

When to escalate a 111 CPCS referral & where to

After receiving a CPCS referral from 111, the pharmacist may, during the consultation decide that the patient needs escalating for more support than can be offered within the pharmacy. 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.

Occasions when a 111 CPCS referral may need escalation:

Urgent
medicine (no
stock in
pharmacy)

- When medicines are not in stock, the pharmacy must arrange for the patient to receive emergency supply from an alternative pharmacy.
- Pharmacies can “forward the referral” to another pharmacy electronically via NHS mail.
 - Before doing this the referring pharmacy will have contacted the alternative pharmacy to check the medicines required are in stock.
- Patient should be given details of the pharmacy they have been referred on to.
- If a pharmacy cannot be located with stock of a medication, then this must be an OOH escalation.
 - The pharmacy must call the GP OOH service (see Annex D) to ensure the patient is contacted by another appropriate healthcare professional.
 - Examples of when a referral to GP OOH are included in Annex D under "when to contact GP OOH service".

In hours
escalations

- In hours the pharmacy should contact patient’s usual GP using locally agreed procedure.
- 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 out of hours:**
- SERIOUS clinical concern - phone 999 for clinical triage & action.
 - Healthcare to Healthcare Advice only - phone NHS 111, press *7. Request call back from the clinical assessment service (CAS). This is not for patient onward referral but for the community pharmacist to use to seek advice from another healthcare professional to assist with the management of the patient.
 - Refer to local Urgent Treatment Centre (UTC) - If this is chosen, then ask patient which site is best for them (see Annex D).
 - Call the UTC to book appointment, share these details with patient and close referral on CPCS IT system.
 - Refer to GP out of hours (OOH). (see Annex D)
 - Call the GP OOH to book appointment, share these details with patient and close referral on CPCS IT System.