

How to escalate a CPCS referral

As the first clinician to speak to the patient following a CPCS referral, the pharmacist may, during the consultation decide that the patient needs to be escalated for more support than can be provided by the pharmacist.

Please note that once any referral has been made from 111 to a pharmacy, the patient **should not** be asked to call back into 111 for escalation following a CPCS assessment.

There has been an increase in CPCS referrals being escalated back into 111. When this happens the patient will always have to be re-triaged and will ultimately result in the same end point referral to a pharmacy, asking the patient to repeat the triage is not a great patient experience.

Urgent medicine – no stock in pharmacy

Where medication is not in stock, pharmacists need to arrange for the patient to be provided with an emergency supply of the medication from another pharmacy.

There is a function to “forward the referral” to another pharmacy electronically by sending the request to the secure nhs.net email that each pharmacy has been provided with. The Pharmacist will have alerted the receiving pharmacy to the referral when checking the receiving pharmacy has the medicine needed. The patient should be provided with details of the pharmacy they have been referred on to.

In hours escalations

In hours you should contact the patient’s usual GP practice and use your locally agreed procedure to support the patient to access an appointment. This procedure will vary from practice to practice.

Do **not** advise / signpost the patient to go to their GP practice or refer back to 111.

Out of hours escalations

Options available should you need to escalate a patient during Out of Hours;

- 1) If you have a SERIOUS clinical concern you should call 999 for triage and action.
- 2) For advice only, call NHS **111, press *7**
You can then request a call back from the Clinical Assessment Service (CAS)

Please note - this is for a HCP to HCP discussion when additional advice is needed, not a patient onward referral

- 3) Refer to a local Urgent Treatment Centre (UTC)

If referral to UTC is appropriate, please ask the patient which is the most appropriate urgent treatment centre for them (see Annex C).

Call the UTC and book an appointment for the patient. Provide the appointment details to the patient and close the CPCS consultation on PharmOutcomes.

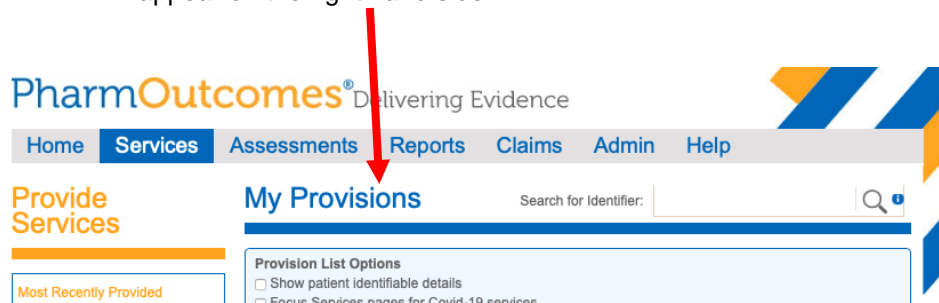
Table 1

Service Name	Telephone Numbers
UTC: Bishop Auckland Urgent Treatment Centre	01388 455 048
UTC: Blaydon Urgent Treatment Centre	0191 2834699
UTC: Darlington Urgent Treatment Centre	01325 743 472
UTC: Gateshead Urgent Treatment Centre (Queen Elizabeth Hospital)	0191 4453806
UTC: Hartlepool Urgent Treatment Centre	01642 382 702
UTC: Hexham Urgent Treatment Centre	01434 655388
UTC: North Tees Urgent Treatment Centre	01642 382 700
UTC: North Tyneside	0191 2932515
UTC: Pallion Urgent Treatment Centre	0191 607 8516
UTC: Peterlee Urgent Treatment Service	0191 372 8690
UTC: Ponteland Road Urgent Treatment Centre	0191 271 9030
UTC: Redcar Urgent Treatment Centre	01642 944590
UTC: Shotley Bridge Urgent Treatment Centre	01207 594 657
UTC: South Tyneside Urgent Treatment Centre	0191 404 1046
UTC: UHND Urgent Treatment Centre	0191 3332615
UTC: Wansbeck Urgent Treatment Centre	01670 529565
UTC: Westgate Road Urgent Treatment Centre	0191 282 3000
UTC: Molineux Urgent Treatment Centre	0191 213 8568

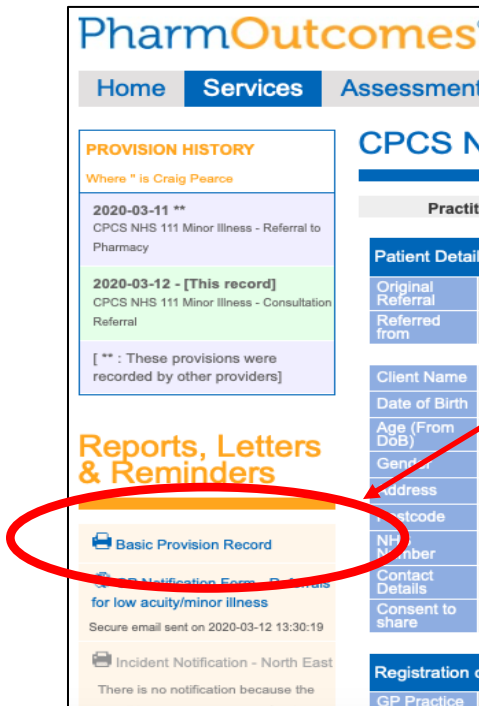
Note - if the number is not answered due to service pressure the default position is to advise the patient to walk in

In addition to making the appointment, some UTCs require details of the patient consultation to be emailed to them. If you are referring the patient to one of these UTCs, when making the appointment, you will be asked to send an email and provided with the appropriate email address. Follow the process below to email the required information.

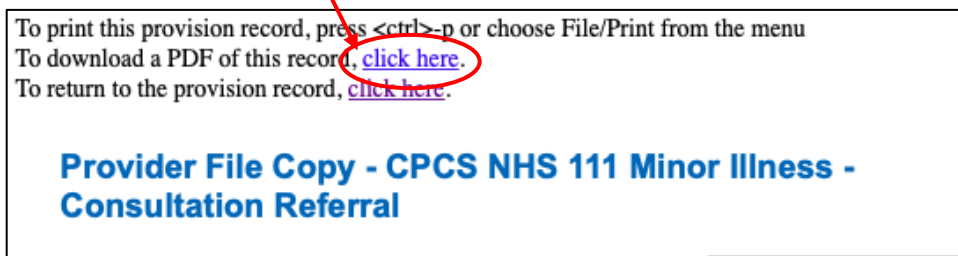
1. Having completed the consultation on PharmOutcomes,
2. Go back into the completed record. (You can access this via the services tab. Recent Provisions will appear on the right hand side.



3. Click **“Basic Provision Record”**



4. At the top of the page is an option for you to download the report.
5. Click **“Download a PDF”**



6. The file will download to your computer
7. Send an email from your nhs.net email account with the document attached to the appropriate email address provided by the UTC.