS referral received by the pharmacy
 - Display a list of outstanding referrals due to be actioned
 - Referral status – Display referral status: New, Accepted, Closed, Completed
 - Referral priority - Display referral timeframe – timeframe determined by the NHS Pathways Disposition code (Dx)
 - Referral sorting – Display referrals in order of date/time/priority(urgency) and by care setting e.g. GP, NHS 111
 - Indicate/signal when a referral has not been actioned within the referral timeframe
- Make available “Manual Entry” service templates to manage referrals received by NHS Mail / referrals where the patient GP information is recorded incorrectly by the referrer

General CPCS IT platform requirements

User authentication

- Only authenticated users should access the IT platform
- Practitioners should register and login using their full name (as registered with GPhC) and GPhC number
- The pharmacy secure nhs.net shared mailbox address should be confirmed at first login at the pharmacy by the first practitioner to allow certain functionality (GP notification message)

Consultation

- The pharmacist should be prompted to access the SCR to check for concurrent medication or medical conditions
- The following information must be displayed at the end of every consultation “If your symptoms do not improve or become worse, then either come back to see me or seek advice from your GP. You can call NHS 111 or 999 if the matter is urgent and a pharmacist or GP is not available.”

General CPCS IT platform requirements

- **Onward referral** - capability to forward the original referral to another pharmacy (or other suitable service) if required. The Directory of Services API should be used to obtain the receiving service information. The minimum referral requirement is a PDF attachment via NHS Mail
- **Incident report** – data fields as defined in the NHSEI CPCS Data Specification. The completed form must be sent as PDF to the [pre-configured] NHSmail address of the CPCS Service Manager
- **Data reporting / recordkeeping** - the IT platform must capture a record of the consultation in accordance with NHSEI CPCS Data Specification / **PRSB Pharmacy information flows standard**

General CPCS IT platform requirements

Helpdesk support

- IT platform suppliers are required to provide helpdesk support for the following periods:

Monday to Friday: 8am – 6pm

Weekends: 8am – 2pm

Bank holidays : Response within 24 hours

- Issues affecting service provision must be acknowledged within 24 hours

Claims

- Claims for payment should be made via the BSA MYS API as part of general reporting
- The IT platform should create a month end collated activity report for contractors to be able to reconcile their activity

Spine SSL Certificates

- Suppliers must ensure that certificates are renewed before the expiry date to avoid service interruption (please see [NHS Integrated Urgent Care Technical and Interoperability Standards](#) for more information)

FUTURE REQUIREMENTS

General CPCS IT platform requirements

- **Patient survey** – capability to send the patient a link to an online survey feedback. The patient should be offered the option to receive the link via a mobile phone number or email address. Capability to send a follow-up/reminder message a set number of days after the initial message. Consent must be obtained and recorded

Key contacts

For more information please contact:

[Leanne Garland](#), Service Manager, NHS Digital

[Claire Hobbs](#), Project Delivery Manager Digital Pharmacy, NHS England and NHS Improvement

[Darryl Jones](#), Project Manager, NHS England and NHS Improvement

Version history

Version	Date	Rationale
1.0	17-May-21	First draft, Claire Hobbs, NHSEI
	18-May-21	Review by Anne Joshua, NHSEI
	18-May-21	Review by Darryl Jones, SCW CSU
	19-May-21	Review by Leanne Garland, NHS Digital Comments incorporated
1.1	19-May-21	Further review: DoC
1.2	21-May-21	Shared with James Palmer, Anne Wilson, Fleur Bradley, Leanne Garland, (NHS Digital) Radhika Rangaraju, Zoeta Manning, Deen Somally (NHSX) Annie Sayer (NHSEI) Darryl Jones (SCW CSU)
		Further review: DoS
1.3	21-May-21	Further review by Leanne Garland, NHS Digital Comments incorporated
1.4	25-May-21	Review by Rob Hills, BSA
	25-May-21	Review by Gary Warner, Pinnacle Comments incorporated
1.5	26-May-21	Revisions following NHS CPCS workshop with NHSE/I,X + D
1.6	07-Jun-21	Revisions following Digital Community Pharmacy Monthly Delivery Group / Community Pharmacy IT Group
1.7	14-Jun-21	Revisions to BSA reporting requirements, SSL Certificates requirements, DoS search refinement
1.8	30-Jun-21	IT system supplier review – update to DoS req, removal of Annex C req, patient survey (future req)
1.9	08-Jul-21	