

CPRS enrolment and accreditation

Service go live information

The Community Pharmacy Referral Service goes live on the 4th December 2017. This service requires enrolment.

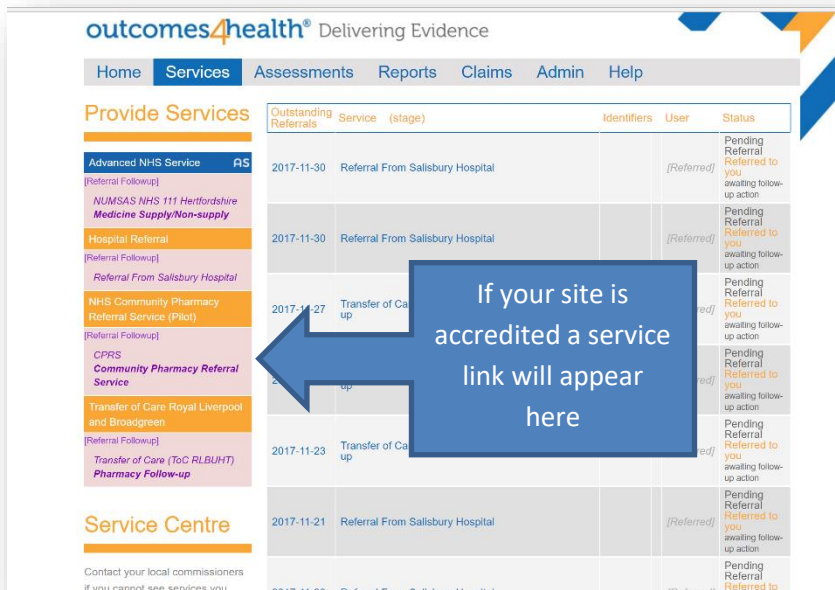
Because the pharmacy service is directly linked to the referral stage, **pharmacy team members will not be able to access the follow up stage or the enrolment questions until their first referral is received.** The enrolment criteria that have been set can be seen in the screen shot here. You must enrol before you can complete your first referral follow up, thereafter simply entering the name of the enrolled practitioner will allow name selection and template access.

As this service is linked directly to the NHS 111 referral, you will not see a service access link appear in your services screen as with standard PharmOutcomes services. This would ordinarily allow enrolment in advance of service go live but as the service is a follow up this is not possible until the first referral had been received. You can however check

that your site has been accredited with the CPRS follow up stage from your services screen by clicking the link that appears at the top left of your services screen as seen in the screen shot below.

Outstanding Referrals	Service (select)	Identifiers	User	Status
	Referral From Salisbury Hospital			Pending Referral Referred to you awaiting follow-up action
	Transfer of Care (ToC RLBUHT) - Pharmacy Follow-up	CX		Pending Referral Referred to you awaiting follow-up action
	Transfer of Care (ToC RLBUHT) - Pharmacy Follow-up	CX		Pending Referral Referred to you awaiting follow-up action
	Transfer of Care (ToC RLBUHT) - Pharmacy Follow-up	AX		Pending Referral Referred to you awaiting follow-up action

Clicking this link will reveal hidden services as below. If the service appears in your service screen on clicking the link then your site has been accredited. If this link does not appear and you are expecting to be part of this service please contact your service administrator.



NB: This is a means of checking site accreditation only, you cannot access the service follow up stage itself by clicking the link. Clicking the link will display the message below.



Referral receipt

New referrals will appear at the top of the services screen as below. The pharmacy will also be alerted of referral receipt by email sent to the management email. Please contact the help desk team if you are not receiving email notifications.

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Home Services Assessments Reports Claims Admin Help

Provide Services

Outstanding Referrals	Service (stage)	Identifiers	User	Status
2017-11-30	Referral From Salisbury Hospital		[Referred]	Pending Referral Referred to you awaiting follow-up action
2017-11-30	Referral From Salisbury Hospital		[Referred]	Pending Referral Referred to you awaiting follow-up action
2017-11-27	Transfer of Care (ToC RLBHUHT) - Pharmacy Follow-up	CX	[Referred]	Pending Referral Referred to you awaiting follow-up action
2017-11-27	Transfer of Care (ToC RLBHUHT) - Pharmacy Follow-up	CX	[Referred]	Pending Referral Referred to you awaiting follow-up action
2017-11-23	Transfer of Care (ToC RLBHUHT) - Pharmacy Follow-up	AX	[Referred]	Pending Referral Referred to you awaiting follow-up action
2017-11-21	Referral From Salisbury Hospital		[Referred]	Pending Referral Referred to you awaiting follow-up action
2017-11-20	Referral From Salisbury Hospital		[Referred]	Pending Referral Referred to you awaiting follow-up action
2017-11-20	Referral From Salisbury Hospital	RS	[Referred]	Pending Referral Referred to you awaiting follow-up action

New referrals will appear at the top of the services page

PharmOutcomes Referral Notice

Dear Colleague,

The PharmOutcomes and Outcomes4Health systems monitor the referrals that are sent to providers and there are outstanding referrals for your organisation, which we have on the system as: Virtual Community Pharmacy Follow-up VHD03.

The following referrals remain outstanding currently:

- one week old - 1 referral

A referral is considered outstanding when it has not been accepted, completed or rejected. There can be valid reasons for this and this is just a reminder that these referrals remain outstanding.

If you are struggling, then use the 'Send a Message' page in the Help page and we'll be in touch to help.

The Pinnacle Health Support Team

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Typical Email notification

Clicking the referral link will allow access to the referral information and the pharmacy follow up stage - see below.

Practitioner Name

Enter your full name in the box above... Then either select your name when it appears, or select "New Practitioner" if you have not enrolled before

Registration Details brought forward

Original Referral	04 Dec 2017
Referred from	Violet Patch Pharmacy (Branch: 5477 - Flowers Medic)
Client Name	Mickey Mouse
Date of Birth	01-Feb-2003
Age	14
Gender	Male
Address	123 Alphabet Road, Broad way
Postcode	AB12 3CD
NHS Number	1111111111
Contact Details	email MickeyMouse@invalid, tel 01234 567890 not w

Acceptance and completion of referred service

This referral has been made to your organisation at the request of a patient. If you are unable to complete the referral, you can reject it, but please select the reason for rejection from the drop down list below. You can make relevant notes in the Notes box.

Reason for rejection:

Select the reason for rejecting

Complete now Reject referral

Clicking the referral reveals the referral information

Click complete now to access the follow up