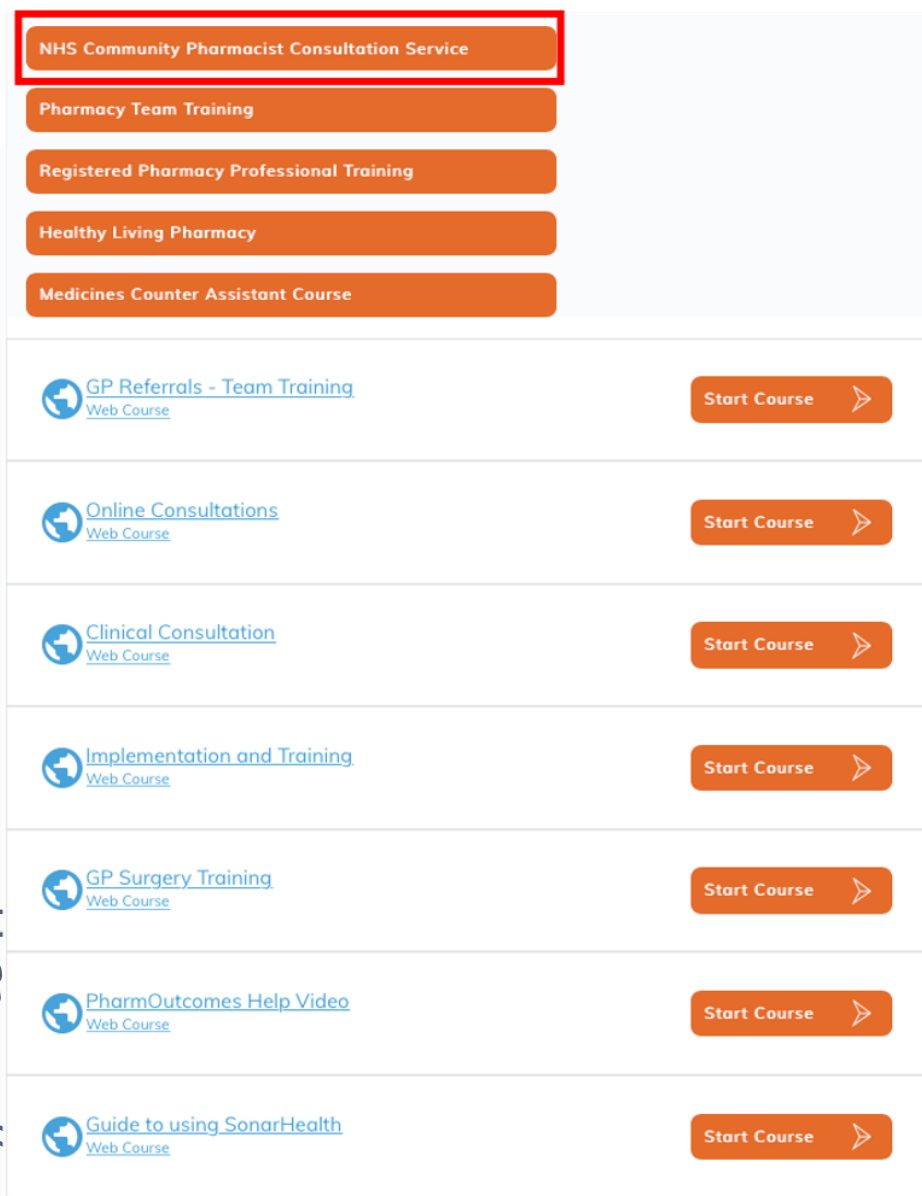


NHS Community Pharmacist Consultation Service

Complete Support Package (NHS111 and GP)



The screenshot shows a list of training options. The top five items are highlighted with orange bars: NHS Community Pharmacist Consultation Service, Pharmacy Team Training, Registered Pharmacy Professional Training, Healthy Living Pharmacy, and Medicines Counter Assistant Course. Below these are several web courses, each with a 'Start Course' button:

- GP Referrals - Team Training (Web Course)
- Online Consultations (Web Course)
- Clinical Consultation (Web Course)
- Implementation and Training (Web Course)
- GP Surgery Training (Web Course)
- PharmOutcomes Help Video (Web Course)
- Guide to using SonarHealth (Web Course)

Do you know how to **implement** and **deliver** the new pharmacy service NHS GP CPCS?

How are you going to **train** your locums and surgeries?

What part can your **team** play?

What other **resources** are available to support this new service?

Our comprehensive online training will cover all these questions.

To access the course visit:
[https://
www.virtualoutcomes.co.uk/
pharmacy-training/](https://www.virtualoutcomes.co.uk/pharmacy-training/)

Available as a podcast from iTunes or download @
<https://www.virtualoutcomes.co.uk/pharmacy-training/podcasts/>



VirtualOutcomes offers a wide range of online training for the whole pharmacy team. For more information email info@virtualoutcomes.co.uk



NHS Community Pharmacist Consultation Service

Complete Support Package (NHS111 and GP)

NHS Community Pharmacist Consultation Service

Pharmacist Training

Course Objectives

- To increase confidence in delivering the Community Pharmacist Consultation Service
- To understand the process of minor ailment referrals under the service from NHS111 and your local surgery
- To familiarise yourself with NICE Clinical Knowledge Summaries and how you should use these within your consultations
- To provide an example of a potential CPCS referral scenario
- To provide a list of resources to support CPCS

Course length 16 minutes

Online Consultations

Course Objectives

- To understand how online consultations may complement the services you offer from your community pharmacy
- To understand some of the benefits for patients of online consultations
- To recognise some of the potential issues and limitations of online consultations
- To increase awareness of guidance and supporting training materials available to increase your confidence in having online consultations

NHS Community Pharmacist Consultation Service- GP Referral Pharmacy Training

Course Objectives

- To understand the key differences between the NHS111 referral service and the GP referral service
- To understand how your pharmacy can deliver an exemplary service
- To understand that building strong relationships is key to this service

Course length - 23 minutes

NHS Community Pharmacist Consultation Service - GP Referral Surgery Training

Course Objectives

- To understand the background of the GP CPCS and the difference it can make.
- To understand how the service works
- To follow the patient journey through the service
- To understand the words and phrases that you should use when talking to patients with minor illnesses who should be referred to the community pharmacist

Course length - 29 minutes

NHS Community Pharmacist Consultation Service - NHS111 Referral

Urgent Medicines Supply and Minor Illness Referral Service

Course provided with support from your Local Pharmaceutical Committee

Course Objectives

- To understand how the service integrates community pharmacy into local NHS urgent care pathways and how it supports the Right Care in the Right Place ethos
- To ensure that the team understand the whole patient journey through both services and the timescales involved
- To ensure the pharmacist knows which tools they need to use during a consultation.
- To ensure the pharmacist knows what processes to follow if the consultation needs to be escalated

Course length 31 minutes (split into three parts)