

## PharmRefer

### GP CPCS – GP Practice Guide

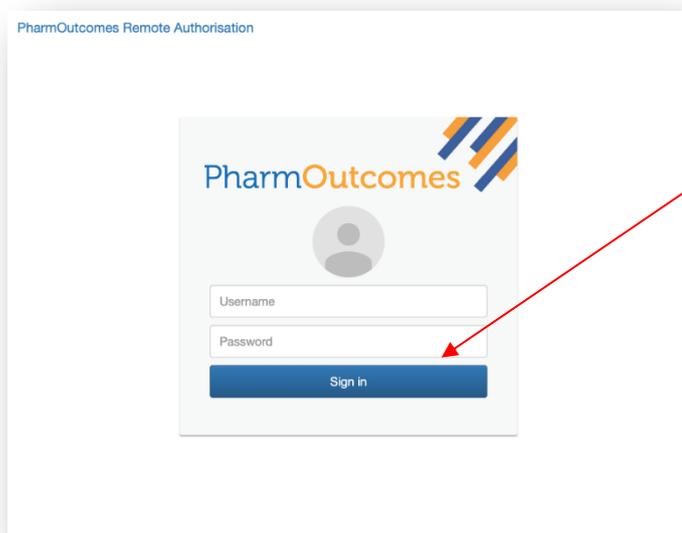
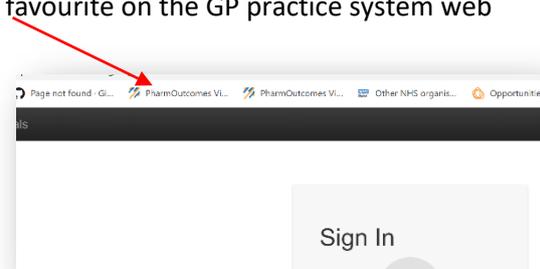
#### Introduction

**PharmRefer** provides a simple and secure mechanism to allow referral of low acuity patients from GP practice to community pharmacies if appropriate. The system uses web technology to allow access to a simple referral page that can be used by appropriate members of the GP practice team to refer patients securely to their chosen community pharmacy for follow up care. **PharmRefer** is accessed at <https://pharmrefer.app/app>. The WebApp links directly with PharmOutcomes to manage the referral. When sent from the WebApp by the GP practice, the referral appears in the normal pharmacy workflow within PharmOutcomes.

When a patient contacts the GP practice, simple triage can identify those that are low acuity e.g. sore throat, diarrhoea, cough and cold. These patients can be referred on to a community pharmacy if appropriate using **PharmRefer**.

#### How does it work?

To allow quick access, a link to the **PharmRefer** login page can be saved as a favourite on the GP practice system web browser bar, access at <https://pharmrefer.app/app>. The link will become available as soon as the browser is opened. Clicking on the link will open the application and the user will arrive at the “Authentication page”. Each practice will have unique system access logins.



Enter the unique login information to access the referral page.

Because the application supports referral only and does not store any patient identifiable information **the application has a long time out of 8 hours**. This means once accessed the referral page remains open for use until the end of most working days or until shut down. Surgery users can choose login options in line with their own internal governance arrangements i.e. these can be site or user specific.

**NB: Initial login information is sent to nominated users at the GP practice**, look out for an email from Pinnacle Health LLP. **All users must first login at PharmOutcomes – <https://pharmoutcomes.org>** using the initial access information received and reset their password to set permanent access for use in PharmRefer. **Temporary logins will expire after three days if not used**, please contact the support team at PharmOutcomes if you experience any problems at [help@phpartnership.com](mailto:help@phpartnership.com) or call 01983 216699.

## Sending a referral

The standalone **PharmRefer** service uses a minimal dataset with no patient details stored locally, allowing quick, easy and secure referrals to be sent from a GP practice to a community pharmacy.

Once logged in, the user will arrive at a simple referral page that allows the capture of relevant information. This includes:

- PDS search button – allows search for patient information that is directly imported to the screen from the Personal Demographic Service (PDS)
- Patient name
- Date of Birth
- Gender
- Mobile Phone number (If the patient has one) \*
- Name of Pharmacy the referral is to be sent to
- Referral notes field – to detail reason(s) for referral

Using the PDS search function is always a much faster way to populate the referral screen as all demographic information can be imported. To do this simply click the blue “SEARCH FOR PATIENT IN PDS” button.

This reveals the pop-up below:

Surgery staff can search for patients either by input of patient details or NHS number using the toggle function at the top of the pop-up screen.

Searching patient details

Either entry of patient name, date of birth and gender allows a search of PDS, below left. Alternatively, using the search by NHS number option, patient information can be imported after entry of date of birth and NHS number, below right

Pip Adlington  
First name then last name, eg "John Smith"

1-jan-1975  
In format DD-MM-YYYY, eg 16-06-1993 for the 16th June 1993  
1st January 1975

Male ♂  Female ♀

Patient Postcode  
Optional. In format xxxx xxx, eg GL51 0EX

**SEARCH**

**✔ PDS Match Found**

<i>Name</i>	PIP UPTON ADLINGTON
<i>Date of Birth</i>	1st January 1975
<i>Gender</i>	male
<i>Address</i>	10 GREENCLIFFE AVENUE, BAILDON, SHIPLEY, W YORKSHIRE
<i>Postcode</i>	BD17 5AF
<i>NHS Number</i>	9449001758

Please confirm the above details with the patient to ensure the person retrieved from the Personal Demographic System is the patient you are referring.

**YES, THIS IS MY PATIENT**

If the details are not correct, you may amend your search and try again. Alternatively, you can click 'Proceed without PDS'

**PROCEED WITHOUT PDS**

**PDS Search** **EXIT**

Search by...

**PATIENT DETAILS** **NHS NUMBER**

1-jan-1975  
In format DD-MM-YYYY, eg 16-06-1993 for the 16th June 1993  
1st January 1975

9449001758

**SEARCH**

**✔ PDS Match Found**

<i>Name</i>	PIP UPTON ADLINGTON
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<i>NHS Number</i>	9449001758

Please confirm the above details with the patient to ensure the person retrieved from the Personal Demographic System is the patient you are referring.

**YES, THIS IS MY PATIENT**

If the details are not correct, you may amend your search and try again. Alternatively, you can click 'Proceed without PDS'

**PROCEED WITHOUT PDS**

If a match is obtained using either of the above options, clicking the green "YES, THIS IS MY PATIENT" button will populate the information and validate the patient. If a match is not found the user has the option to proceed without validation by clicking the red "PROCEED WITHOUT PDS" option.

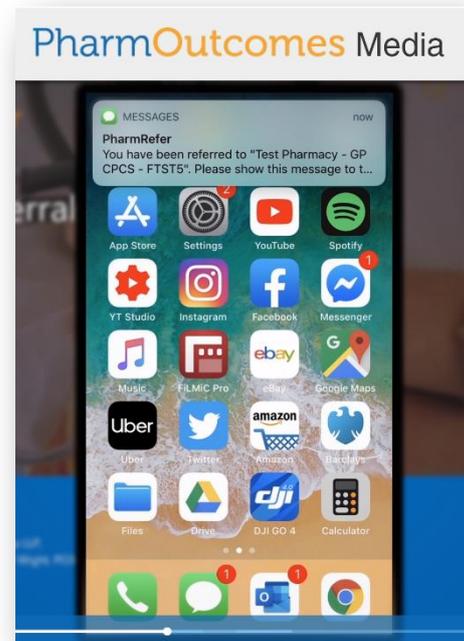
The remaining fields can now be populated detailing the name of the pharmacy the referral is to be sent to along with details of the condition the patient is being referred for. To enter the pharmacy for referral, start to type either the pharmacy name, post code or enter the ODS code for the pharmacy and select from the list that appears.

An SMS message can be system generated and sent to the patients' mobile phone. This gives the patient something to present at the pharmacy when they arrive to quickly identify themselves as a patient referred by their GP practice.

Please note the slider below that must be clicked to record consent for SMS.

The SMS is sent to the patient's mobile number recorded when the referral is sent. This details that they are a PharmRefer patient and displays details of the pharmacy they have been

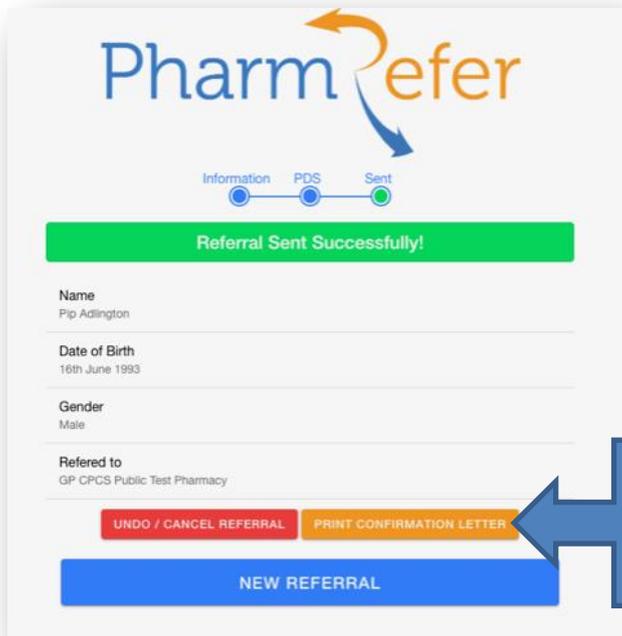
Clicking the slider records consent and triggers SMS



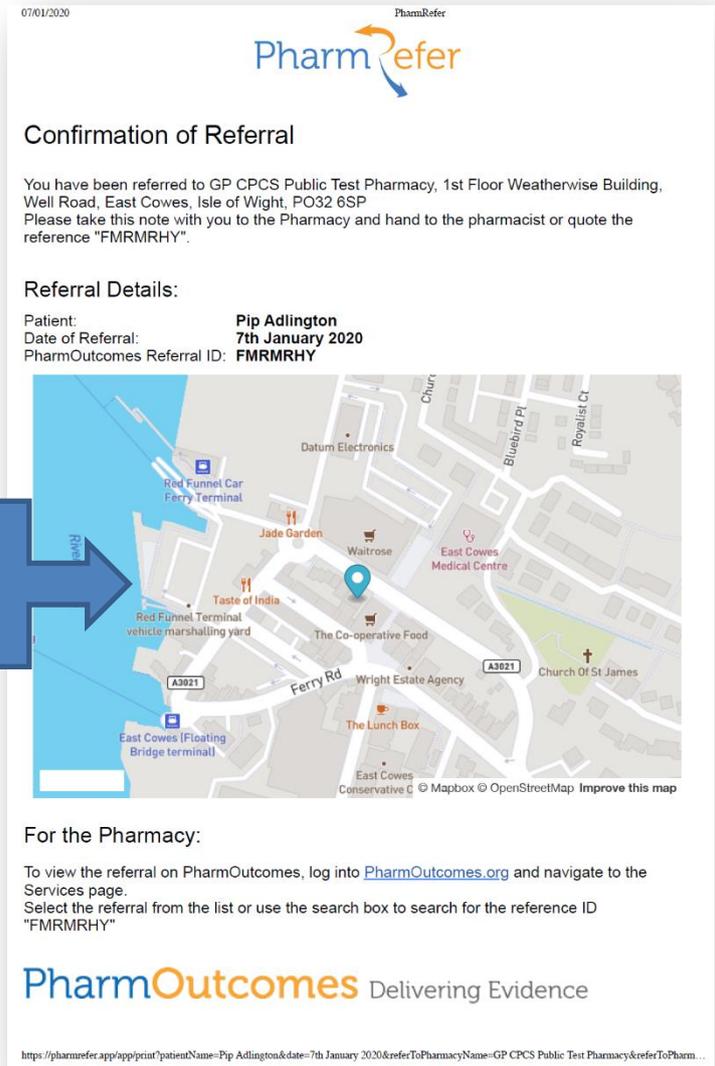
referred to.

Once all fields are populated, simply clicking the blue “REFER” button will send all referral information recorded to the community pharmacy that has been entered into PharmRefer. Referral messages are sent as secure ITK messages. The referral sent will appear in the PharmOutcomes services screen of that pharmacy. The pharmacy will be alerted of referral receipt by email. NB: The alert email does not contain any patient identifiable information.

Once the referral has been sent the user is presented with the confirmation screen below. It is from this screen that a confirmation letter can be printed for the patient that also shows a map of how to find the pharmacy they have been referred to.



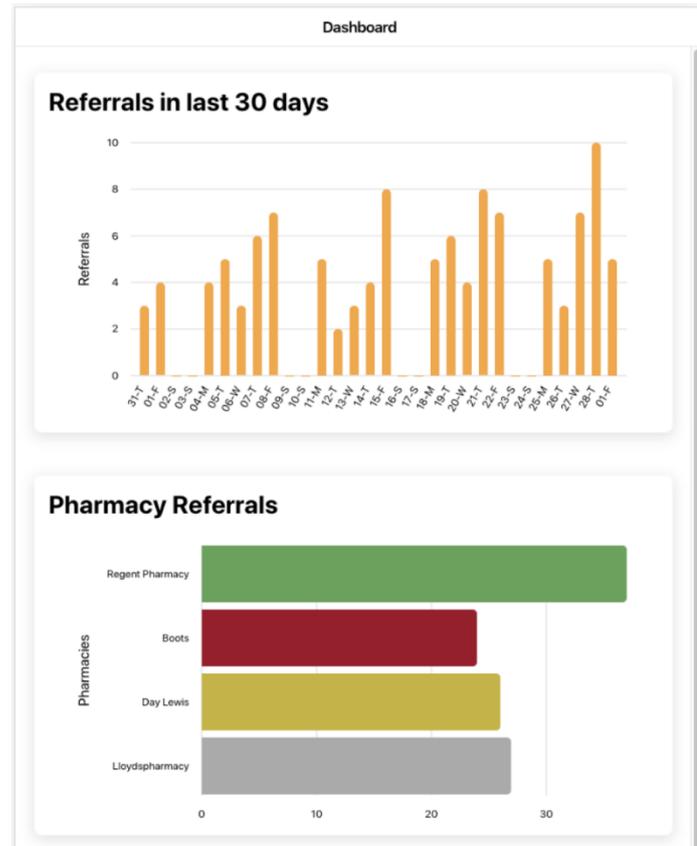
Click here to print a confirmation letter



This functionality is particularly useful for temporary residents that can be triaged to the community pharmacy service if appropriate.

## System generated reports

PharmRefer will display some simple reports that provide information on referral activity. GP Practice teams will be able access overview reports showing local activity. These will display as two dashboards showing performance in the last 30 days.



The top output here shows numbers of referrals on each day of the month. The lower report shows number of referrals by pharmacy

## PharmOutcomes Reports

As the referral information passes into PharmOutcomes, more detailed reporting can be access via the web interface from the “Reports Tab”

A variety of on-screen reports and CSV extracts will be available that show activity at GP practice and pharmacy along with a tracker report showing patient journey.

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	AC	AD	AE	AF				
1	GP DMIRS	Referral to Pharmacy														GP DMIRS - Pharmacy follow-up																			
2	Referral re	ReferrerPr	ReferrerPh	ReferrerPc	SysID	Provision	CInitials	PatientInI	referral_in	ReferrerNa	Pharmacy	Referral SI	Referral Re	Referral HI	Record / C	FollowupP	FollowupP	FollowupP	SysID	Provision	C	EnrolledPr	EnrolledRe	ResoRef	ConsentFo	Conale	Rejection	PatentAcc	Symptom	OtherData	Ckno	Sum	Relevan		
3	Active	Virtual GP	23	Market	VHD07	1.88E+08	#####	KM	72311806	Sore Throa	GP Team N	Virtual Cor	referred	-	-	2019-03-21	Refer	Virtual Cor	101	Chorht	VHD03	1.88E+08	#####	-	-	No	-	No	-	-	-	No	-		
4	Active	Virtual GP	23	Market	VHD07	1.88E+08	#####	SW	72318067	Sore Throa	GP Team N	Virtual Cor	referred	-	-	2019-03-21	Refer	Virtual Cor	101	Chorht	VHD03	1.88E+08	#####	-	-	No	-	No	-	-	-	No	-		
5	Active	Virtual GP	23	Market	VHD07	1.88E+08	#####	RW	72321193	Sill got a	GP Team N	Virtual Cor	referred	-	-	2019-03-21	Refer	Virtual Cor	101	Chorht	VHD03	1.88E+08	#####	-	-	No	-	No	-	-	-	No	-		
6	Active	Virtual GP	23	Market	VHD07	1.88E+08	#####	LW	72325015	Bit of a so	GP Team N	Virtual Cor	referred	-	-	2019-03-21	Refer	Virtual Cor	101	Chorht	VHD03	1.88E+08	#####	-	-	No	-	No	-	-	-	No	-		
7	Active	Virtual GP	23	Market	VHD07	1.88E+08	#####	KM	72325348	cough cold	GP Team N	Virtual Cor	referred	-	-	2019-03-21	Refer	Virtual Cor	101	Chorht	VHD03	1.88E+08	#####	-	-	No	-	No	-	-	-	No	-		
8	Active	Virtual GP	23	Market	VHD07	1.88E+08	#####	KM	72329260	Cough Cok	GP Team N	Virtual Cor	referred	-	-	2019-03-21	Refer	Virtual Cor	101	Chorht	VHD03	1.88E+08	#####	-	-	No	-	No	-	-	-	No	-		
9	Active	Virtual GP	23	Market	VHD07	1.88E+08	#####	RM	72328626	sore throa	GP Team N	Virtual Cor	referred	-	-	2019-03-21	Refer	Virtual Cor	101	Chorht	VHD03	1.88E+08	#####	-	-	No	-	No	-	-	-	No	-		
10	Active	Virtual GP	23	Market	VHD07	1.88E+08	#####	OF	72329677	sore throa	GP Team N	Virtual Cor	referred	-	-	2019-03-21	Refer	Virtual Cor	101	Chorht	VHD03	1.88E+08	#####	-	-	No	-	No	-	-	-	No	-		
11	Active	Virtual GP	23	Market	VHD07	1.88E+08	#####	RW	72337990	sore throa	GP Team N	Virtual Cor	referred	-	-	2019-03-21	Refer	Virtual Cor	101	Chorht	VHD03	1.88E+08	#####	-	-	No	-	No	-	-	-	No	-		
12	Active	Virtual GP	23	Market	VHD07	1.88E+08	#####	RM	72337411	head lice	GP Team N	Virtual Cor	referred	-	-	2019-03-21	Refer	Virtual Cor	101	Chorht	VHD03	1.88E+08	#####	-	-	No	-	No	-	-	-	No	-		
13	Active	Virtual GP	23	Market	VHD07	1.88E+08	#####	OF	72338120	sore throa	GP Team N	Virtual Cor	referred	-	-	2019-03-21	Refer	Virtual Cor	101	Chorht	VHD03	1.88E+08	#####	-	-	No	-	No	-	-	-	No	-		
14	Active	Virtual GP	23	Market	VHD07	1.88E+08	#####	OF	72344884	sore throa	GP Team N	Virtual Cor	referred	-	-	2019-03-21	Refer	Virtual Cor	101	Chorht	VHD03	1.88E+08	#####	-	-	No	-	No	-	-	-	No	-		
15	Active	Virtual GP	23	Market	VHD07	1.88E+08	#####	AJ	72354253	Constant h	GP Team N	Virtual Cor	referred	-	-	2019-03-21	Refer	Virtual Cor	101	Chorht	VHD03	1.88E+08	#####	-	-	No	-	No	-	-	-	No	-		
16	Active	Virtual GP	23	Market	VHD07	1.88E+08	#####	RM	72366197	sore throa	GP Team N	Virtual Cor	referred	-	-	2019-03-21	Refer	Virtual Cor	101	Chorht	VHD03	1.88E+08	#####	-	-	No	-	No	-	-	-	No	-		
17	Active	Virtual GP	23	Market	VHD07	1.88E+08	#####	RW	72463387	sore throa	GP Team N	Virtual Cor	referred	-	-	2019-04-01	Refer	Virtual Cor	101	Chorht	VHD03	1.88E+08	#####	-	-	No	-	No	-	-	-	No	-		
18	Active	Virtual GP	23	Market	VHD07	1.88E+08	#####	JSW	72484275	Sore Throa	Gary Warm	Virtual Cor	referred	-	-	2019-04-01	Refer	Virtual Cor	101	Chorht	VHD03	1.88E+08	#####	-	-	No	-	No	-	-	-	No	-		
19	Active	Virtual GP	23	Market	VHD07	1.88E+08	#####	JSW	72484418	Sore Throa	Gary Warm	Virtual Cor	referred	-	-	2019-04-01	Refer	Virtual Cor	101	Chorht	VHD03	1.88E+08	#####	-	-	No	-	No	-	-	-	No	-		
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