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?

PharmOutcomes Remote Authorisation

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 <u>https://pharmrefer.app/app</u>. 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.

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Username

Password



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 – <u>https://pharmoutcomes.org</u> 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 or call 01983 216699.

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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:

Pharm	Refer
Information	Sent
SEARCH FOR PA	ATIENT IN PDS
Or fill in their detail	s manually below
*Patient Name	
First name then last name, eg "John Smith"	
*Patient Date of Birth	
In format DD-MM-YYYY, eg 16-06-1993 for the 1	6th June 1993
\bigcirc Male σ^{i}	O Female 9
Patient Telephone	
Must be a UK mobile number if you wish to recier	ve an SMS
*Destination Pharmacy	\
Where to send the patient. Start typing the name appears.	and then select a value from the list that
Referral Notes	
Refer Dashboard	History Support

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.

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:

	PDS Search EXIT	
	PATIENT DETAILS NHS NUMBER	
	*Patient Name	
	First name nen last name, eg "John Smith"	
	Patient Date of Birth	
	In format DD-MM-YYYY, eg 16-06-1993 for the 16th June 1993	
	○ Male σ ⁿ	
*Patient I		
First name th	Patient Postcode	
*Patient [Optional. In format xxxx xxx, eg GL51 0EX	
In format DE	SEARCH	
O Male	σ' () Female ¥	
Patient Te	lephone	

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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

		7
-jan-1975		Search by
n format DD-MM-YYY 1993 1st January 1975	Y, eg 16-06-1993 for the 16th June	PATIENT DETAILS NHS NUMBER
● Male ♂	◯ Female ♀	1-jan-1975
Patient Postcode		1993 1st January 1975
Optional. In format xxx	x xxx, eg GL51 0EX	9449001758
<i>(</i> /,	SEARCH	SEARCH
amo		ne 1 S PDS Match Found
ane ate of Birth	1st January 1975	Name PIP UPTON ADLINGTON
ender	male	nt I Date of Birth 1st January 1975
ddress	10 GREENCLIEFE	d DE Gender male
	AVENUE, BAILDON, SHIPLEY, W YORKSHIRE	Address 10 GREENCLIFFE AVENUE, BAILDON,
ostcode	BD17 5AF	SHIPLEY, W YORKSHIRE
IHS Number	9449001758	Postcode BD17 5AF
		nt Ti NHS Number 9449001758
lease confirm the al nsure the person re emographic Systen	bove details with the patient to trieved from the Personal n is the patient you are referring.	a U 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	YES, THIS IS MY PATIENT
arch and try again	Alternatively, you can click	nat
arch and try again.	5'	search and try again. Alternatively, you can click 'Proceed without PDS'
roceed 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.

PharmRefer GP Referral for Minor Ailments

pharmacy name, post code or enter the

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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

Referral to Community Pharmacy	test.community.pharmacy Test Community Pharmacy	ODS code for the pharmacy and select from the list that appears.
Pharm ce Information Sent SEARCH FOR PATIENT IN PDS Or fill in their details manually below	fer	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
PIP UPTON ADLINGTON	E	be clicked to record consent for SMS.
First name then last name, eg "John Smith"		The SMS is sent to the patient's mobile
01-Jan-1975 1st January 1975		number recorded when the referral is
In format DD-MM-YYYY, eg 16-06-1993 for the 16th June 1993		sent. This details that they are a
Male ♂ ⁸		PharmRefer patient and displays details of the pharmacy they have been
Patient Telephone	Clicking the	
Must be a UK mobile number if you wish to recieve an SMS	slider	Telephone 07824 773241
Send text confirmation of referral	records consent and	Send text confirmation of referral
Weatherwise Test Provider	triggers SMS	
Where to send the patient. Start typing the name and then select the list that appears. Weatherwise Test Provider (FTEST234) Weatherwise Building, Well Road, East Cowes PO32 65	ct a value from	
Sore Throat		Priarmoutcomes Media
Additional notes that may be relevent for the destination pharm	acy	PharmRefer You have been referred to "Test Pharmacy - GP CPCS - FTST5". Please show this message to t
REFER		App Store Settings YouTube Spotty
Refer Dashboard History Suppo	rt v1.1.1	YT Studio

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.

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PharmRefer GP Referral for Minor Ailments

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.



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

For the Pharmacy:

To view the referral on PharmOutcomes, log into <u>PharmOutcomes.org</u> and navigate to the Services page. Select the referral from the list or use the search box to search for the reference ID "FMRMRHY"

PharmOutcomes Delivering Evidence

https://pharmrefer.app/app/print?patientName=Pip Adlington&date=7th January 2020&referToPharmacyName=GP CPCS Public Test Pharmacy&referToPharm.

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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.

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