

# Sonar User Guide CPCS -2021/22

**Community Pharmacist Consultation Service** 

London DMIRS is now Minor Illness and is merged with the Emergency Supply Service (previously NUMSAS), together they are the CPCS.

Version 1.4

## **Document Control**

## **Version History**

Version Date		ate Summary of Changes					
1.0	20/11/2019	Initial release - Created by Andrea Rech, reviewed by Pritpal Thind					
1.1	10/01/2020	Review and update manual referrals - updated by Andrea Rech, reviewed by Pritpal Thind					
1.2	20/03/2020	Review and update 111 online, payments and claims, FAQs, definition of an incident- updated by Andrea Rech, reviewed by Pritpal Thind					
1.3	27/05/2020	Review and update Claims for CPCS - Updated by Sowmeya Velusamy, reviewed by Pritpal Thind					
1.4	29/03/2021	Review and update GPCPCS – Updated by Sowmeya Velusamy, reviewed by Pritpal Thind					

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## 1.Requesting Access & Logging into Sonar

### 1.1 The Website

On our website **www.sonarhealth.org** you will can 1) Login by selecting the 'Login' link & 2) Register for a new account by selecting the 'New User? (Sign Up)' link. Each link (located on the top right of the page) will take you to its corresponding page.

📔 Home - SonarHealth 🗙 🛨					– a ×
← → C* @ 0 ≜ https://www.sonarhealth.org				🖂 1	לי ≡
		Sonar Heal	th	*) Login 🛔 New User? (Sign up	Ď
	Home London Flu Service	London CPCS Service	GDPR, Privacy and Cookles	Contact Us	
General Data Protection Regulation (GDPR) From 25 May 2018, <i>Data Controllers</i> and <i>Data Processors</i> will have to comply with the new EU Regulations (GDPR). By using SonarHealth you agree to our Privacy Nutice and GDPR Statement Christmas and Holidays support. Click here for details how to get support during bank holidays.		}	8	2	<b>室</b>
	Welc	ome to the Sonar Hea	lthcare <mark>N</mark> etwork		
	ere Health care professionals can shar it outcomes by having clinical informat		so to make more fluid the comm	unication in between Health care organisations.	
If you are a Health care profession	nal and don't have yet access to Sonar,	, please request your login c	redentials by clicking Here and fi	ll in your details in the form.	
Announcements:					( )
The registration process for the I	London Pharmacy Vaccination Service	2019/20 is now open: Click	here to register		
The registration process for the I	London DMIRS is now open: Click her	re to register			
P Type here to search					

## 1.2 Registering for an account

You can request an account by filling in the 'New User? (Sign Up)' form below. This is a manual does not automate process. We will send you a confirmation email within a few working days with a form to be filled in and returned to us (including your personal details, details of the pharmacy you require access to & details of the person who is authorising to access that pharmacy). Once we have this completed information, we will be able to send you your login details.

Sonar	•) Login 🛃 New User? (Sign up)
Home London Flu Service London CPCS Se	ervice GDPR, Privacy and Cookies Contact Us
Sign Up If you are a new user, feel free to fill-in the following form and be part of the Sonar Health or advanced services like NMS, MUR, Stop Smoking, Repeat Prescriptions, and also some other	Care Network! By signing up you will have access to a range of free NHS enhanced and tools (Calendar, Library, etc) that will help you provide a better service to your patients.
Your Contact Details Please find your location by entering the name or postcode in the box below and select it fr below: <u>Alick here and free yoe your location name or postcode</u>	om the list that comes up. If not on the list, please free-type your contact info in the boxes
First Name: Surname: Email: Mobile: Phone: By signing up to <b>SonarHealth</b> you declare that the information you have provided is TRUE and you are genuine Advisor/Member of staff at the specified location. Also you agree to The Sonar Informatics terms of service and Privacy policy I confirm I have read and understood the above.	GDPR Consent         We would like to send you occasional news and offers from Sonar Informatics as well as important alerts and material. For some communication we must be able to reach you for example, for NHS-related services. Please select below, what information you are okay for us to send to you. You can unsubscribe at any time.         NHS Service alerts and service-related news, announcements and material         IF IU Training, travel clinics and vaccinations         Other training opportunities         Sonar newsletters         New product offers
Please enter the text A Y F A in the box: Symit	

## 1.3 How to Login to Sonar

Enter your Username, Password and PIN number on the login page.

- Unless otherwise stated, all details are lowercase with no spaces
- · Login Method- make sure it is set at 'Pin Number' as you have been issued a PIN
- PIN- you will be asked for a different set of 3 parts of your 6-digit PIN each time you login
- · If you have 'Multi-Access' to multiple stores, be sure to choose the relevant borough and specific store

postcode after you have entered your login details and are prompted to select the site access you require.
If you have any questions or issues, please reply giving details of your issue, your Sonar username & how

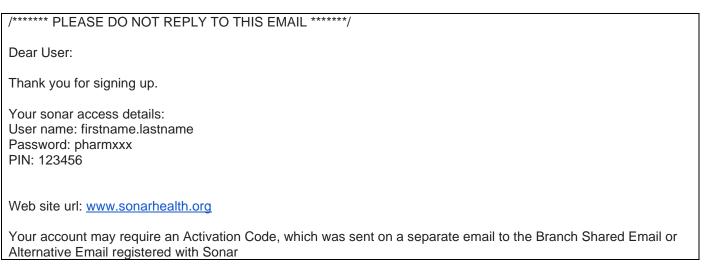
- to contact you (email & tel /mobile).
- A User Guide for logging in can also be found on this page under the 'User guide' heading.

Home	About us	Contact us	Cookie policy		Sign   New user? (Sign up)
First F			<u>e</u>		
Home	Contact	]			
Or you ca	n use the <u>Help /L</u> d browsers: Inte	ogin support link	Sonarinformatics.com if below and fill in your deta r Above, FireFox, Google C efore the web site logs you	ils and somebody from our team will contact you shortly. Chrome, Safari, Opera	
				PIN Number  Please provide the following digits of your PIN Number Sth 3rd 4th Sth Str Sth Login Forgotten password?	
• <u>•</u>	uides: How to login to Si Seasonal Flu - Phi Seasonal Flu - GP Sondon DMIRS - S SCR 1Click - Setup	armacy User Guid s User Guide SCR 1Click	e		

### 1.4 Getting the confirmation code for NEW accounts

When you first register for a Sonar account, you will have to activate your new account with an activation code. This code will be sent to the pharmacy email that you requested access to.

You will first receive an email with your login details as below:



Please ask your Branch Manager to provide you with the Activation Code

Г

After you are logged in please read carefully the privacy policy and verify that your location details are correct. When trying to login in for the first time, you will see this screen:

Acce	OUNT NEEDS ACTIVA	
To act	ivate your acccount plea	ise provide the 5-digit activation code.
The ac	tivation code was sent t	to:
	The Premise's Shared E The Alternative Email re	
	activation code was not ger, please <u>contact us</u>	received or you are not able to contact the premise's
	Activation Code	13693
		15655
		Activate Account

To get the activation code, you will have to speak to your pharmacy manager and ask for him/her to provide you with the activation code. The email they will receive is similar to the following:

******* PLEASE DO NOT REPLY TO THIS EMAIL ******/
Dear User:
The following user has requested access to your premise:
User name: firstname.lastname Email: <u>pharmacy123@mail.com</u>
Please provide them with the following activation code: <b>13693</b> To grant them access to <b>Pharmacy (W12 8QQ)</b>

When the activation code is added, there will be no need to do it again. It is one time activation only. Then you can login normally with you username, password and PIN.

First PCT	
Home Contact	
Please call <b>0208 743 6924</b> or email to info@sonarinformatics.com if you are unable to login. Or you can use the <u>Help /Login support</u> link below and fill in your details and somebody from our team will contact you shortly. <b>Required browsers:</b> Internet Explorer 8 or Above, FireFox, Google Chrome, Safari, Opera	
There is a period of <b>1 hour of inactivity</b> before the web site logs you out.	
User name	
Password	
Login Method PIN Number 🗸	
Please provide the following digits of your PIN Number	
2nd 6th 1st	
Login	
Forgotten password?	

## 2. Access your CPCS Service

Login onto your Sonar account and select CPSC on your main Sonar homepage to access the service.

Sonar Health		Back to Services	Malerts	오 Feedback	🛔 Username 🕞 Logou	ut <b>?</b> Help
	A Home					Pharmacy 🗸
Ξ	NHS Services			Profile		
希 Home <	(Pharmacy)			Pharmacy		
£ Invoices <	Vaccinati n Pharmacy Service CPCS 2019/20					
🖂 My Messages <	2019/20			<b>D</b> I		
📽 My Contacts <		CPCS		Phone: Fax: Email:		
🛛 Appointments 🔾		CPCS		<u>Edit profile</u>		
🗮 NHS Directory 🔾						
Read codes < browser				Notice board		
🖻 Library 🖌	Sonar Services					
ຈ Blog 🗸	Private					
🗩 Forum <	PGDs Clinic					

### 2.1 Selecting the Service

CPCS is short for **Community Pharmacist Consultation Service**. London DMIRS is now called **Minor Illness** and is merged with the **Emergency Supply** Service (previously NUMSAS), together they are the current CPCS service.

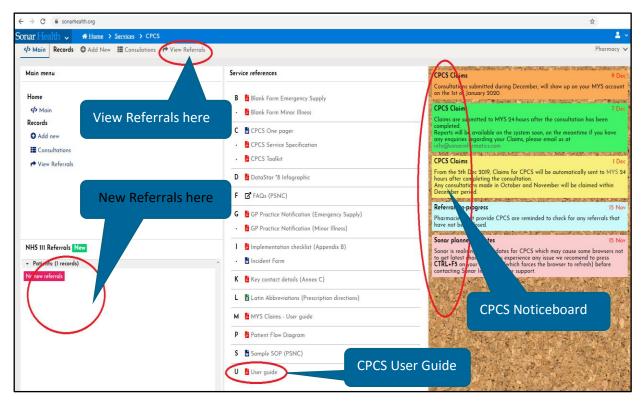
Select Emergency Supply.

You will need to have an entry line to access service, including a smart card to access the SCR.

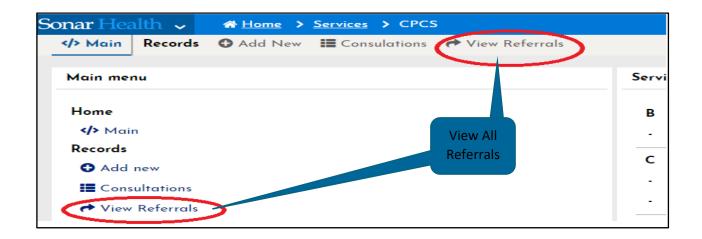
Sonar Health 🗸	<b>∦ <u>Home</u> &gt;</b> Serv	vices			💄 Johi	n Smith 🗸
					(FT321) Test Pharmacy - HF, W12	800 🗸
All Servic NHS CPCS	es [e.g. NMS, Malarone.	] By nam	e V London PPV Service	CPCS - Emergenc upply & Minor Illn		

## 3. Creating a New Consultation using the referral list

On the main page, you can view NEW REFERRALS. If there is nothing there, it means a member of your pharmacy team already clicked on the referral and it will be automatically labelled as "ACKNOWLEDGED".

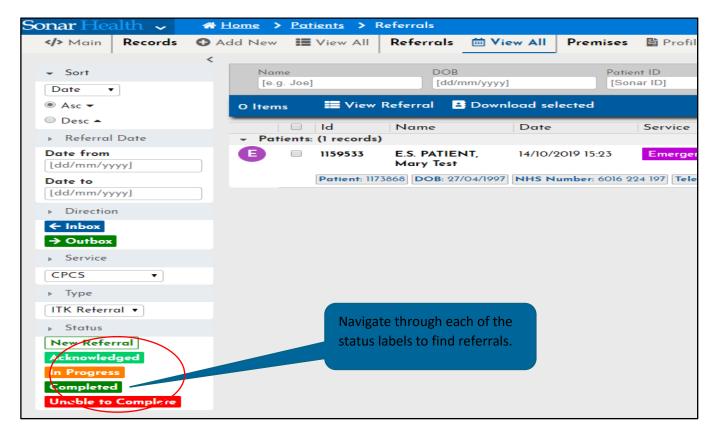


If there are no referrals on the main page, select VIEW REFERRALS to see the list of referrals.



## 4.Starting a New Consultation

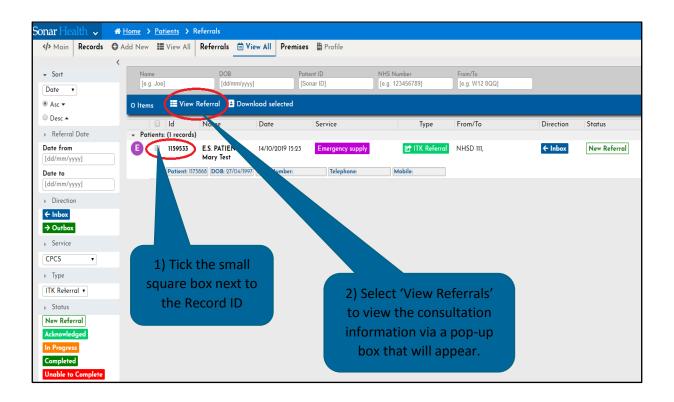
If you can't see the referral on the View Referrals list, navigate through the status labels on the bottom left hand side of the screen. New Referrals will be on the NEW REFERRAL label. Once it has been clicked on, the status will change to ACKNOWLEDGED. When a consultation has been started and left unfinished, it will move to the label IN PROGRESS. Finished consultations will be labelled as COMPLETED when a consultation is finished or completed or labelled as UNABLE TO COMPLETE if no intervention has been made with the referral.



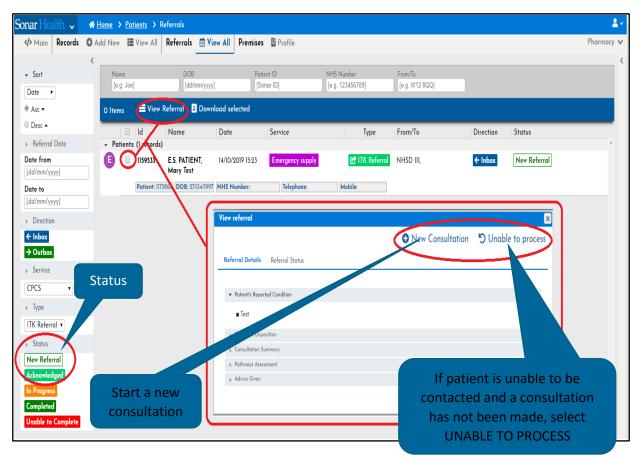
Status Explanations:

- New Referral This is a new referral that has come into the pharmacy. It's pending to be looked at.
- Acknowledged This is a referral that has been identified as incoming, but it has yet to be actioned.
- In Progress This is a referral that has been opened and is still in the process of being completed.
- **Completed** This is a successfully finished referral and will be paid for.
- Unable to Complete This is a referral that could not be completed. When you mark the referral status to 'Unable to complete' you will be asked to choose the reason from a drop-down menu, due to reasons such as the patient not being in contact or attending, the patient no longer needs the service etc.

Select the Emergency Supply/Minor Illness patient by ticking the square box next to the ID of the patient. Then click VIEW REFERRAL. (Ensure the PC you are working on has not disabled the pop-up blockers).

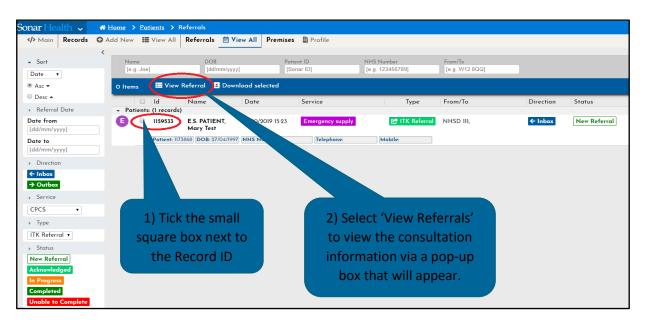


A pop-up box will appear with the details of the referral and steps on how to finish.

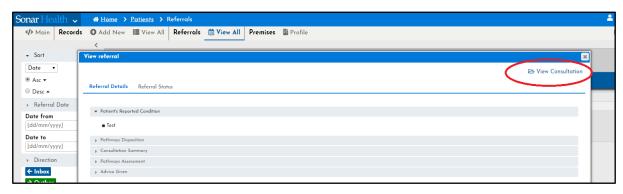


### 4.1 If a consultation is IN PROGRESS

When the consultation has started and left unfinished, it will be labelled as IN PROGRESS. To continue with that consultation, tick the square box next to the ID of the patient, then select VIEW REFERRAL and a new pop up will appear.



A new pop up will appear. Select VIEW CONSULTATION and you will be redirected to where the consultation was left.



## 4.2 If there is an INCIDENT

If an incident occurs during your consultation or you feel you need to report something, select the INCIDENT REPORT button on the top right-hand corner of the screen. An incident form will be created and cent to the London Region NHSE/ I team to follow up.

♦ Main Records ①	add New 🧮 Consulations 🕐 View Referrals	CONSULTATION		Pharma	
Gene	RY TEST E.S. PATIENT (Sonar ID: 1173868) Female   2018 27/04/1997   1415 Number   601 622 4197   GP Precier (X26) Test GP (HF) Not recorded		ndon, , SE5 8NN   Telephone 020		
<	Fields marked with (*) are mandatory	S EPS Tracker NICE CKS	NHS UK PATIENT.CO.L	IK BNE EMC CLICK.COMPETEI	
<ul> <li>Progress</li> </ul>	Consent for service delivery (CPCS - Emergency Supply)		🖗 Date & Time		
🖕 Consent 🛛 🔛	The pharmacist to read following statement to patient:		•		
Assessment 🗆	"Consent is required for the service provision and to share information abo	out this consultation":	By default the current date Use the date and time when		
& Supply details 🛛 🗆	Consent for the pharmacy sharing information with the patient's GP practic	ce, NHS England and	place.		
≓ Outcomes □	the NHSBSA		System does not allow	dates.	
🗩 Pharmacy Feedback 🗖	<ul> <li>Consent to a third person other than patient &amp; pharmacist being present in (if applicable)</li> </ul>	n consultation room			
Actions	<ul> <li>Consent to forward referral to another community pharmacy (if applicable)</li> </ul>	)	? Contac d		
View Referral	,,		This she at how the co	onsultation was completed.	
Print Record	* Consent to share? Yes *			n was completed as 1-2-1.	
Rrint Token	* Is the patient			utation was completed over the phone.	
Print GP Notification	accompanied?		tient still has to	collect their medication	
	Gillick competency reviewed? View guid		·		
	Patient's signature (optional)	INCIDEN	r request		

## 5. Starting a NEW CONSULTATION – EMERGENCY SUPPLY

When you select NEW CONSULTATION, you will have to confirm the service selected by clicking the SUBMIT button.

Sonar Health 🗸	₩ Home >
Main Records	Add New Ⅲ View All Referrals
P	PETER HUMPHREYS (Sonar ID: 1172685) Gender: Male   DOB 10/09/1991   NHS Number: Not recorded   GP Practice: Not recorded   Address 168 Ilbert Street, London, London, W10 4QD
	Useful links: <u>MiDoS</u> <u>EP</u>
	Fields marked with (*) are mandatory
- Progress	New consultation No Intervention Made
C Process referral	<ul> <li>Please review the 111 (ITK) Referral at the right-hand side panel, and select the appropriate service:</li> <li>Minor Illness: if you are treating a condition, e.g. Constipation</li> <li>Emergency Supply: if you are supplying prescription only medications (POMs) or devices, without the patient having a prescription</li> <li>NOTE: If the patient is uncontactable or you are not able to complete this consultation please use the «No Intervention Made» Tab</li> <li>Available service</li> <li>Emergency Supply</li> <li>Click on <submit> to confirm details</submit></li> <li>SUBMIT</li> <li>Cancel</li> </ul>

## 5.1 Filling the NEW CONSULTATION

Once the service is confirmed, start the consultation and fill in the form as you go.

Sonar Health 🗸 🏾 🐠	Home >	🚨 John Smith 🗸
Main Records A	dd New III View All Referrals III View All	(FT 321) Test Pharmacy - HF, W12 8QQ 🗸
	PETER HUMPHREYS (Sonar ID: 1179885)  Mall   007 10/09/1991   Net Number: Nat recorded   Address [68 libert Street, London, London, Wild	Leder Profile Diver History Patient Notes Diver SCR Incodent report
	Click on «SUBMIT» to confirm details SUBMIT Cancel	
	Copyright © 2019 Sovar Informatics LTD - IT Solutions for health score pr ©SomerHealth is a registered trade mark of <u>Somar Informatics L</u>	ofestionals. TD

To add allergies, type and select the relevant allergies listed in the drop down menu. If the allergy is not listed, it can be added in the patient notes.

Sonar Health 🗸 🔜 🚿	Home >			🚊 John
Main Records O	Add New III View All Referrals II View	ew All		(FT321) Test Pharmacy - HF, W12
	PETER HUMPHREYS (Sonar Gender: Male   DOI 10/09/1991   NFIS Number: N		168 Ilbert Street, London, Londor	Edit Profile     O View History     Patient Notes     SView SCR     Incident re adon, WI0 400     Indone     O7350278089     Indon     Nor-worde
<ul> <li>Progress</li> </ul>	Service Name	Emergency Supply	Useful links: <u>MiDoS</u>	toS EPSTracker NICECKS NHSUK PATIENTIC UK BNE EMC GILLICK.COMPET
Assessment     Assessment     Assessment     Supply details     Portmacy Feedback     Actions     Actions	* Date & Time * Consultation Type * Reason for consult * Allergies Existing medical conditions * Is there an electronic prescription outstanding for this patient? * Has SCR been accessed?			P Contact method     This should reflect how the consultation pleted.     In Parons if the consultation we come 1-2-1.     Over the phone if the consultation we red over the phone. Note that patient atill has to collect their medication     P Reason for request     This should indicate why the patient is     Parients on holdpays in the UK are not over a pervice schema.
	Click on «SUBMIT» to confirm details	SUBMIT Copyright & 2019 5 Stanuthed	Select the allergy	Allergies This should indicate why t If the allergy is not

## 5.2 Checking EPS and SCR

You can verify if the patient has an electronic prescription already by selecting the EPS Tracker. You will need to have access to a Smart Card enabled computer. Make sure you check the patient's SCR. To do so, the link is located on the top right-hand corner of the page. If the patient's Summary Care Record has not been accessed, please provide reasons why by selecting the options on the drop down box.

Sonar Health 🗸 🗖	₩ <u>Home</u> >		🚨 John Smith 🗸
Main Records O	Add New III View All Referrals	iew All	(FT321) Test Pharmacy - HF, W12 8QQ 🛩
Р	PETER HUMPHREYS (Sonar Gender Male   008 [0/09/1991   Arts Number N	iot recorded   GP Practice (X26) Test GP (HF)   Address 168 Ilbert Street, London, London, W	
<	Fields marked with (*) are mandatory	Useful links: <u>MiDoS</u> <u>El</u>	PSTracker NICE CKS NHS UK PATIENTCOUK BNE EM GILLICK COMPETENCY
Progress     Consent     Supply details     Ausessment     Supply details     Ortomes     Pharmacy Feedback     Actions     Actions     Priors Record     Aprint Record     Aprint Taken	* Date & Time	Emergency Supply 24/10/2019 00 • 00 • Face to face • Other  Allergies to face data mate s No allergies declared (Tick if no allergies declared) [reg AST(MA)] Yes = No EST Tacke (uspee verify if patient has got an outstanding electronic prescription)	Potients on holidays in the UK are not allowed in the service some.    Potients on holidays in the UK are not allowed in the service some.   Policy of the service source source of the service source source of the service source
A Print GP Notification		* Yes 0	<b>Q</b> Electronic prescription service (EPS) Login to the EPS Tracker and verify if the patient has an ousta prescription
	Click on «SUBMIT» to confirm details	Copyright 0 Copyri	Shared care record (scr 1-click) SCR can only be accessed using an Mither You have to authenticate using View SCR

Sonar Health 🗸 🔜	Home >	💄 John Smith ~
Main Records 0	Add New III View All Referrals	(FT321) Test Pharmacy - HF, W12 8QQ 🛩
P	PETER HUMPHREYS (Sonar ID: 1178665)           Gender Mallin   DOT [03/09/1991]   Net5 Number Not recorded   GP Number (X26) Test GP (HF)   Addess 106 Illbert Street,	Edit Profile     OView Hintory     Potient Notes     SView SCR     Incident report
	Useful li	nks: MiDeS EPS.Tracker NICE.CKS NHS.UK PATIENT.CO.UK BNE EMC GILLICK.COMPETENCY
Progress     Consent     Assessment     Supply details     Dutcomes     Pharmacy Feedback     Actions     View Referral	No medicines or device solect:  No the new medicines of device click on cAdd interview of the top right.  Select to add s	Q Add medicine/device To add a new medicine or device click on <u>Add medicine/device</u> link
초 Print Recard 초 Print Token 초 Print GP Notification		

Type the supply and click to select from the drop down list.

Sonar Health 🗸	-	Home >		💄 John Smith 🛩
*/> Main Records	O A	Add New III View All Referrals 🗇 Vie	w All	(FT321) Test Pharmacy - HF, W12 8QQ 🛩
-				
	1	PETER HUMPHREYS (Sonar	D: 1172885)	😩 Edit Profile 🏾 🤊 View History 🖉 Patient Notes 📲 View SCR 🚺 Incident report
		Gender Male   DOB 10/09/1991   NHS Number: No	t recorded   GP Practice (X26) Test GP (HF)   Address 168 Ilbert Street, London,	London, WIO 4QD   Telephone: 07387278089   Mobile: Not recorded   Email Not recorded
			Drug picker	R SUK PATIENTCOUK BNE EMC GILLICK COMPETENCY
	<	Fields marked with (*) are mandatory		
+ Progress		Add medicine/device	morphi	/device
e Consent				ne or device click on Add medicine/device link
Assessment	8	No medicines or devices selected	Ipecacuanha and Morphine mixture BP 1980	In a de tree crick on <u>Hua incurence ree</u> min
R Supply details		To add a new medicine or device click on	T Morphine sulfate and suppositories	
≓ Outcomes			T Morphine sulfate 10mg suppositories	
© Pharmacy Feedbac	k 🗆			
<ul> <li>Actions</li> </ul>			Morphine sulfate 20mg suppositories	
🛓 View Referral			Morphine sulfate 10mg/5ml oral solution	Coloct the supply
A Print Record			Morphine hydrochloride 15mg suppositories	Select the supply
🛓 Print Token			To Morphine hydrochloride 30mg suppositories	
L Print GP Natificatio	m		Morphine hydrochloride powder	
			Morphine hydrochlonde powder	

Fill in all the sections in the Drug Picker box and submit.

Sonar Health 🗸 🖷 Home >				🐣 John Smith 🗸
Main Records O Add New III View All Referrals O View All			(FT321)	Test Pharmacy - HF, W12 8QQ 🗸
PETER HUMPHREYS (Sonar ID: 1172885)	💄 Edit Profile	" View History	🖋 Patient Notes 🛛 🛃 V	ew SCR
	(96) Test GP (HP)   million 168 Ilbert Street, London, London, W10 4QD   Telephone	07387278089 Mobile	Not recorded   Email: Not recor	ded
Fields marked with (*) are mandatory		× HS-UK	PATIENT.CO.UK BNE E	MC GILLICK COMPETENCY
Progress     Selected dr	g Morphine sulfate 10mg/5ml oral solution C Amend			*
EN	<u>Review Product SPC &amp; PIL</u> (opens an external web page)     Schedule 5 (CD Inv)	device		
Assessment Supplied to patie			vice click on <u>Add medicine/dev</u>	ice link
% Supply details         To add a new medicine or derice click on	'L	•		
≓ Outcomes □				
Pharmacy Feedback				
Actions     De				
▲ View Referral	<ul> <li>[e.g. Twice a day or use abbreviations]</li> <li>To use Abbreviations: type the abbrev, and press space, e.a. bd + espace] = twice daily</li> </ul>	_		
▲ Print Record * Medication Sto				
A Print Token End Da				
Print GP Notification				
	Schedule 4 and 5 drugs can only be supplied for up to 5 dors.			
Click on <submit> to</submit>	confirm details SUBMIT			
		Eill i	n and subm	it i
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	-Johanneann is a registered noise mark of <u>Johan Informatics LTD</u> .			

Fill in the prescription payment options and supply collection as below.

Sonar Health 🗸 📑	Home >	🚢 john Smith 🗸
> Main Records O	Add New III View All Referrals 🖨 View All	(FT321) Test Pharmacy - HF, W12 8QQ 🗸
P	Conder (Male)   DOI (DJ0971991   Arts Aunder: Not recorded   GP Auchus (X26) Test GP (HF)   Addeus 168 Ilbert Street, Landon, Landon, WIO	Edit Profile     View History     Patient Notes     View SCR     Incident report
	Fields marked with (*) are mandatory	>
+ Progress	Add medicine/device	Q Add medicine/device
🖬 Consent 🛛	Morphine sulfate 10mg/Sml oral solution (A A H Pharmaceuticals Ltd) 100 ml Supplied Yet Dear Tetre a day (Ctr 100 m(1) (Days of hupply 5 days)	To add a new medicine or device click on <u>Add medicine/device</u> link
Supply details     Outcomes     Outcomes     Pransov FreeBook     Actions     Actions     Actions     Aver Referral     Aprint Record     A Print Taken     A Print Taken     A Print GP Notification	Does the patient pays for prescriptions?         Yes Select exemption collegory Person collecting upph Person collecting upph D Valid method exemption certificate D Nalid method exemption certificate D State and a current Method	Exemption options

In the last part of the consultation, you can add GP notes if you feel it is necessary. The PATIENT NOTES will not be visible to the GP, only the pharmacists involved in the consultation.

Sonar Health 🗸 🗾 🕯	Home >										🐣 John Smith 🤊
Main Records	Add New III View All Referrals	/iew All							(FT321) Tes	t Pharmacy -	HF, W12 8QQ 🗸
	PETER HUMPHREYS (Sona	r ID: 1172885)			💄 Edit	Profile	🔊 View History	Patient Note	s 🔤 View	SCR In	ncident report
	Gender: Male   DOB 10/09/1991   NHS Number: N	Not recorded   GP Practice: (X26) Test GP (HF)   Address:	168 Ilbert Street, Lor	ıdon, Lond	on, W10 4QD	Telephone: 0	7387278089 Ma	ide: Not recorded   £	mail Not record	led	
	Fields marked with (*) are mandatory		Useful links:	MiDoS	EPS Tracker	NICE C	KS NHS UK	PATIENT.CO.UK	BNE EMC	GILLICK	COMPETENCY
+ Progress					>						
té Consent	* Consultation outcome	✓ Medicine(s) supplied ○ Medicine(s) not supplied ○ Other									
💼 Assessment 🛛 🜌	* Is Sign-posting required?										
🕏 Supply details 🛛 🖬		<ul> <li>Yes: Patient signposted to GP in hours</li> <li>Yes: Patient signposted to GP OOH/integrated u</li> </ul>	raent care								
≓ Outcomes □		• Yes: Other									
© Pharmacy Feedback □	Clinical narrative/comments	[Results of any examination, additional comments of actions as a consequence of checking the SCR or o	or relevant notes incl ther resource.]	uding any	A						
<ul> <li>Actions</li> </ul>	* Is GP Notification Required?	Yes •									
View Referral     Print Record	Notes/Comments to GP										
A Print Token		[Optional notes or comments to be shared with GP	1		C						
A Print GP Notification											
	Patient facing time	Time taken to complete consultation									
	Non-patient facing time	5 (minures)									
	Non-patient facing time	5 (minutes)									
		Total time taken: 10 (minutes)									
				N	lotes	to th	ie GP				
	Click on <submit> to confirm details</submit>	SUBMIT									
		Copyright © 2019 Sonar Informa	tics LTD - IT Solutions for	health care p	rofessionals.						
		<sup>©</sup> SonarHealth is a registr	ered trade mark of <u>Sonar</u>	Informatics	LTD.						

## 5.4 Pharmacy Feedback

Please give us your feedback regarding your experience using the system so we can refine it.

Sonar Health 🗸 🗖	iome >						🚨 John Smith 🗸
Main Records O A	dd New ≣ View All Referrals 🖨 View All					(FT321) Tes	t Pharmacy - HF, W12 8QQ 🂙
	PETER HUMPHREYS (Sonar ID: 1179885) ander Mala   Dol 10(1971931   Hris Number Nat recorded   GP Anstre (X26) Test GP (HE)   Addess 188 Ilbert Street, Landon, Landon,	Edit F		View History			
	Useful links: <u>MiDoS</u> Fields marked with (*) are mandatory	EPS Tracker	NICE CK	<u>NHS UK</u>	PATIENT.CO.UK	BNE EMC	GILLICK COMPETENCY
Progress     Consent	Pharmacy Feedback						*
Assessment Assessment	It's important that you share your feedback and comments. Please let us know how the system performed today or if you hav any comments or suggestions to improve the CPCS - Emergency Supply Service.	e					
≓ Outcomes 🛛	Information submitted on this form will be treated confidentially!						
Pharmacy Feedback      Actions      View Referral      Print Record      Print Token	I don't with to send feedback on this occassion     How satisfied are you with the service?         Very satisfied         Satisfied         Satisfied         Satisfied         Very distingtion         Very distingtion         Very distingtion         Very distingtion         Very distingtion         Very distingtion						
▲ Print GP Notification	Please enter any feedback in the box below so that the CPCS - Emergency Supply Service can continue to be improved [Provide details here] Click on <submit> to complete the condition SUBMIT</submit>			t to fii nsulta	nish the tion		
	Copyright © 2009 Source Informatics LTD - IT Solutions for health care prof #SonarHealth is a registered trade mark of <u>Sonar Informatics LTI</u>	essionals. <u>D</u>					

Once you have submitted your feedback and the consultation is completed, you can download the Token on the lefthand side menu.

Sonar Health 🗸 # Home >	💄 John Smith 🗸
✓ Main Records O Add New	(FT321) Test Pharmacy - HF, W12 8QQ 🗸
PETER HUMPHREYS (Sonar ID: 1172885)           Gender Malle   COS (D0/09/1991   Nets Number: Not recorded   GP Process (\$X26). Test GP (HE)   Address [66]	Edit Profile     D View History     Patient Notes     Strew SCR     Incident report
Fields marked with (*) are mandatory	Useful links: MiDeS EPS Tracker NICE CKS NHS UK PATIENTCOUK BNE EMC GILLICK COMPETENCY
Progress     Pharmacy Feedback	
Actions How satisfied are you with the service? successfully	ted  e was completed  Actions Parely at the
Click on <submit> to complete the consultation SUBMIT</submit>	Download documents from the consultation here

## 6. Starting a NEW CONSULTATION – MINOR ILLNESS

When you click NEW CONSULTATION, you will have to confirm the service selected by clicking the SUBMIT button.

Sonar Health 🗸 🛛 🐔	Home >	
	Add New 🗮 Consulations 🕐 View Referrals	
B	BEN WARREN (Sonar ID: 1181896)	💄 Edit F
	Gender: Male   DOB 21/06/1995   NHS Number 428 094 9085   GP Practice (X26) Test GP (HF)   Address , , ,   Telephone 01992574305   Mobile: No	ot recordec
	Useful links: <u>MiDoS</u> <u>EP</u>	S Tracker
<	Fields marked with (*) are mandatory	>
- Progress	New consultation No Intervention Made	NH
📽 Process referral 🔳	Please review the 111 (ITK) Referral at the right-hand side panel, and select the appropriate service: Minor Illness: if you are treating a condition, e.g. Constipation	•
	<b>Emergency Supply</b> : if you are supplying prescription only medications (POMs) or devices, without the patient having a prescription	
	NOTE: If the patient is uncontactable or you are not able to complete this consultation please use the <b><no intervention="" made=""></no></b> Tab	•
		•
	Selected service	•
	Minor Illness	
	Click on <submit> to confirm details SUBMIT © Cancel</submit>	

If you were unable to contact the patient or for any other reason the consultation was unable to be completed, select NO INTERVENTION MADE and select the reason why the consultation was unable to be finished.

💄 John Smith 🗸
(FT321) Test Pharmacy - HF, W12 8QQ 🗸
Edit Profile (SView History) Potient Notes SCR (Incident report)
EPS Tracker NICE CKS NHS UK PATIENTCOUK BNE EMC GILLICK COMPETENCY      MHS III Referral      Patient's Reported Condition     him nose 9 days ago an a piece of wood c/o still pain     htm nose 9 days ago an a piece of wood c/o still pain     consultation Summary     Advice Given
Select if you were unable to complete the consultation

## 6.1 Filling the NEW CONSULTATION

Once the service has been confirmed, start the consultation and fill in the form as you go.

Sonar Health 🗸	# Home >	🚢 John Smith 🗸
Main Records	Add New Econsulations Intervals	(FT321) Test Pharmacy - HF, W12 8QQ 🛩
В	BEN WARREN (Sonar ID: 1181896) Gunder Malle   1001 21105/1222   Math Kunder #23:094.0033   64 Puncher #2020 Test GP (HF)   Addens 2001 Takyhere (1202374303   Add	Edit Profile     Sview History     Patient Notes     Sview SCR     Decident report     Not recorded   Even Not recorded
Progress     de Convect     de Convect     Assessment     Convect     Supply details     Outcome     O     Phormacy Feedback	The pharmacet is recall relationing therein to partner     Consent is required for the service provision and a share information about this consultation :     Consent for the pharmacy sharing information with the partners's GP precise, NHS England and the NHSBSA     Consent for the pharmacy sharing information with the partners's GP precise, NHS England and the NHSBSA	EPSIDARK NICE CKS NHS.UK PATIENTCOUR BNE EMC GILLICK COMPETENCY
	Copyright © 2019 Source Information, LTD _ IT Solutions for health score pro \$2.0000/Health is a registered trade much of <u>Source_Information L</u>	demonda. Do

Type the symptoms in the text box. To add PRESENTING COMPLAINTS, select ADD PRESENTING COMPLAINTS on the bottom right-hand side of the box.

Sonar Health V # Home Main Records O Add Ne	▶ 2₩ III Consulations 📌 View Refe	rrals	(FT321) Test Pharmacy -	Lohn Smith
	WARREN (Sonar ID: 11818 Male   DOI 21/06/1995   NHS Number 4	96) 28 094 9085   GP Practice <mark>(X26) Test GP (HF)</mark>   Address,   Tolephone O		ncident report
< Field	s marked with (*) are mandatory	Useful lir	nks: MIDOS EPSTracker NICE CKS NHS UK PATIENT COUK BINE EMC GILLICK	COMPETENCY
	Service Name * Date & Time * <u>Contact Method</u> * Symptoms	08/11/2019 15 • 09 •	Pote & Time By default the current date and time is displayed. Use the date and time when the consultation with the patient took place. System does not allow future dates.	ĺ
Actions     View Referral     A Print Record     A Print GP Notification	* How log had symptoms? * P enting Complaint * Allergies	None selected     Add.ac     [rg Nint]	Contact method  This should reflect how the consultation was completed. In Person: if the consultation was completed as 1-2-1. Over the phone: if the consultation was completed over the phone. Note th     still has to collect their medication	nat patient
	ig medical conditions	No allergies declared (Tick if no allergies declared)     [eg Anthma]     [Describe action taken by patient or carer]     [ea Purocetamol \$200ms tablets]	This an This an If no allerg, the patient is requesting an emergency supply.	
Type in the sympton		Vig Proventies avong (team)	Select here to add the presenting complaints	

Tick the complaints and select SUBMIT to continue.

Sonar Health 🗸	# Home >			💄 John Smith 🗸 🦀
> Main Records	🛛 Add New 🔠 Consulations 🕐 View Referrals			(FT321) Test Pharmacy - HF, W12 8QQ 🗸
	DMIRS Complaints			× Incident report
	Please select presenting complaints (Tick all that apply)			rded
	Acne, Spots and Pimples	Allergic Reaction	Ankle or Foot Pain or Swelling	
	G Arm, Pain or Swelling	Athlete's Foot	Bites or Stings, Insect or Spider	LLICK COMPETENCY
	Blisters	Cold or Flu	Constipation	
<ul> <li>Progress</li> </ul>	Cough	🔲 Diarrhoea	Ear Discharge or Ear Wax	^ ^
📫 Consent	Earache	🔲 Eye, Painful	Eye, Red or Irritable	
a Assessment	Eye, Sticky or Watery	Eye, Visual Loss or Disturbance	Eyelid Problems	lace.
≓ Outcomes	Failed Contraception	Hair loss	Head Lice	
© Pharmacy Feedback	Headache	Hearing Problems or Blocked Ear	Hip, Thigh or Buttock Pain or Swelling	
	🗆 Itch	Knee or Lower Leg Pain or Swelling	Limb, cold or colour change	
<ul> <li>Actions</li> </ul>	Lower Back Pain	Lower Limb Pain or Swelling	Mouth Ulcers	
🛓 View Referral	Nasal Congestion	Pain and/or Frequency Passing Urine	Rectal Pain, Swelling, Lump or Itch	
🛓 Print Record	Scabies	Shoulder Pain	Skin, Rash	Note that patient
Print GP Notification	Sleep Difficulties	Sore Throat and Hoarse Voice	Tattoos, Birthmarks or Moles	
	Tiredness (Fatigue)	Toe Pain or Swelling	Vaginal Discharge	
	Vaginal Itch or Soreness	Vomiting	Wound Problems	
	G Wrist, Hand or Finger Pain or Swelling			ply.
				piy.
	Other complaints: [Describe other co	omplaints]		
				rough information
	Click on <submit> to confirm details SUBMIT © Car</submit>	ncel		

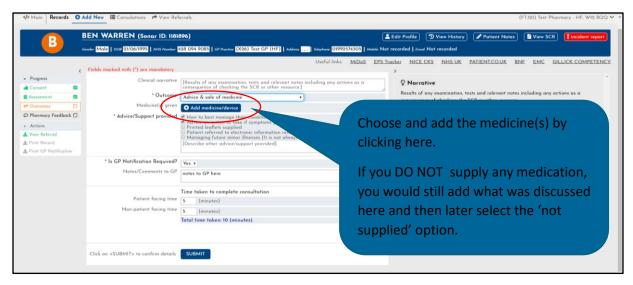
To add ALLERGIES, type in and select the relevant allergies in the drop down menu. If the allergy is not listed, this can be added in the patient notes.

Autom		Useful link	IN MIDOS EPSTracker NICE.CKS NHS.UK PATIENT.C.UK BNE EMC GILLICK.COMPET
- roperio       Service Name       Minor Illness       Minor Illness       Minor Illness         - Constant       - Obter 6 Time       Obt// 2001/5       5       0.00 •       Service Name       <	Fields marked with (*) are man	datory	
Like the date and time when the control of the control o			
Skatsson       •<		& Time 08/11/2019 15 • 09 •	
Action       - Symptom       we kered         Action       - How long hold symptoms?       Less than 24 hours •         * Presenting Compliait       Complia Compliait       Complia Compliait         * Allergies       Add accessenting compliait       Add accessenting compliait         * Allergies       Add accessenting compliait       Add accessenting compliait         * Allergies       Add accessenting compliait       Context method         * Allergies       Action and the set of the consultation we context of the	Contact	Method Face to face +	
Phomes / Fordbak Actions Vers Edermal Pret Ger Medification Pret	- Syr	nptoms freeze a	
Action Versifier			Q Contact method
And and the white of the constraints of the constra			This should reflect how the consultation poleted.
Allergies       Allergies (Allergies (Allergies (Allergies declared)))       Fill has to caller their medication         Fill has to caller their medication       Image basic fame (Inc. if no allergies declared)       Fill has to caller their medication         Existing medical values       Image basic fame (Inc. if no allergies declared)       Image basic fame (Inc. if no allergies declared)         Active view to dot       Image basic fame (Inc. if no allergies declared)       Image basic fame (Inc. if no allergies declared)         Hey       vgs been identified       Image basic fame (Inc. if no allergies declared)       Image basic fame (Inc. if no allergies declared)         Hey       vgs been identified       Image basic fame (Inc. if no allergies potent. "If your symptons do not improve or become worse, instruments in the NICE C       If the aller         Phormacity complexity to advise potent. "If your symptons do not improve or become worse, instruments in the NICE C       If the aller	Presenting Co	Cold or Flu + Cough + Earache +	
Allergies       Margy to wate •         Name of the system of			
Existing medical diffients [Eq. Anthma] [Activation to date inone [eq. Particulat toon been taken [eq. Particulat toon been ta	*A	Ilergies Allergy to cat lew nut +	shill has to collect their medication
Existing medicals diffients [rig_Arithma] Active view to date inone i		In No effective declared (Tick if no alleraies declared)	O allowing
Asternation of date Non been taken 'Hay ge been identified? Hay ge been identified? Hay ge been identified? No • Pharmacist to advise patient: 'If your symptoms do not improve or become worse, Pharmacist to advise patient: 'If your symptoms do not improve or become worse, Pharmacist to advise patient: 'If your symptoms do not improve or become worse, Pharmacist to advise patient: 'If your symptoms do not improve or become worse, Pharmacist to advise patient: 'If your symptoms do not improve or become worse, Pharmacist to advise patient: 'If your symptoms do not improve or become worse, Pharmacist to advise patient: 'If your symptoms do not improve or become worse, Pharmacist to advise patient: 'If your symptoms do not improve or become worse, Pharmacist to advise patient: 'If your symptoms do not improve or become worse, Pharmacist to advise patient: 'If your symptoms do not improve or become worse, Pharmacist to advise patient: 'If your symptoms do not improve or become worse, Pharmacist to advise patient: 'If your symptoms do not improve or become worse, Pharmacist to advise patient: 'If your symptoms do not improve or become worse, Pharmacist to advise patient: 'If your symptoms do not improve or become worse, Pharmacist to advise patient: 'If your symptoms do not improve or become worse, Pharmacist to advise patient: 'If your symptoms do not improve or become worse, Pharmacist to advise patient: 'If your symptoms do not improve or become worse, Pharmacist to advise patient: 'If your symptoms do not improve or become worse, Pharmacist to advise patient: 'If your symptoms do not improve or become worse, Pharmacist to advise patient: 'If your symptoms do not improve or become worse, Pharmacist to advise patient: 'If your symptoms do not improve or become worse, Pharmacist to advise patient: 'If your symptoms do not improve or become worse, Pharmacist to advise patient: 'If your symptoms do not improve or become worse, Pharmacist to advise patient: 'If your symptoms do not improve o	Existing medical	litions	
Act     Ken     Image: Constraint of a date     Image: Constraint of a date       If the aller     If the aller			
• Hay     gs been identified?     No •     (i.e. symptoms that suggest information in the NICE C       • Hay     gs been identified?     No •     (i.e. symptoms that suggest information in the NICE C       • How models     • How models to back to be eme or seek adhrice from your GP.     Or is there another reason     If the aller	Active ken	to date none	G
* Hay gs been identified? No • Pharmaciat to advise patient: "If your symptoms do not improve or become worse, then either come back to see me or seek advice from your GP. If the aller	tion bee	n taken	Red flogs
Hoy gi been identified? No Pharmaciat to advise patient: "If your symptoms do not improve or become worse, the enther come back to see me or seek advice from your GP. Contract of the enther come back to see me or seek advice from your GP.		[e.g. Porocetc	
	• Hav gs been ide	ntified? No •	information in the NICE C
		Pharmacist to advise patient: "If your symptoms do not improve or	become worse, Or is there another reason If the allergy is not
	alact the	men einer come back to see me or seek davice from your Gr.	
listed, add			listed, add to the
allergy	allorau		PATIENT NOTES

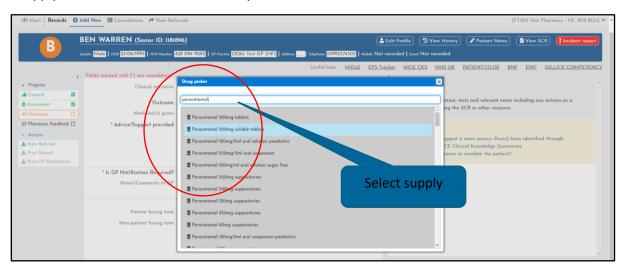
Fill in the outcome section with the information you have from the patient and the outcome from the consultation. Please note that under ADVICE/ SUPPORT PROVIDED, the 1st and 2nd boxes are mandatory.

	BEN WARREN (Sonar ID: 1181) Gender Male   008 21/06/1993   NHS Number	1966) 128 094 9085   (27 Prestore (X20) Text GP (HE)   Address   Sokyobure 01992574305   A	Edit Profile     D View History     Potient Notes     Diew SCR     Indulent report
Progress     Convert     Convert	* Advice given details * Advice/Support provided	Useful Inik: MIDoS [Results of any examination, tests and relevant notes including any actions as a consequence of checking the SCR ar other resource]. Advice any  advice any	EPSTracker NICECKS NHSUK PATIENTCOUK BNE EMC GILLICK.COMPETENCY
1 <sup>st</sup> and 2 <sup>nd</sup> boxe are mandatory		Time taken to complete consultation          5       (minutes)         5       (minutes)         Total time taken: 10 (minutes)	

If the outcome was the sale of medicine to the patient (even if patient is exempt of paying), select the outcome ADVICE & SALE OF MEDICINE and add medicine/device by clicking the button below the box.



Type the supply and click to select from the drop-down list.



Fill in all the sections in the drug picker box and submit.

Main Records	Add New III Consulations Prove Refe	rals		(FT321) Test Pharmacy - HF, W12 8	00 V
	BEN WARREN (Sonar ID: 11818)	96) 18 094 9085   GP Practice (X26) Test GP (HF)   Addess		/iew History Patient Notes BView SCR Incident repo recorded	
<ul> <li>Progress</li> <li>Consent</li> <li>Assessment</li> </ul>	Fields marked with (*) are mandatory Clinical narrative * Outcome	Useful link: MDp Drug picker Selected drug Paracetanal 300mg soluble tablets ENC B Recise Product SPC & Pil, (open an external web page) CD trafus, No Control Drug Stato.	S EPS Iracker NICE CKS	NHS UK PATIENTCOUK BINE EMC GILLICK COMPETE ation, tests and relevant notes including any actions as a ing the SCR or other resource.	NCY -
Control Contr	Medicine(s) given * Advice/Support provided	* Suppler A A H Pharmaceuticuls Ltd   * Pack Ltd  Compared to the second	3 bd + [espace] = twice daily	ggest a more serious illness) been identified through CE Clinical Knowledge Summaries. cason to escalate the patient?.	
	* Is GP Notification Required? Notes/Comments to GP	End Date (1/2/1/2019 Duration 4 (Days)			
	Patient facing time Non-patient facing time	Click on «SUBMIT» to confirm details SUBMIT © Cancel			
		Control time taken: 10 (minutes)	Fi	ll in all sections and submit	
	Click on «SUBMIT» to confirm details	SUBMIT			

## 6.2 Pharmacy Feedback

Please give us your feedback regarding your experience using the system so we can refine it.

Sonar Health 🗸 📃 🖪	Homa >
Main Records	Add New 🗮 Consulations 🅐 View Referrals (FT321) Test Pharmacy - HF, W12 8QQ 🗸
	BEN WARREN (Sonar ID: 1181896)         Strew History         Patient Notes         Yew SCR         Incident report           Grader Male   000 20106/19955   Nd5 Anders 428 094 9083   6P Anders (X20) Test GP (HF)   Addres]         Nighters 01992574303   Addre Not recorded           Sonder Not recorded           Sonder Not recorded
	Useful links: MIDaS EPS Tracker NICE CKS NHS UK PATIENTCOUK BNF EMC GILLICK COMPETENCY Fields marked with (1) are mandatory
Progress     Consent	Pharmacy Feedback
Assessment ☑ ≓ Outcomes ☑	It's important that you share your feedback and comments. Please let us know how the system performed today or if you have any comments or suggestion to improve the CPCS-Minor illness Service. Information submitted on this form will be treated confidentially
Pharmacy Feedback  Actions  View Referral  Print Record  Print GP Notification	I I don't wish to send feedback on this occassion How satisfied are you with the service? Very satisfied OVEY Distantified OVEY Distantified Very distantified Please enter any feedback in the box below so that the CPCS - Minor Illness Service can continue to be improved [Provide details here]
	Click on <submit> to complete the consultation SUBMIT</submit>
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Once you have submitted your feedback, and the consultation is completed, you can download the Token on the left-hand side menu.

Sonar Health 🗸 🛛 🐗 🛙	Home >						🚢 John Smith 🗸
Main Records	dd New III Consulations 🕐 View Referrals					(FT321) Test	Pharmacy - HF, W12 8QQ 🗸
	BEN WARREN (Sonar ID: 1181896) under Maile   αα8 (21/06/1993   NSS Munder (428 094 9085)   αP Poster (X26) Test GP	(HF)   Address	Edit Pro		7) 🥒 Patient Not	es 🖥 View Si	CR Incident report
	Fields marked with (*) are mandatory	Useful links: <u>MiDoS</u>	EPS Tracker	NICE CKS NHS UK	PATIENT.CO.UK	BNE EMC	GILLICK COMPETENCY
Progress     Consent	Pharmacy Feedback						
<ul> <li>Assessment</li> <li>Z</li> <li>Z</li> <li>Outcomes</li> </ul>	It's important that you share your feedback and comments. Please let us know any comments or suggestions to improve the CPCS - Minor illness Service. Information submitted on this form will be treated confidentially!	v how the system performed today or if you ha	ve				
Pharmacy Feedback      Actions     Actions     Actions     Arive Referral     Print Record     Print GP Notification	I don't wish to send feedback on this accession How satisfied are you with the service? Very satisfied Satisfied Very function Very function Very function Please enter any function to be below so that the CPCS - Minor Ille [Provide details here]	Service completed The CPCS Service was completed successfully You can use the Actions Panels at the left-hand side to print the Taken.					
	Click on «SUBMIT» to complete the consultation SUBMIT Copyright 6 50 Second	Downloa documents f consultation	from				

To check if the consultation was submitted successfully, select VIEW REFERRALS, and click on the label COMPLETED. The patient should be marked as COMPLETED.

Sonar Health 🗸	Home > Pa	itients > Refer	rals							🚢 John Smith 🗸 🧯
> Main Records	O Add New	View All Ref	errals 📋 View All	Premises 📓 Profile	le				(FT321) Test F	Pharmacy - HF, W12 8QQ 🗸
✓ Sort Date ▼	K Name [e.g. Joe	e]	DOB [dd/mm/yyyy]	Patient ID [Sonar ID]	NHS Number [e.g. 1234567					<
● Asc ▼	O Items	📰 View Refe	rral 👗 Download s	elected						
Desc •		🗆 Id	Name	Date	Service	Туре	From/To	Direction	Status	
<ul> <li>Referral Date</li> </ul>		s: (1 records)							( )	
Date from [dd/mm/yyyy]	W	1167403	WARREN, Ben	16/10/2019 10:38 S Number: 4280 949 085	Minor Illness	😭 ITK Referra	NHSD 111,	← Inbox	Completed	
Date to		Patient: 110105	0 DOB: 21/06/1995 NH	5 Number: 4280 949 085	Telephone:01992574305				Y	
[dd/mm/yyyy]										
Direction     Control     Control										
→ Outbox										
<ul> <li>Service</li> </ul>										
CPCS •										
» Туре										
ITK Referral •										
Status     New Referral										
Acknowledged					Consi	ultation com	pleted			
In Progress										
Completed										
Unable to Complete										
				Сору	right © 2019 Sonar Informatic <b>®SonarHealth</b> is a registere	ts LTD - IT Solutions for health care pro ed trade mark of <u>Sonar Informatics LT</u>	fessionals. D			

## **7.Printing Documents**

Once you have submitted your feedback and the consultation is completed, you can download the Token on the lefthand side menu.



## 8.Adding a manual referral

When an iTK message fails to send the referral from 111 to Sonar system, the referral needs to be entered manually. To do that, select ADD NEW on the top menu or left-hand side menu on the main screen of CPCS service and add the referral's information from the 111-referral file received via email.

### 8.1 Adding Patient's details

Select "Add New "on the top menu or left-hand side menu on the main screen of CPCS service.

onar Health ↓	w 📰 Consulations 🕐 View Referrals	(ET301) Tost Pl	harmacy - HF, W12 8QQ 🔊
Records WAdd In		(F1521) 1851 F1	
Main menu	Service references	CPCS Claims	9 Dec
Home Add new Consultations View Referrals	<ul> <li>B Blank Form Emergency Supply</li> <li>B Blank Form Minor Illness</li> <li>C CPCS One pager</li> <li>CPCS Service Specification</li> <li>CPCS Toolkit</li> <li>D DataStar *8 Infographic</li> </ul>	Consultations submitted during show up on your MYS account of January 2020. CPCS Claims Claims are submitted to MYS 2 consultation has been complete Reports will be available on the the meantime if you have any er regarding your Claims, please er info@sonarinformatics.com	7 Dec 4-hours after the d. • system soon, on • inquiries
NHS 111 Referrals New	F I FAQs (PSNC) G	From the 5th Dec 2019, Claims automatically sent to MYS with completing the consultation.	
- Patients: (1 records)	∧ B GP Practice Notification (Emergency)	Any consultations made in Octo	
No new referrals	Supply)	November will be claimed withi period.	n December
	<ul> <li>B GP Practice Notification (Minor Illness)</li> </ul>	Referrals in-progress	15 Nov

Add the patient's information and select CONTINUE on the Patient PDS Lookup.

Sonar Health V A Home V Patients V New Pa	atient 🔍 🔍 Feedback	Sohn Smith →
Main PDS 🐂 SMS Credits	(FT321) Test Pharmacy - H	F, W12 8QQ 🗸
To register a <b>New Patient</b> , please provide the followi	ing information: USERS ARE REQUIRED TO USE THE PDS SERVICE	
General search NHS Number search	Please read the following instructions:	
* First name Mary * Surname Patient * DOB 27/04/1997 * Gender Female v	<ul> <li>Please register your premise for the PDS service (Register here)</li> <li>After the registration please allow up to 15minutes to start using the PDS Service</li> </ul>	
Continue	IMPORTANT NOTE:           If the <u>General Search DOES NOT retun the patient</u> details, then you can try the following:	
* Information entered above will be searched in the Sonar Databa Soine (PDS) to get a matching patient details	ase and the NHS Description of the NHS Number from your PMR System, and use the NHS NUMBER search, you will also be	

Edit the patient's details, especially the GP address and select CONTINUE WITH SERVICE.

First Name Surname Middle name(s)	E.S. Patient	Bachelor Name Birth Name Maiden Name Other Previous Name	Not recorded Not recorded	
Key details	Edit			
Gender	F			
NHS Number	6016224197			
DOB	27/04/1997			
Time of Birth	Not recorded			
Country of Birth	Not recorded			
Language English Interpreter not required	d			
General Practice	X26-Test GP (HF)			
Continue with service <b>&gt;</b>				

## 8.2 Manual CPCS referral form

The next step is to enter the referral details received via email from the 111. A manual CPCS referral form needs to be filled with the information found in the document sent to the pharmacy via 111 with Case Reference, Case ID, Referred from and Encounter disposition as per images below.

	MAR	Y TEST E.S. PATIENT (Sonar ID: 11	173868) 🚨 Edit Profile 🕚 View History 🖉 Patient Notes 🛛 📲 View SCR 🛛 📜 Incident report
	Gender: <mark>Fo</mark> Mobile: <mark>07</mark>	emale   DOB <mark>27/04/1997</mark>   NHS Number: <mark>601 622 4197</mark> 1960460173   Email: Not recorded	GP Practice (X26) Test GP (HF)   Address 24 Shenley Road, London, , SE5 8NN   Tolephone 02076870397
		Useful links: Fields marked with (*) are mandatory	MIDOS EPS Tracker NICE CKS NHS UK PATIENT.CO.UK BNE EMC GILLICK COMPETENCY
	<		<pre></pre>
			NHS 111 Report - Manual Referral
🐞 Details		* Date & Time	16/01/2020 11 🗸 51 🗸
		* Referred from	Select V
		* Case Reference	
		* Case ID	
		* Encounter Disposition	···Select····
		* Upload NHS 111 Report	Please upload the pdf file received from NHS 111 (click on browse)
		opioud ratio in Aport	Browse No file selected.
		Click on <submit> to confirm details SUB</submit>	МІТ
		Copyright © 2020 So <sup>©</sup> SonarHealt	onar Informatics LTD - IT Solutions for health care professionals. In is a registered trade mark of <u>Sonar Informatics LTD.</u>

Case Reference and Case ID can be obtained from the NHS-111 referral file received by email

Created	03-Jan-2020, 17:01
Document Owner	Vocare South 111
Authored by	- Call handler, SWL111 Vocare House (Vocare Sout 111) on 03-Jan-2020, 17:01
Consent Status	Consent given for electronic record sharing
Encounter Type	NHS111 Encounter
Encounter Time	03-Jan-2020, 16:53 to 03-Jan-2020, 17:01
Case Reference	22B08232-1234 -426E-811 A-D20FB3A1234 B
Case ID	1234567
Encounter Dispo	osition To contact a Primary Care Service within 6 hours
Care Setting Lo	cation Incident Location
	Visit Address
Care Setting Ad	dress
Care Setting Ty	De

Referred From: Vocare South 111

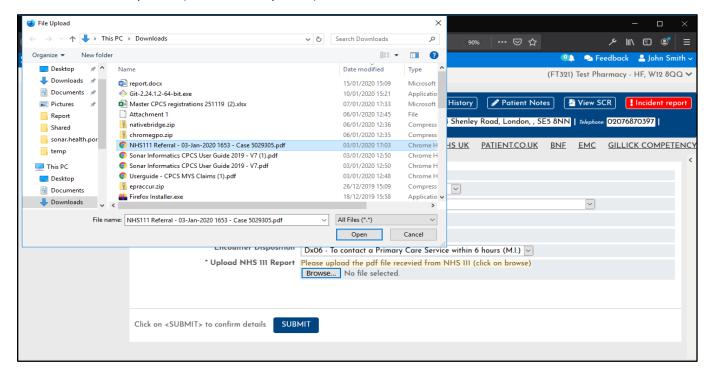
#### Case Reference: 02B08232-1234-426E-81DA-D20FB3A1234B

#### Case ID: 1234567

Dx Code (Encounter Disposition): To contact a Primary Care Service within 6 hours

#### 8.3 Attaching the document sent from 111

Attach the NHS 111 pdf file (file received by email) where it reads "UPLOAD NHS 111 REPORT".



Sonar Health ~	· * !	Home > 🔍 🔍 Feedback 🔮 John Sm	iith ~
<th>Records</th> <th>O Add New ■ Consulations  View Referrals  (FT321) Test Pharmacy - HF, W12 8Q</th> <th>a ~</th>	Records	O Add New ■ Consulations  View Referrals  (FT321) Test Pharmacy - HF, W12 8Q	a ~
<ul> <li>Progress</li> </ul>	Gender: Fe	Y TEST E.S. PATIENT (Sonar ID: 1173868) ■ Edit Profile  View History  Patient Notes View SCR Incident rep emaile   DOB 27/04/1997   NHS Number ©01 622 4197   GP Practice (X26) Test GP (HF)   Address 24 Shenley Road, London, , SE5 8NN   Telephone 02076870397   Useful links: MiDoS EPS Tracker NICE CKS NHS UK PATIENT.CO.UK BNF EMC GILLICK COMPETI Fields marked with (*) are mandatory Service Name NHS 111 Report - Manual Referral	
p Details	5	Case Reference     Case Reference     Case ID     So29305     Encounter Disposition     Upload NHS III Report     Upload NHS III Report     Browse NHS111 Referral - 03-Jan-2020 1653 - Care 5029305.pdf	
		Copyright © 2020 Sonar Informatics LTD - IT Solutions for health care professionals.	

Attached file should be linked to proceed to the next step.

When the submission of data has been successful, the referral will be displayed as **NEW** on the main page of CPCS service.

Sonar Health 🗸 😽	₩ <u>Home</u> > <u>Services</u> > <u>I</u>	London DMIRS > Refer	rals					🔍 🔍 Feedbac	k 🛛 🔒 John Smith 🗸
Main Records O	Add New 📰 View All	Referrals 🛗 View All	🖚 Dashboard					(FT321) Test Pharmacy	- HF, W12 8QQ ✔
	<		_						<
✓ Sort	Name [e.g. Joe]	DOB [dd/mm/yyyy]	Patient ID [Sonar ID]	NHS Number [e.g. 123456789]	From/To [e.g. W12 8QQ]				
Date 🗸					1005-000-000	_			
● Asc ▼	0 Items 📰 View	Referral 🗳 Download s	selected						
O Desc ▲	🗌 Id	Name	Date	Service	Туре	From/To	Direction	Status	
<ul> <li>Referral Date</li> </ul>	<ul> <li>Patients: (1 records)</li> </ul>								^
Date from [dd/mm/yyyy]	E 🗌 1294501	E.S. PATIENT, Mary Test	16/01/2020 11:51	Minor Illness	ITK Referral	Vocare South 111,	← Inbox	New Referral	
Date to	Patient		S Number: 6016 224 197	Telephone:02076870397 Mobile:0	7960460173				
[dd/mm/yyyy]									
→ Direction									
← Inbox									
→ Outbox									
Service									
CPCS 🗸									
» Туре									
ITK Referral 🗸									
<ul> <li>Status</li> </ul>									
New Referral									
Acknowledged									
In Progress									<u> </u>
Completed									
Unable to Complete									
			Copyright € <b>®So</b>	) 2020 Sonar Informatics LTD - IT So narHealth is a registered trade mark	lutions for health care profe of <u>Sonar Informatics LTD</u> .	ssionals.			

## 8.4 Submitting a new consultation form manual entry

Submit a NEW CONSULTATION as if it was a normal referral sent directly to the CPCS system, selecting NEW CONSULTATION or UNABLE TO PROCESS.

The difference between a manual entry and the regular iTK message sent straight to the system is that you won't see the referral details in a manual entry as it is usually displayed. Instead, you can view it by downloading the pdf uploaded to the system.

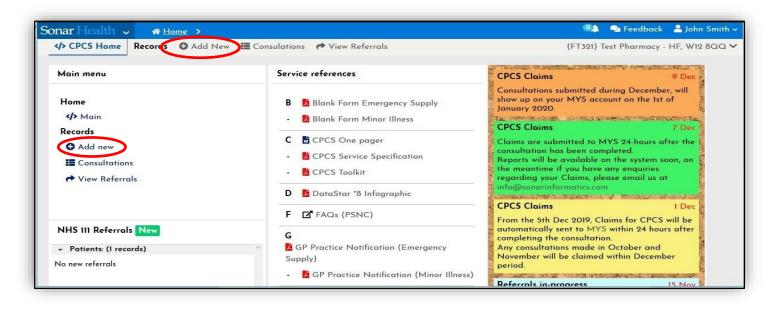
Sonar Health 🗸	# Home         Services         London DMIRS         Referrals		💷 🔍 Feedback 🙎 Je	ohn Smith ~
Main Records	🕼 Add New 🔠 View All 🛛 Referrals 📋 View All 🏾 🏤 Dashboard		(FT321) Test Pharmacy - HF, V	/12 8QQ 🗸
	View referral		×	<
✓ Sort	Yiew reterial			
Date 🗸		New Consultation	O Unable to process	
● Asc ▼	Referral Details Referral Status			
○ Desc ▲				
<ul> <li>Referral Date</li> </ul>	▼ NHS III Referrat > m. unity uploaded			^
Date from [dd/mm/yyyy]	Download referral			
Date to				
[dd/mm/yyyy]				
<ul> <li>Direction</li> </ul>				
← Inbox				
→ Outbox				
<ul> <li>Service</li> </ul>				
CPCS 🗸				
⊧ Туре				
ITK Referral 🗸				
→ Status				
New Referral				
Acknowledged				
In Progress Completed				~
Unable to Complete				
	SonarHealth is a registered trade mark of <u>Sonar Informatics LTD</u> .			
javascript:void(0);				

## 9. How to add a referral that has NOT been received by iTK message (Adding a manual referral)

When an iTK message fails to send the referral from 111 to Sonar system, the referral needs to be entered manually. To do that, select ADD NEW on the top menu or left-hand side menu on the main screen of CPCS service and add the referral's information from the 111-referral file received via email.

### 9.1 Adding Patient's details

Select Add New on the top menu or left-hand side menu on the main screen of CPCS service.



Add the patient's information and select CONTINUE on the Patient PDS Lookup.

ar Health 🗸 🐐 Home > Patients > New Patient	🔍 🔍 Feedback 💄 John Smi
ain PDS 🐂 SMS Credits	(FT321) Test Pharmacy - HF, W12 8Q4
To register a <b>New Patient</b> , please provide the following information:	USERS ARE REQUIRED TO USE THE PDS SERVICE
General search NHS Number search	Please read the following instructions:
* First name Mary * Surname Patient * DOB 27/04/1997 * Gender Female 🔍	<ul> <li>Please register your premise for the PDS service (<u>Register here</u>)</li> <li>After the registration please allow up to 15minutes to start using the PDS Service</li> </ul>
Continue	IMPORTANT NOTE: If the <u>General Search</u> DOES NOT retun the patient details, then you can try the following:
* Information entered above will be searched in the <b>Sonar Database</b> and the <b>NHS</b>	■ Get the NHS Number from your PMR System, and use the <u>NHS NUMBER search</u> , you will also be

Edit the patient's details, especially the GP address and select CONTINUE WITH SERVICE.

		Bachelor Name	Not recorded		~
First Name Surname Middle name(s)	E.S. Patient	Birth Name Maiden Name Other Previous Name	Not recorded		
Key details	Edit				
Gender	F				
NHS Number	6016224197				
DOB	27/04/1997				
Time of Birth	Not recorded				
Country of Birth	Not recorded				
Language English Interpreter not required	d				
General Practice	X26-Test GP (HF)				
				J.	
Continue with service <b>&gt;</b>					

## 9.2 Manual CPCS referral form

The next step is to enter the referral details received via email from the 111. A manual CPCS referral form needs to be filled with the information found in the document sent to the pharmacy via 111 with Case Reference, Case ID, Referred from and Encounter disposition as per images below.

M	Gender: Female   1	CT E.S. PATIENT (Sonar ID: 11 2008 27/04/1997   NH5 Number 601 622 4197			iew History	Patient Notes		
• Progress		narked with (*) are mandatory	<u>MiDoS EPS Tracker</u>			PATIENT.CO.UK	<u>BNF EMC</u>	GILLICK COMPETE
Details		* Date & Time	NHS 111 Report - Mc 16/01/2020	inual Referral				
		* Referred from * Case Reference * Case ID * Encounter Disposition * Upload NHS 111 Report	Select Select Please upload the pdf Browse No file sele		m NHS 111 (c	v lick on browse)	<b>v</b>	
	Click o	on <submit> to confirm details SUBI</submit>	MIT					
		Copyright © 2020 Sc ♥SonarHealt	nar Informatics LTD - IT Solu h is a registered trade mark a	tions for health care f Sonar Informatic	e professionals. :s LTD.			

Case Reference and Case ID can be obtained from the NHS 111 referral file received by email

Document 03 Created	Jan-2020, 17:01	
Document Owner	are South 111	
Authored by 111	- Call handler, SWL111 Vocare Hous ) on 03-Jan-2020, 17:01	e (Vocare South
Consent Status Con	sent given for electronic record sharing	
Encounter Type	NHS111 Encounter	
Encounter Time	03-Jan-2020, 16:53 to 03-Jan-2020, 17:01	
Case Reference	12808232-1234 -426E-811 A-D20FB3A1234 B	>
Case ID	1234567	
Encounter Disposition	contact a Primary Care Service within 6 hou	irs
Care Setting Location	Incident Location	
	Visit Address	
Care Setting Address		
Care Setting Type		
Responsible Party	Dr Jim Heptinstall - Medical Director, Vocare So	outh 111
Document ID 12	345 F26-FC20- 1234 -B0F1-80FED9EB8FFA	Version 1
Primary Recipient CP		Version

## Referred From: Vocare South 111 Case Reference: 02B08232-1234-426E-81DA-D20FB3A1234B

#### Case ID: 1234567

Dx Code (Encounter Disposition): To contact a Primary Care Service within 6 hours

### 9.3 Attaching the document sent from 111

Attach the NHS 111 pdf file (file received by email) where it reads "UPLOAD NHS 111 REPORT".

→ ↑ ↓ > This PC > Downloar ganize ▼ New folder Desktop ★ ^ Name	ls			×						
3		~ Č	Search Downloads	م	90	% … ⊠ ☆		عر	lii\ 🗊	<b>S</b> =
Desidera de Al					-		@ <b>)</b>	Feedbac	k 🐣 Jol	hn Smith
Desktop # Name			Date modified	Туре	•		(FT321) Test	Pharmacy	. HE W	12 800
🕹 Downloads 🖈 💼 🙀 report.docx			15/01/2020 15:09	Microsoft			(11521) 1051	i marmae,		12 o a a
🔮 Documents 🖈 🛛 📣 Git-2.24.1.2	64-bit.exe		10/01/2020 15:21	Applicatio			100 Mar			
📰 Pictures 🛷 🔯 Master CPC	S registrations 251119 (2).xlsx		07/01/2020 17:33	Microsoft	History	🖉 Patient Not	tes 🛛 📑 Viev	SCR	Incide	nt report
Report Attachmen	:1		06/01/2020 12:45	File					-	
Shared nativebridg	e.zip		06/01/2020 12:36	Compress	Shenle	y Road, London, , S	E5 8NN   Telep	hone: 0207	6870397	
chromeand	zip		06/01/2020 12:35	Compress						9 
sonar.health.por	erral - 03-Jan-2020 1653 - Case 5029305.pdf		03/01/2020 17:03	Chrome H	HS UK	PATIENT.CO.UK	BNE EM	C GILL	ICK CON	MPETEN
temp 💿 Sonar Inform	natics CPCS User Guide 2019 - V7 (1).pdf		03/01/2020 12:50	Chrome H						
This PC 💿 Sonar Inform	natics CPCS User Guide 2019 - V7.pdf		03/01/2020 12:50	Chrome H						
Desktop 💿 Userguide -	CPCS MYS Claims (1).pdf		03/01/2020 12:48	Chrome H						
Documents epraccur.zip			26/12/2019 15:09	Compress	~					
Eirofox Insta	ller.exe		18/12/2019 15:58	Applicatio			percent and a second			
Downloads     v <				>	_		~			
File name: NHS111 Refe	rral - 03-Jan-2020 1653 - Case 5029305.pdf	~	All Files (*.*)	$\sim$						
			Open	Cancel						
	Encounter Disposition	Dx06 -	To contact a Primar	y Care Servi	ce within	6 hours (M.I.) 🗸				
	* Upload NHS 111 Report	Please II	pload the odf file re	cevied from	NHS 111	(click on browse)				
	opious ritio in hepoin		No file selected		14115 111	(chek on browse)				

Attached file should be linked to proceed to the next step.

	Add New III Consulations A View Referrals (FT)	321) Test Pharmacy - HF, W12 8QQ 🗸
Gender:	Y TEST E.S. PATIENT (Sonar ID: 1173868) ■ Edit Profile  Stew History  Patient Notes male   008 27/04/1997   NIS Number 601 622 4197   GP Proctice (X26) Test GP (HF)   Address 24 Shenley Road, London, , SE5 8N 1960460173 Email Not recorded	
<ul> <li>Progress</li> <li>Details</li> </ul>	Useful links: MiDoS EPS Tracker NICE CKS NHS UK PATIENT.CO.UK BN Fields marked with (*) are mandatory Service Name * Date & Time * Date & Time * Referred from * Case Reference * Case ID * Encounter Disposition * Upload NHS 111 Report - Manual Referral 16/01/2020 111 v 51 v (NLO21) Vocare South 111 02808232-8668-426E-81DA-[ 5029305 * Encounter Disposition * Upload NHS 111 Report Please upload the pdf file received from NHS 111 (click on browse) Disease NHS111 Referral - 03-Jan-2020 1653 - Case 5029305 - off	E EMC GILLICK COMPETENC
	Click on <submit> to confirm details SUBMIT Copyright © 2020 Sonar Informatics. LTD - IT Solutions for health care professionals. SonartHealth is a realistered trade mark of Sonar Informatics LTD.</submit>	

When the submission of data has been successful, the referral will be displayed as **NEW** on the main page of CPCS service.

Main Records O	Add New <b>≣</b> View All	Referrals 🛗 View Al						(FT321) Test Pharmacy - HF, W12 8Q
<			_					
Sort	Name [e.g. Joe]	DOB [dd/mm/yyyy]	Patient ID [Sonar ID]	NHS Number [e.g. 123456789]	From/To [e.g. W12 8QQ]			
Asc -	O Items 🔳 Viev	Referral 🖪 Download	selected					
Desc +								
Referral Date	<ul> <li>Patients: (1 record</li> </ul>	Name	Date	Service	Туре	From/To	Direction	Status
ate from dd/mm/yyyy]	E 129450		16/01/2020 11:51	Minor Illness	C ITK Referral	Vocare South 111,	← Inbox	New Referral
ate to	Patient		15 Number: 6016 224 19	77 Telephone:02076870397 Mobile:0	7960460173			
ld/mm/yyyy]								
Direction								
Inbox								
Outbox								
Service								
PCS 🗸								
Туре								
K Referral 🗸								
Status								
lew Referral								
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Progress								
ompleted								
nable to Complete								
			Copyright	© 2020 Sonar Informatics LTD - IT So SonarHealth is a registered trade mar	lutions for health care profe	rssionals.		
			00	onarHealth is a registered trade mar	of Sonar Informatics LTD	L		

## 9.4 Submitting a new consultation form manual entry to the Sonar System

Submit a NEW CONSULTATION as if it was a normal referral sent directly to the CPCS system, selecting NEW CONSULTATION or UNABLE TO PROCESS.

The difference between a manual entry and the regular iTK message sent straight to the system is that you won't see the referral details in a manual entry as it is usually displayed. Instead you can view it by downloading the pdf uploaded to the system.

• Main       Record          • Add New          iii View All         e Dashboard         (F132)) Test Pharmacy - HF, W12 80         (F132)) Test Pharmacy - HF, W12 80             • Sort           View referral           • New Consultation         • Duable to proces             • Add New         iii View All         e Consultation           • New Consultation         • Duable to proces             • Asc           • New Consultation         • Duable to proces             • Nerral Details         Referral Details         · Nuts             Date form         [dd/mm/yyy]         Dore to           Damisod referral             · Strister           Part Hermal Details             · Strister	Sonar Health 🗸		💷 🐟 Feedback 🔒 John Smith 🗸
<ul> <li>Sort</li> <li>Sort</li> <li>Ore or or</li></ul>	> Main Records	🗘 Add New 🔠 View All 🛛 Referrals 🛗 View All 🕫 Dashboard	(FT321) Test Pharmacy - HF, W12 8QQ 🗸
Soft   Ones   Ones   Referral Datalis   Referral Datalis   Referral Datalis   Conte fron   (idd/mm/yyy)   >   Date to   (idd/mm/yyy)   >   Conteston			(
		View referral	
O Desc *     International internatinal international internationa international international interna			New Consultation      Unable to process
> Referral Date   Date from   [dd/mm/yyy]   Date for   (dd/mm/yyy)   > Directon   Chook   > Orabea   > Directon   CPCS   > Type   [TK Referral >		Referral Details Referral Status	
Date from   [dd/mm/yyy]   > Direction   Choos   > Outboos   > Service   CPCS   > Type   [TK Referral	10000500000		
[dd/mm/yyyy]         Det to         [dd/mm/yyyy]         > Direction         C Inbox         > Outbox         > Service         CPCS         TK Referral		NHS with the self-self-self-self-self-self-self-self-	^
[dd/mm/yyyy] > Direction € Isbox ⇒ Outbox > Service CPCS ♥ > Type ITK Referral ♥		- Download referral	
	<ul> <li>Direction</li> </ul>		
Service CPCS      Type TK Referral      V			
CPCS v Type TK Referral v	→ Outbox		
Type     TK Referral			
ITK Referral	CPCS		
	⊧ Туре		
Status	ITK Referral 🧹		
	▹ Status		
New Referral			
Acknowledged			
In Progress			× .
Completed Unable to Complete			
	Chable to Complete		
*SonorHealth is a registered trade mark of Sonor Informatics LTD.		Copyright & 2020 Sonar Health is a registered trade mark of Sonar In	formatics LTD.
avascriptvoid(0);	javascript:void(0);		

## 10. NHS 111 Online Referral

For patients that have been referred to the pharmacy CPCS Service using the NHS 111 Online Referral Service. There are two types of Online Referral that can come to the pharmacy via the NHS 111 Online Referral Service.

	Add Nev	v I	View Al	Referrals	🛗 View All Pr	emises 🖺 Profile				Test Pharmacy - HF (W12 8QQ)
- Sort Date -	1 1222	ime .g. Jo	e]	DOB [dd/m	im/yyyy]	Patient ID [Sonar ID]	NHS Numbe [e.g. 123456		8QQ]	
● Asc ▼	O Ite	ms	📰 Vie	w Referral  🚨	Download selecte	-d				
Desc 🔺	-	0	Id	Name	Date	Service	Туре	From/To	Direction	Status
Referral Date	+ Pc	itient	s: (4 recor	ds)						A
Date from	D	0	1296970	DX80 LAST,	22/01/2020	Emergency supply	C ITK	NHS Digital (Online),	← Inbox	New Referral
[dd/mm/yyyy]	-			Dx80 first	14:44		Referral			
Date to			Patient: 13	09820 DOB: 01/0	1/1971 NHS Number:	Case Ref No: 111-ONL	INE-39810			
[dd/mm/yyyy]			1296978	DX86 LAST, Dx86 first	22/01/2020 15:01	Emergency supply	Referral	NHS Digital (Online),	← Inbox	New Referral
<ul> <li>Direction</li> </ul>			D-11-17			Case Ref No: 111-ONL				
← Inbox			Patient: 15	09626 DOB: 01/01	NH5 Number:	Case Ref No: III-ONL				
→ Outbox	8		1296979	XXTESTPATIEI TAAE, Donotuse	NT22/01/2020 15:02	Emergency supply	Referral	NHS Digital (Online),	← Inbox	New Referral
CPCS V	10000		Patient: 13	09829 DOB: 30/0	6/1948 NHS Numbe	r: 9990 500 045 Telephon	e: 07770728206 Case	Ref No: 111-ONLINE-40D76		
» Туре	D		1299102	DX80 LAST, Dx80 first	29/01/2020 01-27	Emergency supply	Referral	NHS Digital (Online),	← Inbox	New Referral

## Type 1: Self-Referral

When patient had contacted NHS 111 by themselves.

8	1296979	XXTESTPATIENT 22 TAAE, 15:0 Donotuse		ergency supply	Referral	NHS Digital (Online),	← Inbox	New Referral
	Patient: 13	09829 DOB: 30/06/194	NHS Number: 9990	500 045 <b>7:lephone:</b> 0	07770728206 Case	Ref No: 111-ONLINE-40D76		

### Type 2: Third-Party

When someone had contacted NHS 111 on behalf of the patient. E.g. parents or carers.



## 10.1 Location of the patient: Away from home

When patient is not at home. E.g., Patient is at a relative's home in another city. The patient will have a temporary address added to patient's details.

ersonal details	Address Telecom GP Practice / Care provi	iders			
Preferred?	Address details	Usage	Effective since	Action	• Add Address
	Caregrange Ltd 9 Goldhawk Road London London W12 8QQ	HOME	Nat recorded	Edit	
	Not recorded	WORK	Not recorded	Edit	
	Caregrange Ltd 9 Goldhawk Road London London W12 8QQ	TEMPORARY	Not recorded	Edit	

### 10.2 Location of the patient: Patient is at home

When patient is at home, the details will show as per usual. However, there might be the case where there will be only the postcode of the patient displayed on patient's profile. This is because the patient didn't match with the PDS.

ersonal details	Address Telecom GP Practice / Care pro	oviders			
Preferred?	Address details	Usage	Effective since	Action	• Add Addres
		HOME	Not recorded	Edit	
<					
	Not recorded	WORK	Not recorded	Edit	
	Caregrange Ltd 9 Goldhawk Road London Undon W12 800	TEMPORARY	Not recorded	Edit	

#### 10.3 PDS Match

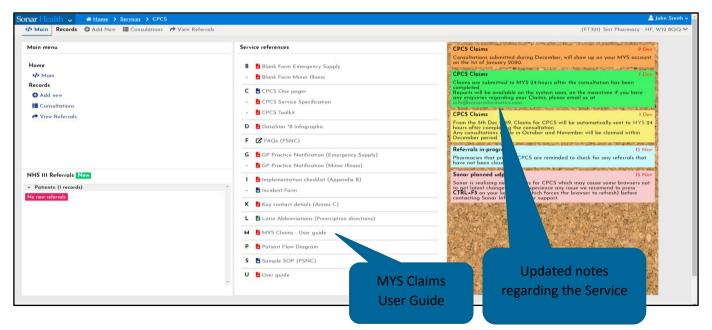
NHS Number will be displayed, otherwise it means that the record hasn't been matched with the PDS.

	U 12	296979 XXTESTP TAAE, Donotuse	PATIENT 22/01/2020 15:02	Emergency supply	Referral	NHS Digital (Online),	← Inbox	New Referral
	Pa	DOE DOE	3: 30/06/1948 NHC Num	ber: 9990 500 045 Teleph n	e: 07770728206 Case	• Ref No: 111-ONLINE-40D76		
129	96978	DX86 LAST, Dx86 first	22/01/2020 15:01	Emergency supply	ITK. Referral	NHS Digital (Online),	← Inbox	New Referra

## **11.Payments & Claims for CPCS**

You get paid for the consultation you complete and for any medication/device supplied. If a consultation is finished as UNABLE TO COMPLETE you will not get paid for that referral.

All claims for the CPCS service MUST be made via the Manage Your Service (MYS) portal. The process of reporting claims has been automated by a link on Sonar (London CPCS) and NHSBSA. To further explanation, please refer to the specific user guide for MYS Claims in the CPCS home page under Service Reference list.



All the claims' details are available in "Claims" Section. In the landing page you can find the "Claims" option to view the claim details.

Landing page for CPCS-click on claims

CPCS Home Records O Add New EConsulation	ns 🏕 View Referrals 🛛 Bsa £ Claims	(FT321) Test Pharmacy - HF, WI
Main menu	Service references	CPCS Claims 9 Dec Consultations submitted during December, will show up on your
Home ≮⊅ Main Records ② Add new III Consultations ↔ View Referrals	B Blank Form Emerce by Supply B Blank F C B CPCS B CPCS Claims C C C C	MYS account on the 1st of Jonuary 2020. CPCS Claims 7 Dec Claims are submitted to MYS 24-hours after the consultation has been completed. Reports will be available on the system soon, on the meantime if you have any requiries regarding your Claims, please email us at info@sonarinformatics.com Apple 2000 Apple 2
Bsa £ Claims POCT assessment ■ Records	D       B DataStar *8 Infographic         F       D* FAQs (PSNC)         G       B GP Practice Notification (Emergency Supply)         •       B GP Practice Notification (Minor Illness)	From the 5th Dec 2019, Claims for CPCS will be automatically sent to MYS within 24 hours ofter completing the consultation. Any consultations made in October and November will be claimed within December period. Referrals in-progress 15 Nov Pharmacies that provide CPCS are reminded to check for any referrals that have not been closed.
No new referrals	B Implementation checklist (Appendix B)     B Incident Form     K B Key contact details (Annex C)	Sonar planned udpates 15 Nov Sonar is realising new updates for CPCS which may cause some browsers not to get latest changes, if you experience any issue we recomend to press <b>CTRL+FS</b> on your keyboard (which forces the browser to retresh) before contacting Sonar Informatics for support.
	<ul> <li>Latin Abbreviations (Prescription directions)</li> <li>M &amp; MYS Claims - User guide</li> <li>P &amp; Patient Flow Diagram</li> </ul>	

#### SELECT Month and Year – And enter

	O Items	🖻 Vi	ew claim						
late 🔻			ord Id	Record Date	Claim Id	Claim Date	Billable Period	Items Supplied	Service
	- Claims	: (9 record		00/00/0000 15 11	CON 170 (075000	07/00/0000 1/ 00	(and the second		
le Period	9	1304	4075	22/02/2020 15:41	SON-1304075000	23/02/2020 16:00	02/2020	1	Emergency supply
le Period	Μ	1299	9910	05/02/2020 15:45	SON-1299910000	06/02/2020 16:00	02/2020	0	Minor Illness
		1298	8979	01/02/2020 15:53	SON-1298979000	02/02/2020 16:01	02/2020	0	Minor Illness
e name	0	1276	5593	12/12/2019 13:22	SON-1276593000	13/12/2019 14:00	12/2019	1	Emergency supply
ency Supply		1260	0380	23/11/2019 15:44	SON-1260380000	10/12/2019 13:00	11/2019	0	Emergency supply
Illness		1315	519	22/05/2020 17:12				0	Emergency supply
		1316	274	26/05/2020 17:19			14	0	Emergency supply
		1316	5313	27/05/2020 12:12		27.1		0	Emergency supply
		\$16	225	26/05/2020 12:55	÷	ct		0	Emergency supply
	Sele	ct Mo	onth an	d Year					

## The Specific Year and Month Records were displayed.

ar Health 🐱 🔤 💣	Home > S	bervices	> London CPC	S > Bsa Claims					
CPCS Home Record	s O Add	New	Consulations	✤ View Referrals	a £ Claims				
<									
Sort	O Items		View claim						
aim Date 🔻			Record Id	Record Date	Claim Id	Claim Date	Billable Period	Items Supplied	Service
Asc 🔻	+ Claim	s: (3 rec	ords)						
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Billable Period		🗆 12	299910	05/02/2020 15:45	SON-1299910000	06/02/2020 16:00	02/2020	0	Minor Illness
oruary 🔻			298979	01/02/2020 15:53	SON-1298979000	02/02/2020 16:01		0	Minor Illness
020 🔻			2909/9	01/02/2020 13:33	3014-1298979000	02/02/2020 18:01	02/2020	0	Minor liness
Service name									
Emergency Supply									
Minor Illness									

#### To View an individual claim – select record and click on view claim.

<		1	⇒ View claim						
e <b>T</b>	O Items			)					
	- Clain		Record Id	Record Date	Claim Id	Claim Date	Billable Period	Items Supplied	Service
	0		1304075	22/02/2020 15:41	SON-1304075000	23/02/2020 16:00	02/2020	1	Emergency supply
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ame	e		1276593	13:22	SON-1276593000	13/12/2019 14:00	12/2019	1	Emergency supply
y Supply			1260380	23/	SON-1260380000	10/12/2019 13:00	11/2019	0	Emergency supply
less			1315519					0	Emergency supply
			1316274	View an	individual <b>cl</b>	aim		0	Emergency supply
			1316313	view all		ann	1.71	0	Emergency supply
			1316225	26/05/2020 12:55	a	a.	0.70	0	Emergency supply

#### View Claim details and Medicines Supplied

t I Items 🗁 View claim		O Add	New 🔳 Consulatio	ons 🏕 View Referrals 🛛 Bs	a <u>£</u> Claims				
Image: construct of the second late     Claim Id     Claim Id     Claim Id     Billoble Period     Billoble Period     Items Supplied     Service       c +     Claims (9 record.)     Claim Id     SON-1304075000     23/02/2020 16.00     09/2020     1     Emergency supply       c +     G     I 1299910     05/02/2020 15.45     SON-1304075000     23/02/2020 16.00     09/2020     0     Minor Illness       c +     G     I 1299910     05/02/2020 15.45     SON-1308078000     06/02/2020 16.00     09/20200     0     Minor Illness       vice name     G     I 126593     Service NHS Urgent Medicines Supply     0     Emergency supply       or Illness     I 1260380     Service NHS Urgent Medicines Supply     II/2019     0     Emergency supply       or Illness     I 135519     Billoble Period 0/03/2020     II/2019     0     Emergency supply       or Illness     I 136274     NHS number 410 083 2788     0     Emergency supply       I 136225     Medication supplied     Nedication supplied     0     Emergency supply       I 136225     Medication supplied     Neprosen 500mg tablets (A A H Pharmaceuticals Ltd) 28 tablet 2 tol4     -     0     Emergency supply	× ۲	1 Items	🖿 View claim						
C +       E       * 1304075       22/02/2020 15.41       SON-1304075000       23/02/2020 16.00       02/2020       1       Emergency supply         able Period       •       1299910       05/02/2020 15.45       SON-1299910000       06/02/2020 16.00       02/2020       0       Minor Illness         •       •       1298979       01/02/2020 15.45       SON-1299910000       06/02/2020 16.00       02/2020       0       Minor Illness         •       •       1298979       01/02/2020 15.45       SON-129897000       02/02/2020       0       Minor Illness         •       1298979       01/02/2020 15.45       SON-129897000       02/02/2020       0       Minor Illness         •       1296959       01/02/2020 15.45       SON-129897000       02/02/2020       0       Minor Illness         •       1296959       01/02/2020 15.45       SON-129807000       02/02/2020       0       Minor Illness         •       1260380       Claim details       Service NHS Urgent Medicines Supply       11/2019       0       Emergency supply         •       1316024       NHS number 410 003 2788       -       0       Emergency supply         •       1316025       Medication supplied       Naproxen 500mg tablets (A A H Pharmaceuticals	Date 🔻	1	Record Id	Record Date	Claim Id	Claim Date	Billable Period	Items Supplied	Service
able Period       Mainer Illness         able Period       Mainer Illness         able Period       D/09/2020 15:45       SON-1299910000       06/02/2020 16:00       02/2020       0       Minor Illness         able Period       D/09/2020 15:45       SON-1299910000       06/02/2020 16:00       02/2020       0       Minor Illness         able Period       D/09/2020 15:45       SON-1299910000       06/02/2020 16:00       02/2020       0       Minor Illness         bice name       Bic Claim details       X       T/2019       1       Emergency supply         billess       Service       NHS Urgent Medicines Supply       T/2019       0       Emergency supply         billess       Billable Period       02/2020       -       0       Emergency supply         billsti       Medication supplied       NHS number 410 083 27068       -       0       Emergency supply         billsti       Medication supplied       Naproxen 500mg tablets (A A H Pharmaceuticals Ltd) 28 tablet 2 14       -       0       Emergency supply		+ Claim	s: (9 records)						
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Image: 1298979       01/00/000.015.53       SQN.1998979000       02/2020       0       Minor Illness         Image: 1298979       Image: 1298979       Biso Claim details       Image: 1298979       1       Emergency supply         Image: 1298979       Image: 1298979       Image: 1298979       Image: 1298979       1       Emergency supply         Image: 1298979       Image: 1298979979       Image: 12989797       Image: 12989797       Image: 12989797       Image: 12989797       Image: 129897977       Image: 12989797       Image: 129897977       Image: 12989797       Image: 12989797       Image: 129897977       Image: 129897977       Image: 129897977       Image: 129897977       Image: 129897977       Image: 129897977       Image: 129897977 <td></td> <td>ω</td> <td>1299910</td> <td>05/02/2020 15:45</td> <td>SON-1299910000</td> <td>06/02/2020 16:00</td> <td>02/2020</td> <td>o</td> <td>Minor Illness</td>		ω	1299910	05/02/2020 15:45	SON-1299910000	06/02/2020 16:00	02/2020	o	Minor Illness
is nome       is commediated with a complexity of the complexi			1298979		SON-1298979000		02/2020	0	Minor Illness
Marky copy     1260360     Claim Id     SON:1304075000     II/2019     0     Emergency supply       Illness     i315319     Billoble Period     02/2020     -     0     Emergency supply       1316274     NHS number     410.083.2788     -     0     Emergency supply       1316225     Medication supplied     -     0     Emergency supply       1316226     Noproxen 500mg tablets (A A H Pharmaceuticals Ltd) 28 tablet 2 14     -     0		0	1276593	bsd Cidim derdits		~	12/2019	1	Emergency supply
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1316274     NHS number 410 083 2788     0     Emergency supply       1316313     Medication supplied     0     Emergency supply       1316225     Naproxen 500mg tablets (A A H Pharmaceuticals Ltd) 28 tablet 2 14 tablets     0	or Illness		1315519					0	Emergency supply
Medication supplied     Naproxen 500mg tablets (A A H Pharmaceuticals Ltd) 28 tablet 2 114     tablets			1316274					0	Emergency supply
1316225 Naproxen 500mg tablets (A A H Pharmaceuticals Ltd) 28 tablet 2 14 tablets			1316313	Medication supplied			-	0	Emergency supply
			1316225	Naproxen 500mg tablets (A	A H Pharmaceuticals Lto	l) 28 tablet 2 x 14			
								<b>Medicines</b> Su	pplied

# 12. GPCPCS - Consultation

GPCPCS is a service that GP can be able to refer a patient to the local pharmacies for the minor illness consultation. Pharmacy is able to view the referral from the Sonar panel and able to provide the consultation.

#### 12.1 GPCPCS – Add a Patient Details

To add a patient details in the system, click "Add New" Button in the CPCS home page.

> CPCS Home         Records         Add N	ew 🔲 Consulations 🕐 View Referrals	(FT321) Test Pharmacy - HF, W12 8QQ *
Main menu	Service references	CPCS Claims 9 Dec
Home Main Records Add new Consultations View Referrals	<ul> <li>B Blank Form Emergency Supply</li> <li>B Blank Form Minor Illness</li> <li>C C CPCS One pager</li> <li>CPCS Service Specification</li> <li>CPCS Toolkit</li> <li>D B DataStar *8 Infographic</li> <li>F Z FAQs (PSNC)</li> </ul>	Consultations submitted during December, will show up on your MYS account on the 1st of January 2020. CPCS Claims 7 Dec Claims are submitted to MYS 24-hours after the consultation has been completed. Reports will be available on the system soon, on the meantime if you have any enquiries regarding your Claims, please email us at info@sonarinformatics.com
NHS 111 Referrals New	G	From the 5th Dec 2019, Claims for CPCS will be automatically sent to MYS within 24 hours after completing the consultation.
<ul> <li>Patients: (1 records)</li> </ul>	<ul> <li>A B GP Practice Notification (Emergency</li> </ul>	Any consultations made in October and
No new referrals	Supply)  . Diagonal GP Practice Notification (Minor Illnes	November will be claimed within December period. ss)

Search the patient details in the PDS by their First name, Surname, DOB and Gender.

nar Health 🗸 🏘 Home > Patients > New Patient	🔍 🔍 Feedback 💄 John Smith
fain PDS TRANS Credits	(FT321) Test Pharmacy - HF, W12 8QQ
To register a New Patient, please provide the following information:          General search       NHS Number search         * First name       Mary         * Surname       Patient         * DOB       27/04/1997	USERS ARE REQUIRED TO USE THE PDS SERVICE Please read the following instructions: Please register your premise for the PDS service (Register here) After the registration please allow up to 15minutes to start using the PDS Service
* Gender Female Continue * Information entered above will be searched in the Senar Database and the NHS	IMPORTANT NOTE: If the <u>General Search</u> DOES NOT retun the patient details, then you can try the following: ■ Get the NHS Number from your PMR System, and use the NHS NUMBER search, you will also be

Edit the patient's details, especially the GP address and select CONTINUE WITH SERVICE.

First Name Mary Test Surname E.S. Patient Middle name(s) Not recorded	Bachelor Name Not recorded Birth Name Not recorded Maiden Name Not recorded Other Previous Name Not recorded	
Key details       Edit         Gender       F         NHS Number       6016224197         DOB       27/04/1997         Time of Birth       Not recorded         Country of Birth       Not recorded         Language       Language         English       Interpreter not required         General       Practice       X26-Test GP (HF)		

## 12.2 GPCPCS – Manual Entry in Sonar (Manual Referral Form)

Once you click "Continue with service", GPCPCS details page will be displayed. Then give the below details, Source of Referral – GP

Referred from GP – When you type the GP name or Postcode, it should be displayed and select it.

Encounter Disposition – Select from the list.

	TEST P/	TIENTFIVE (Sonar	ID: 1610885)						0	Edit Profile	Patient Not	es [	View SC	R Incident report
	Gender Fema	e   DOB <mark>01/01/1900</mark>   NHS Num	ier Not recorded	GP Practice (X26a) T	Test GP (HF) Ad	Masse Caregrange L	d, 9 Goldhaw	k Road, , W12 8	QQ   Telephone	Not recorded	Mobile Nat recorde	d   Enel	Not recor	ded
Progress     Details			<ul> <li>30/10/2020</li> <li>GP</li> <li>GP</li> <li>(X25a) Test</li> <li>9 Goldhawk F</li> <li>W12 6QQ</li> <li>T</li> <li>UX06 - To co</li> <li>IE.g. Condition</li> <li>If an attachm</li> </ul>	CP (HF), W12 8QQ CP (HF) toad, London (If known) ntact a Primary Carr ons, Symptoms, etc]	48 v	6 hours (MI)		EPS Tracker	NICE CKS	<u>NHS UK</u>	PATIENTCOUK	BNE	EMC	<u>GILLICK COMPETEN</u>
	Click on	SUBMIT> to confirm details	SUBMIT	>										

Once you give all the details click "Submit" and the referral is created.

C & sonarhea	ith.org/v3/patie	ents/refemals							x 🛛 🗆 🛪 🔕
onar Health 🗸 📃	# Home >	Tools > Referre	als						💄 Pritpo
Main Referrals	View All	Premises 🖹 P	Profile						Test Pharmacy - HF (W12
+ Sart	< 1 Items	View Ref	ierral 🖹 Download sel	ected					Q Search by name, dob, nhs number; patient id
Dote 👻	_		Mone	Date	Service	Type	From/To	Direction	Status
🖷 Asc 🕶	- Pati	ents: (2 records)							
Desc +     Referral Date	0	1351610	EMERGENCY 2, Somple	10/2020 20:30	Emergency supply	E ITK Referrol	NHS III Online (YDDF4),	← Inbox	New Referral
Date from		Potient 159	5759 DOB 01/01/1980 NH	Number - Case	Iler				
[dd/mm/yyyy]	0(	1332936	PATIENTFIVE, Test	30/10/2020 14:48	The second second	1TK Referral	Test GP (HF) (X26a), W12 8QQ	€ Inbox	New Referral
Date to [dd/mm/yyyy]	- (	Patient 16	10885 DOB 01/01/1900 NH	S Number: Cose Ref I	Net mult				
Direction									
€ Inbox									
-> Outbox									
<ul> <li>Service</li> </ul>						Click	"View		
CPCS V						Refe	erral"		
+ Type						nere			
ITK Referral 🗸		1) Ticl	k the small						
+ Status				_					
New Referral		square	box next to						
Acknowledged		the I	Record ID						
In Progress Completed									
Unable to Complete									

## 12.3 GPCPCS – Process Referral

Once you click the view Referral "View Referral" pop-up should be displayed. Click "New Consultation" to start the consultation.

th 🖌	# Home > Tools > Referrals	📇 Pril
Referrals	🗇 View All 🛛 Premises 🖀 Profile	Test Pharmacy - HF (W
	6	
	View referrol	X umber, patient id
		O New Consultation D hable to process
	Referral Details Referral Status	
Date	NHS III Referral - Manually uplanded	
vl	Lawnlaad referral	
yl		
		Click "New
		Consultation"
~		
al ed		
Complete		
	L	

Once you clicked "New Consultation", it is navigating to the "Process Referral" Section, click "Submit" and then it will navigate to the "Consent" screen. Enter the "Consent" Details and Click "Submit"

Sonar Health 🗸		Home >	🛔 Pritpal Thine
✓> CPCS Home	Records	Add New      E Consultations      View Referrals     Bsa £ Claims	Test Pharmacy - HF (W12 8QQ)
		IEST PATIENTFIVE (Sonar ID: 1610885) inner Female   DOF 01/01/1900   NHS Number Not recorded   GP Auctive (X260) Test GP (HF)   Address Caregrange Ltd, 9 Goldhawk Rd	
	<	Useful links: <u>MiDoS</u> E Fields marked with (*) are mandatory	PS Tracker NICE CKS NHS UK PATIENT.CO.UK BNE EMC GILLICK COMPETENC
• Progress		Consent for service delivery (CPCS - Minor Illness)	NHS 111 Referral
d Consent		The pharmacist to read following statement to patient:	- NHS III Referral - Manually uploaded
Assessment & Supply details		*Consent is required for the service provision and to share information about this consultation*: © Consent for the pharmacy sharing information with the patient's GP practice, NHS England and the NHSBSA	🛓 Download referral
≓ Outcomes			
Ø Pharmacy Feedba	ock 🗆	* Consent given? Yes v * Is the patient accompanied? No v Patient's signature (optional) Clear	
		Click on. <submit> to confirm dyfails SUBMIT @ Canco Click "Subm</submit>	nit"
		Copyright © 2020 Social Informatics LTD - IT Solutions for health care profe <b>*SonarHealth</b> is a registered trade mark of <u>Sonar Informatics LTD</u> .	xionals.

Once the consent details were submitted, it will navigate to the "Assessment" screen and Enter the Assessment Details and then Click "Submit"

	TEST PATIENTFIVE (Sonar II	D: 1610885)	🚔 Edit Profile 🕜 Patient Notes 📑 View SCR 🚺 Incident report				
	Gender Female   DOB 01/01/1900   NHS Number	Not recorded   GP Processe (X26a) Test GP (HF)   Address Caregrange Ltd, 9 Goldhawk Road,	W12.8QQ   Tokyhann Not recorded   Mubble Not recorded   Email Not recorded				
	Fields marked with (*) are mandatory	Useful links: <u>MiDoS EPS Tre</u>	acker NICE_CKS_NHS_UK_PATIENT.CO.UK_BNE_EMC_GILLICK_COMPETENC				
	Service Name * Date & Time * Contact Method * Symptoms	Minor Illness 30/10/2020 15 v 03 v Face to face v	Q Date & Time         By default the current date and time is displayed.         Use the date and time when the consultation with the patient took place.         System does not allow future dates.				
Actions     View Referral     Print Record     Print GP Natification	* How long had symptoms? * Presenting Complaint * Allergies	24 - 72 hours  Voornog  Add presenting complaint(s) [rg_Nah]	Contact method     This should reflect how the consultation was completed.     In Person if the consultation was completed as 19-11.     Over the phane: If the consultation was completed over the phane. Note that     patient still has to callect their medication     O				
	Existing medical conditions Actions taken to date	No allergies declared (Tick if no allergies declared)     [eg_Ashina] [Describe action taken by patient ar carer]					
	Medication been taken * Have any red flags been identified?	[rg Percentened 500mg toblets] No   Pharmacist to advise patient: "If your symptoms do not improve or become worse, then either come back to see me or seek advice from your GP	© Red flags (i.e. symptoms that suggest a more serious illness) been identified through information in the NICE Clinical Knowledge Summaries. Or is there another reason to escalate the patient?.				
	Click on «SUBMIT» to confirm details	SUBMIT Click "Submit"					

# Once the "Assessment" details were submitted, then it will navigate to the "Outcomes" section. Enter the "Outcomes" Details and then Click "Submit"

		EST PATIENTFIVE (Sonar I ander Female   DOB 01/01/1900   NBCS Numbe		Caregr	onge Ltd, 9	Goldhawk Roa	Edit Profile Potient Notes     Microsoft Potient Notes				
	¢	Fields marked with (*) are mandatory		Use	ful links	MIDoS EPS	STORKET NICE CKS NHS UK PATIENTCOUK BNE EMC GILLICK COMPETENCY				
Progress		I see a second					♀ Narrative				
		Condition	Advice provided		Actions	2	Results of any examination, tests and relevant notes including any actions as a				
		Vomiting	Advice only	~			consequence of checking the SCR or other resource.				
D Pharmacy Feedback		Advice given	[Adice given details]				© Outcome				
🛓 View Referral		Clinical narrative	[Results of any examination, tests and relevant nate consequence of checking the SCR or other resource.]	including	any action	is as a	(i.e. symptoms that suggest a more serious illness) been identified through information in the NICE Clinical Knowledge Summaries.				
* Print Record		* Is Sign-posting/Escalation required?	O Yes 🔹 No				Or is there another reason to escalate the patient?				
			How to best manage their condition How to best manage their condition How to be if symptoms get worse Printed leafters supplied Patient referred to electronic information resource Managing future minima illusess (It is not always in [Describe other advice/support provided]	ecessary I	o call NHS	m) 					
		* Is GP Notification Required? Notes/Comments to GP	Yes ONo								
			Good								
			Time taken to complete consultation								
		Patient facing time	(minutes)								
		Non-patient facing time	(minutes)								
		Click on «SUBMIT» to confirm details	SUBMIT	Clic	:k "Su	ıbmit"					

Once the "Outcomes", details were submitted, need to give the "Pharmacy Feedback" to complete the consultation.

	IEST PATIENTFIVE (Sonar ID: 1610885)
	inder Female   DOB O1/01/1900   NHS Number Not recorded   GP Number [X26a) Test GP (HF)   Address Caregrange Ltd, 9 Goldhawk Road, W12 800   Telephone Not recorded   Makin Not recorded   Email Not recorded   Email Not recorded
	Useful links: MiDoS EPS Tracker NICE CKS NHS UK PATIENTCOUK BNE EMC GILLICK COMPETENC Fields marked with (*) are mandatory
Progress     Consent	Pharmacy Feedback
Concern Assessment Cutcomes	It's important that you share your feedback and comments. Please let us know how the system performed taday or if you have any comments or suggestions to improve the CPCS - Minor Illness Service. Information submitted on this form will be treated confidentially!
Actions     View Referral     Print Record     Print GP Notification	□ I don't wish to send feedback on this occassion  How satisfied are you with the service?  Very satisfied OK
	Please enter any feedback in the box below so that the CPCS - Minor Illness Service can continue to be improved [Provide details here]
	Click on <submits "submit"<="" click="" complete="" consultor="" on="" submit="" td="" the="" to=""></submits>

Provide a pharmacy feedback and click "Submit" to complete the consultation. Once the Consultation is completed, the patient consultation notification will be sent to the GP to their shared email.

	TEST PATIENTFIVE (Sonar ID: 1610885)				2	Edit Profile	Patient Note	View S	CR Incident report
	Sender Female   005 01/01/1900   NHS Number Not recorded   GP Processor (X260) Test 0	GP (HF) Addison Caregrange Ltd, 9	Goldhawk I	Road, , W12 80	10   Telephone	Not recorded	Mobile Not recorded	Enal Not rec	orded
Progress     Consent     Assessment     Assessment     Phormacy Feedback     Actions     View Referrol     View Referrol     Phint GP Notification	Tende Female DOS OURDINGOO INSTRUMEN NOT recorded CF Russie (X26a) Let ( Fields marked with (*) are mandatory Pharmacy Feedback It's important that you share your feedback and comments. Please let us know any comments or suggestions to improve the CPCS - Minor Illness Service. Information submitted on this form will be treated confidentially! I don't wish to send feedback on this occassion How satisfied are you with the service? Very satisfied Satisfied Please enter any feedback in the box below so that the CPCS - Minor Illn [Provide details here]	EPS Tracker				ENE EMC	GILLICK COMPETEN		
	Click on <submit> to complete the consultation SUBMIT</submit>								
	Copyright © 10 ¶Senart	00 Same Informatics LTD - 17 Solutions for k Realth is a registered trade mark of <u>Sonar In</u>	ealth care pro dormatics LT	fessionals. D					

Once you complete the referral, the referral should be marked as "Completed" status. Then you are able to view and print the documents and "Action" section

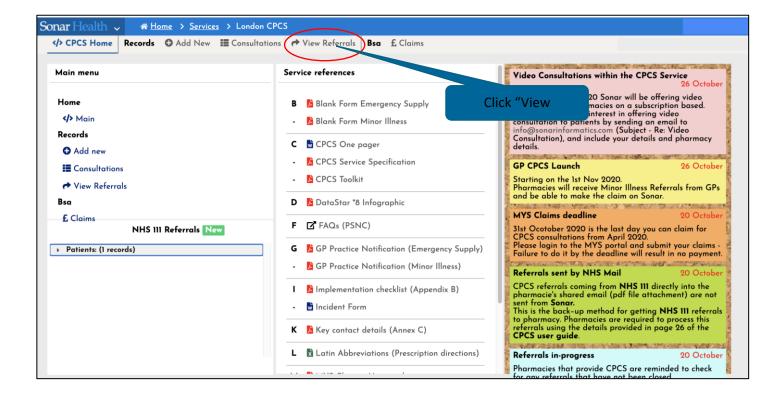
#### The record is completed in a GPCPCS panel.

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New Referral		1385856	PATIENT, Test	26/03/2021 09:22	GPCPCS	은 Sonar Referral	Test GP (HF) (X26a), W12 8QQ	← Inbox	Completed

## 12.4 GPCPCS – New Referral from GP

Once you get the new referral from GP, you will get the email and text notification. Login to Sonar and launch the "Pharmacy CPCS" service.

Click "View Referrals" to access the referrals from the GP



Once you click the "View Referral", it will navigate to the CPCS referral panel. Then select the service "GPCPCS", then you are able to view the new referrals from GP.

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» Status           New Referral		1385972	PATIENT EIGHT, test	26/03/2021 15:09	GPCPCS	은 Sonar Referral	Test GP (HF) (X26a), W12 8QQ	← Inbox	New Referral

You are able to process the new referral. Please refer section 12.3 – GPCPCS – Process Referral.

Once you complete the referral, the consultation notification will send to the GP to their shared email.

## **CPCS FAQs**

# Please refer to the answers to the frequently asked questions (FAQs) to help with service navigation & delivery.

## What is an incident?

An Incident is any scenario where the service has not gone as intended, which could include the IT service, an inappropriate referral, a failure of part of the system, or an issue which you feel needs to be feedback to NHSE/I or NHS 111. If in doubt please report it.

## How do I contact Sonar?

The best way is to email us at info@sonarinformatics.com with 1) your account details (pharmacy name, postcode and Sonar username), 2) your contact details (name, email & direct telephone number) as well as 3) the explanation of the issue.

## How do I gain or update my Sonar account details?

You can request Sonar details on www.sonarhealth.org. Click on the top right link 'New User? (Sign up)' and fill in the required information. Sonar will then send you an authorisation email, once completed and sent back to us we will send you your login details for your account.

You can update or refresh your Sonar account details by contacting Sonar through email (info@sonarinformatics.com) and giving us your current login details and details relating to your request for update.

## What if I or another pharmacist has lost our Sonar account details?

If you have lost or forgotten your account details, please email us at info@sonarinformatics.com with whatever details you may have as well as your personal details (Name, base pharmacy, postcode, GPhC number) and contact details (email & mobile number). We will do our best to reset it and if we need further information, we may call you to confirm.

## I have Sonar account details, but I don't have access to the pharmacy the CPCS referral is sent to. How do I get multiple stores assess?

If you have existing Sonar account details, please email us (with as much advanced notice as possible) requesting an additional store to be added to your account. We will then be able to send you an authorisation email for you to fill out and return back to us including details about your account, the site you require assess to and details about the person (usually the pharmacy manager) who is granting authorisation for your access. Once we receive this email from your or the store on your behalf, we will be able to add that additional store onto your account.

Once you have multiple stores on your account you login as usual, but instead of going directly into one specific store account, there will be a drop-down menu of *boroughs* and then *postcodes* to choose from. Once you have selected the required fields you will enter that specific store you have chosen.

## Where do I find the blank forms?

Blank forms and all reference materials and user guides are located within the reference list on the CPCS homepage.

#### Where are the reference materials located?

All reference materials and user guides are located within the reference list on the CPCS homepage.

## Where do I find the video guide to present to my team?

The CPCS Video Guide and all reference materials and user guides are located within the reference list on the CPCS homepage.

## How do I know if the pharmacy has a referral?

Notifications are displayed on your CPCS homepage, within the Sonar Health website and can be viewed at any time via Sonar account access. An email notification is also sent to your pharmacy. This email is the shared NHS email address your pharmacy registered for the service with. You can add additional emails to the notification list by updating your CPCS profile.

## How do I update the email address the CPCS notification gets sent to?

Log into Sonar Health and click the CPCS icon. Once on the CPCS homepage, select 'View Referrals' from the second down of the two top menu bars, then select 'Profile' from the second down of the two top menu bars and enter in your updated email address. New notification alerts will be sent to this address.

## How do I find a referral once I have received it?

An email notice for a referral would have been sent to your pharmacies registered email address. All new referrals first appear on the bottom left of your CPCS homepage.

From here you select the 'View Referrals' tab from the second of the two top menu bars on the CPCS Homepage. From the referrals homepage there is a list of 5 Status types located on the bottom left of the page.

Select each one (New Referral, Acknowledged, In Progress, Completed, Unable to Complete) to view consultations under that particular status.

Once a referral has been looked at it moves down from 'New Referral' to 'Acknowledge', once it has been opened / data has been entered it moves to 'In Progress'. After you have concluded the consultation it will be placed in one of the final two statuses 'Completed' or 'Unable to complete' depending on the outcome.

## How do I contact the patient?

Once you are aware of a CPCS referral assigned to your pharmacy (via email notification) and/or the Sonar system, you enter the CPCS service and go through the process outlined in this user guide. First go to the CPCS service itself, then select 'View Referral' to see any incoming new or acknowledged referrals. Once you have found the patient referral you wish to look into, tick the small box on the left side of the patient ID and select 'View Referral' on the top of that sub-menu. A pop-up box will appear for you to 'View Consultation' or 'Unable to processes. Selecting 'View Consultation' will open up the patient record where contact details can be accessed.

## I don't know what page I'm on, how do I get back?

If you would like to return to a particular page but cannot get back to the CPCS homepage select the 'Home' option (with the house icon in the blue bar) on the top left of the page. Then select 'Services' and then 'CPCS' to return to the CPCS homepage.

## What do the different status headings mean?

- New Referral This is a new referral that has come into the pharmacy. It's pending to be looked at.
- Acknowledged This is a referral that has been identified as incoming, but it has yet to be actioned.
- In Progress This is a referral that has been opened and is still in the process of being completed.
- **Completed** This is a successfully finished referral and will be paid for.
- Unable to Complete This is a referral that could not be completed. When you mark the referral status to 'Unable to complete' you will be asked to choose the reason from a drop-down menu, due to reasons such as the patient not being in contact or attending, the patient no longer needs the service etc.

#### How do I delete a consultation?

If you need to delete a consultation for a reason such as:

- entered the consultation details incorrectly
- the information has changed throughout the process

- the patient has not attended though was due to attend and some parts of the consultation were already in the process of being recorded
- start the consultation from the beginning
- for another reason

You will need to go to the 'Consultation' tab on the CPCS homepage and select the relevant referral (from the list) on the consultation page. Check the box on the left side of the Record ID and select 'Delete' from the menu above.

A pop-up will appear asking you to choose the reason of your deletion, with another pop up appearing when this action is complete. Once this is done the patient referral well be sent through the system and appear under 'New Referral' for you to complete correctly.

## How do I use the test patients?

The test patients on the system (Mary Test E.S Patient & Lily Test M.I Patient) allow you and your team to go through each of the two services (Emergency Supply & Minor Illness) to familiarise yourself with each step of the process and practice. Once a test patient is successfully processed and 'Completed' you can delete them and start their journey again by placing them at the beginning of their journey within 'New Referrals', and thus allowing other team members to go over the process with the patient. If a test patient is processed and placed within 'Unable to complete' then you will have to contact Sonar to move the test patient to the beginning of the process.

## What is pharmacy feedback?

At the end of each consultation, you are asked to enter your pharmacy feedback. This feedback is from you to us at Sonar regarding your use of the Sonar system and any suggestions or issues you may have.

## How do I print the token?

You are able to print a token only once a consultation has been completed. The link will be on the left side of the consultation page under 'Token'.

Select the token link to download the file. Ensure that the correct printer and printer tray (loaded with token paper) is selected for this printing, not regular A4 paper.

## What's next after I print the token?

For patients who are exempt from paying for their prescription: Once you have printed out the token on the correct token paper you must get the patient to firstly tick their particular exemption category and secondly sign the back of the token as they would with a regular prescription. This can then be sent with your prescription submissions at the end of the month.

## Do I get paid for consultations that I can't complete?

You are not paid for consultations that you have marked as 'Unable to Complete'.

## What do I do if I didn't supply a medication, do I still get paid?

Not all referrals will end with a sold / dispensed medication. If you have gone through the full consultation (over the phone or in person) then you are still able to mark the status at 'Completed' and subsequently get paid for it.

## How do I claim for my CPCS consultations?

Please refer to our user guide on claiming via MYS for your CPCS consultations. This is located within the reference list on the CPCS homepage.

## How much and when will I get paid for consultations?

Successfully completed Minor Illness consultations are paid at £14 per consultation. Successfully completed Emergency Supply consultations are paid at £14 per consultation plus the medication cost at tariff prices. Sonar will

send the claim to the BSA via the MYS system, the pharmacist will accept the claim on behalf of the pharmacy, and the BSA will pay for that service on that month's statement. (the claim made in December for November will be paid on the 1st of Feb as with the November statement).