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	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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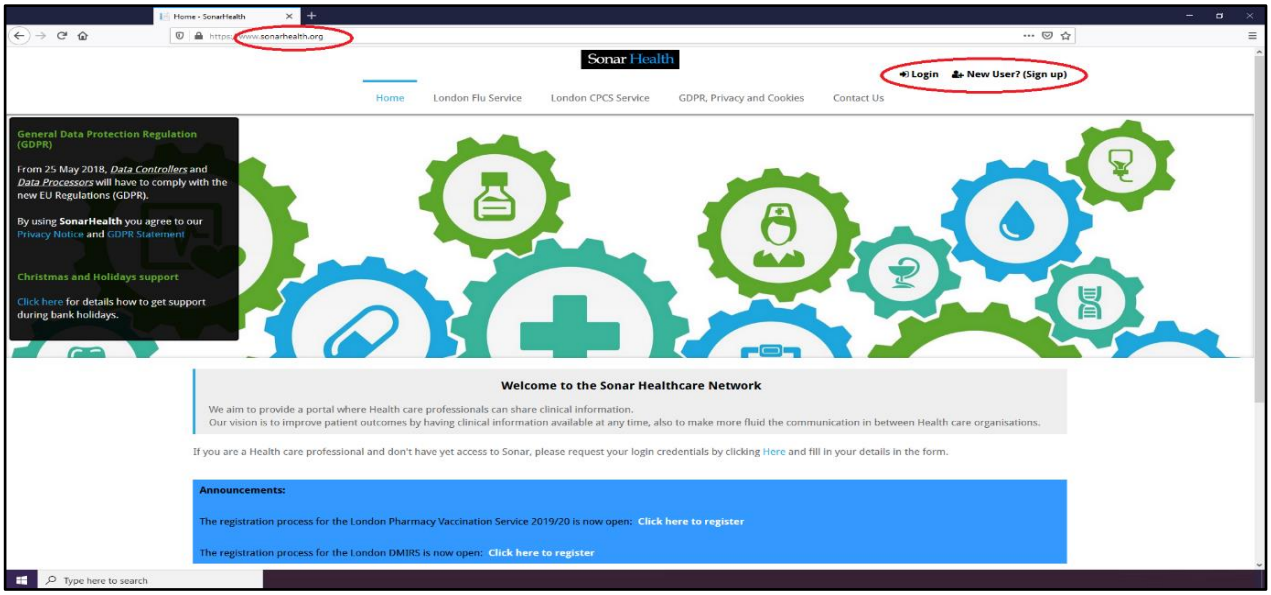
1.Requesting Access & Logging into Sonar

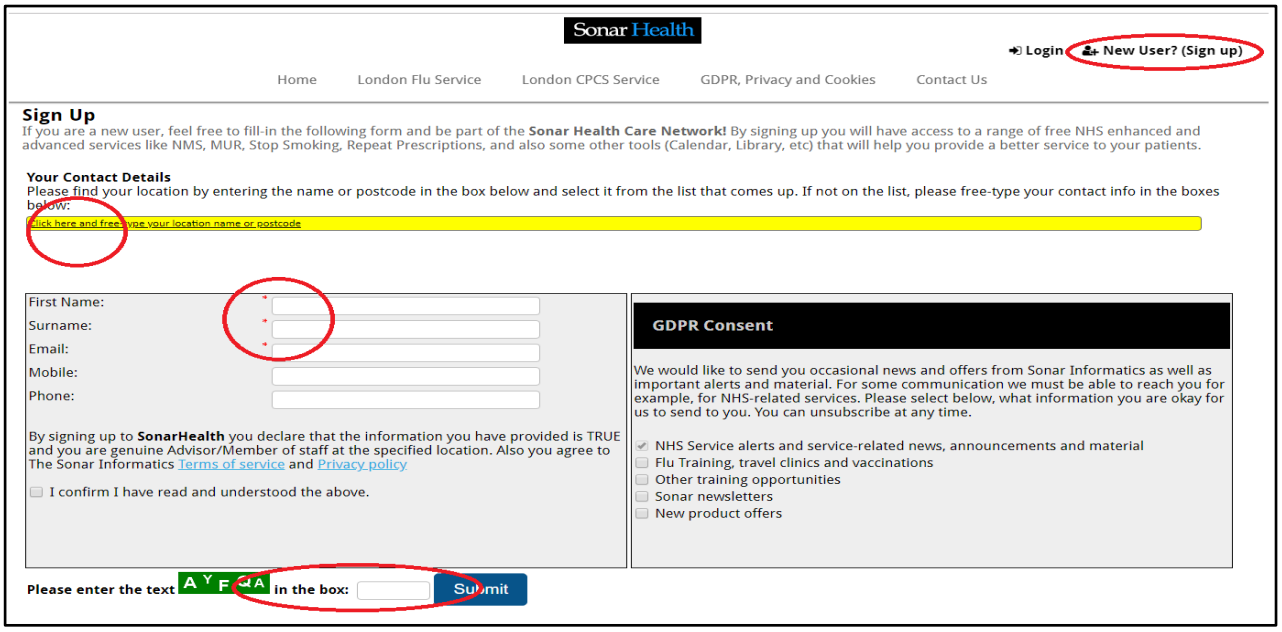
1.1 The Website

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.



1.2 Registering for an account

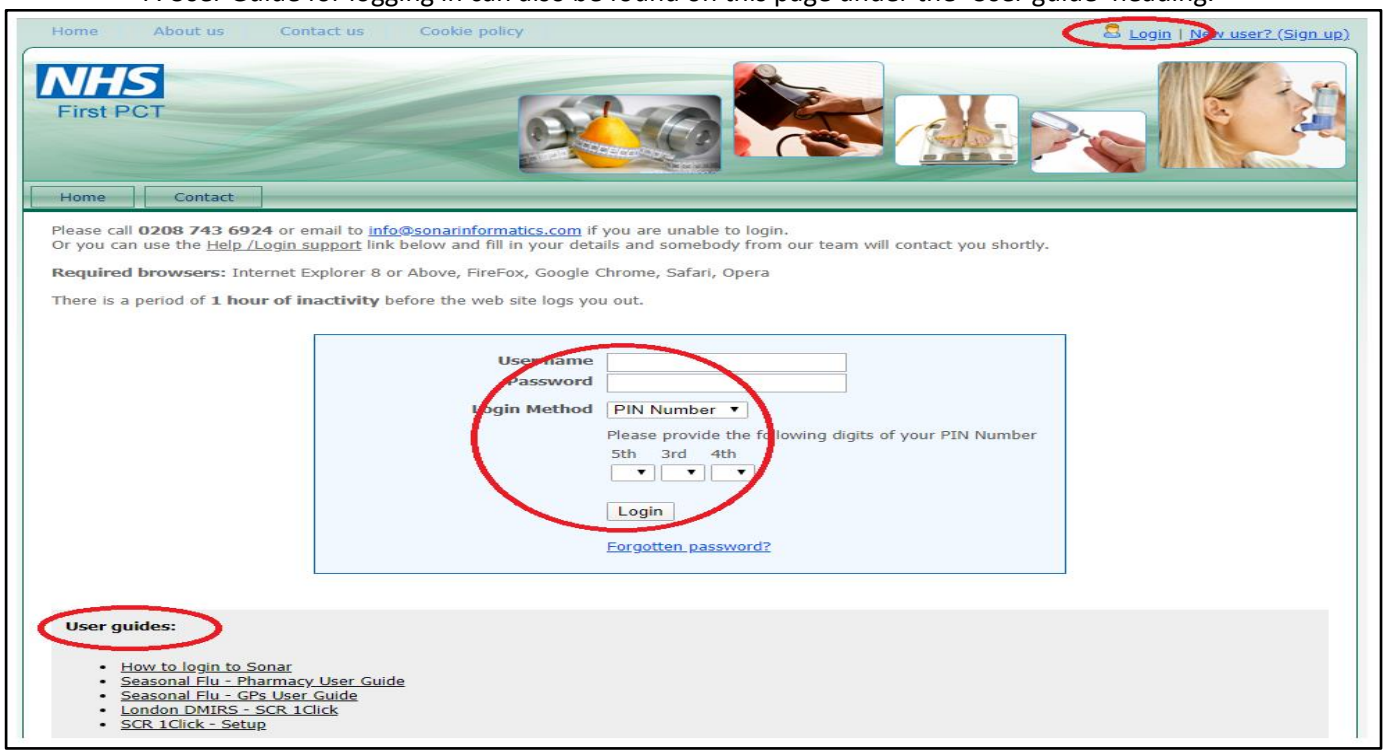
You can request an account by filling in the 'New User? (Sign Up)' form below. This is a manual does not automate process. We will send you a confirmation email within a few working days with a form to be filled in and returned to us (including your personal details, details of the pharmacy you require 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.



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.



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 DO NOT REPLY TO THIS EMAIL *******/

Dear User:

Thank you for signing up.

Your sonar access details:
User name: firstname.lastname
Password: pharmxxx
PIN: 123456

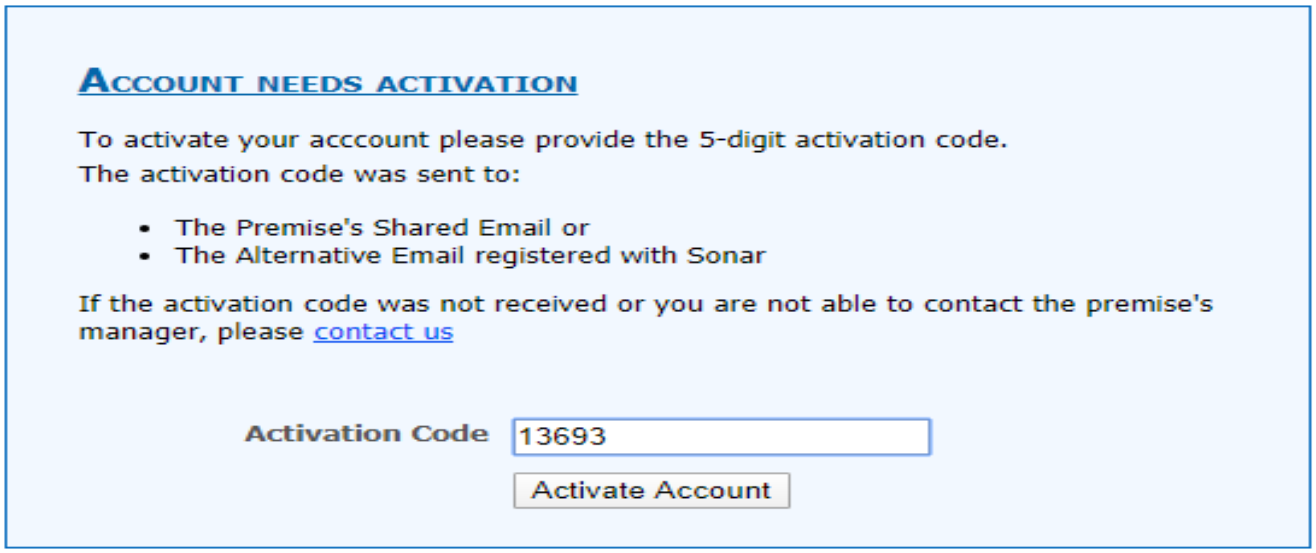
Web site url: www.sonarhealth.org

Your account may require an Activation Code, which was sent on a separate email to the Branch Shared Email or Alternative Email registered with Sonar

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

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:



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 *******/

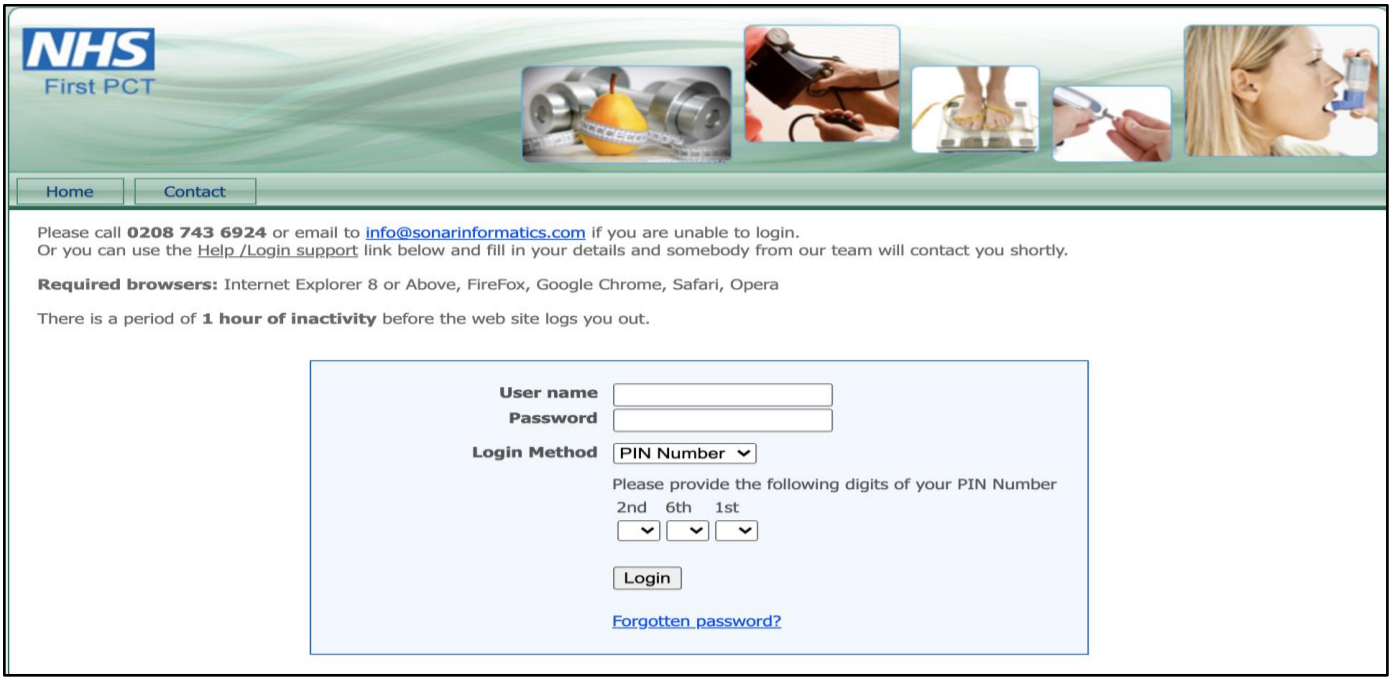
Dear User:

The following user has requested access to your premise:

User name: firstname.lastname
Email: pharmacy123@mail.com

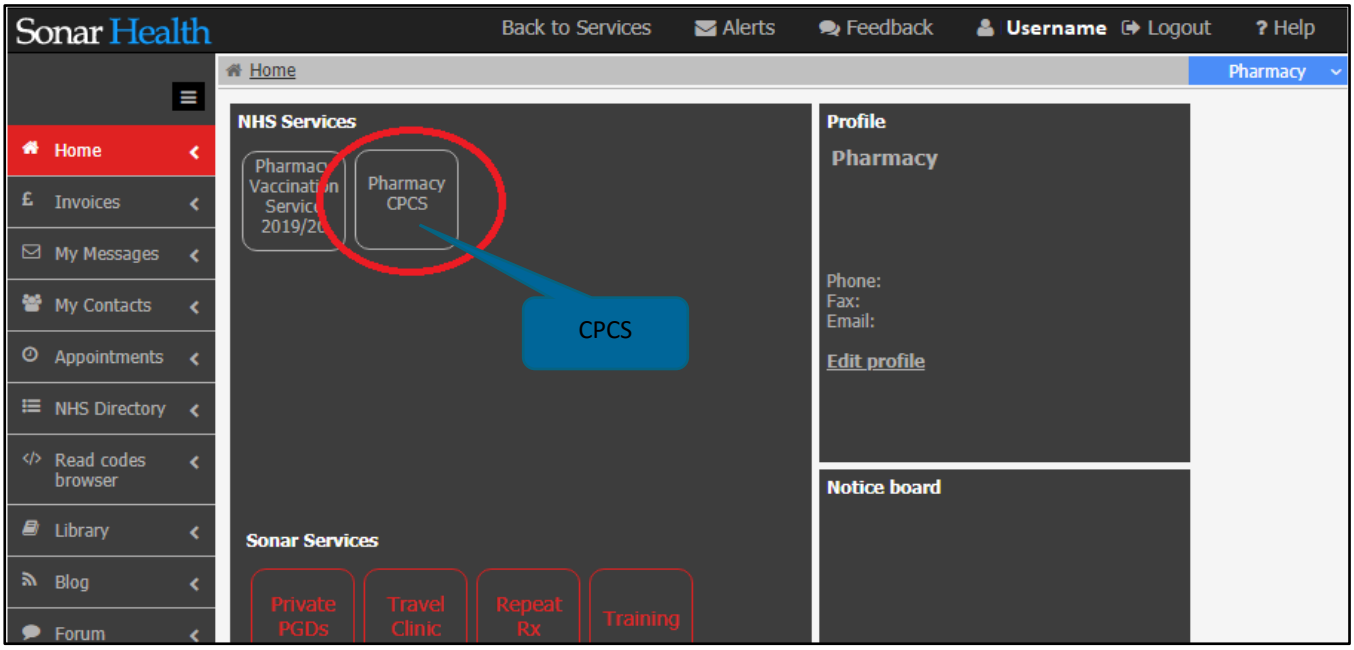
Please provide them with the following activation code: **13693**
To grant them access to **Pharmacy (W12 8QQ)**

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.



2. Access your CPCS Service

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

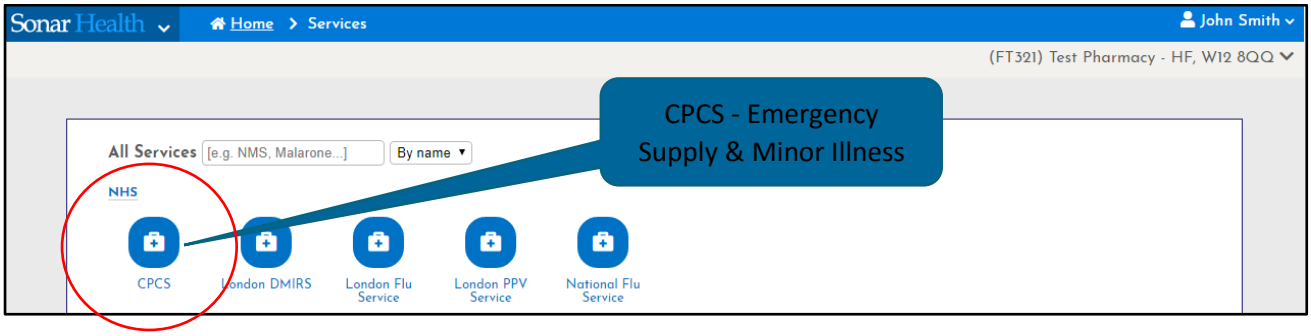


2.1 Selecting the Service

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.

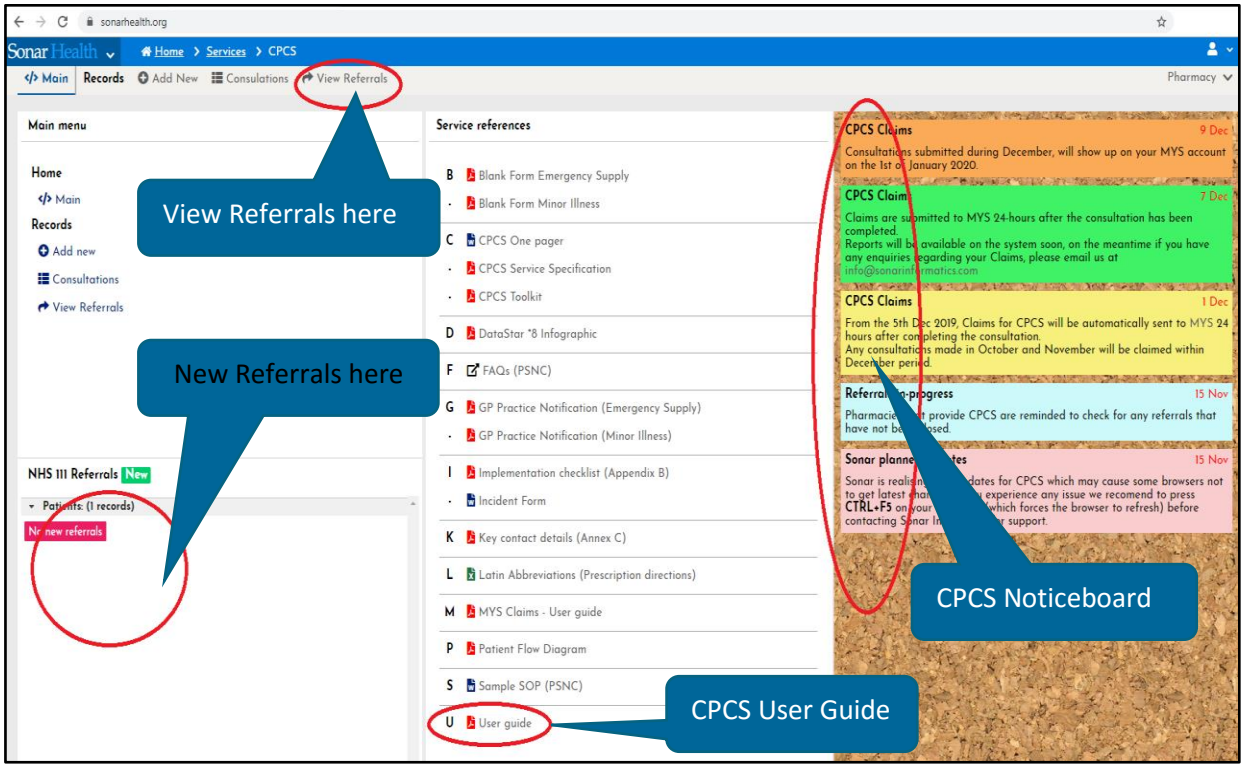
Select Emergency Supply.

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

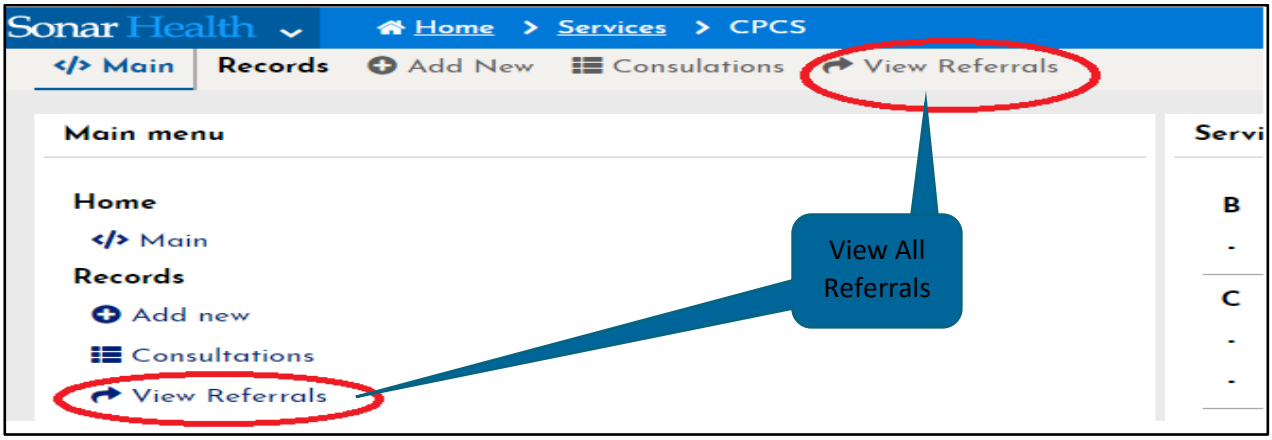


3. Creating a New Consultation using the referral list

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”.

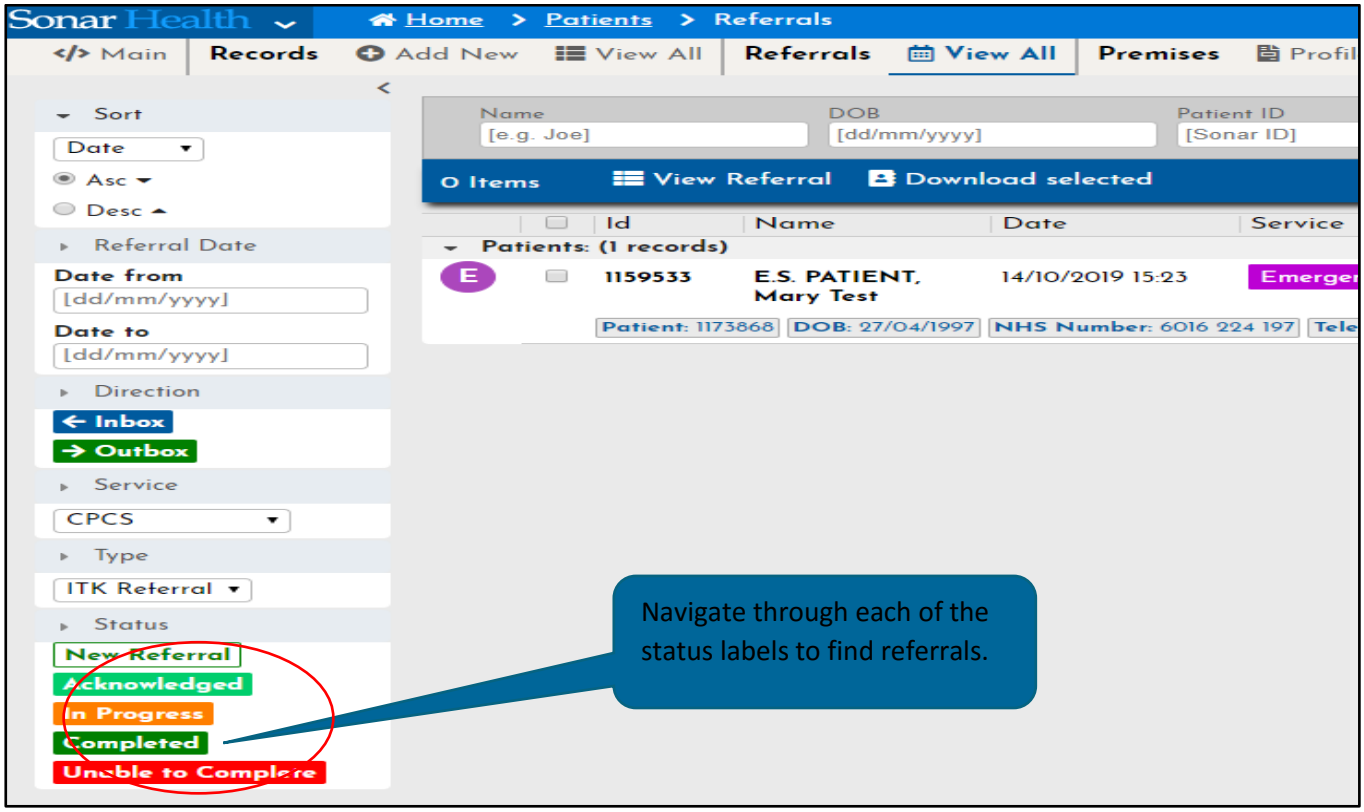


If there are no referrals on the main page, select VIEW REFERRALS to see the list of referrals.



4.Starting a New Consultation

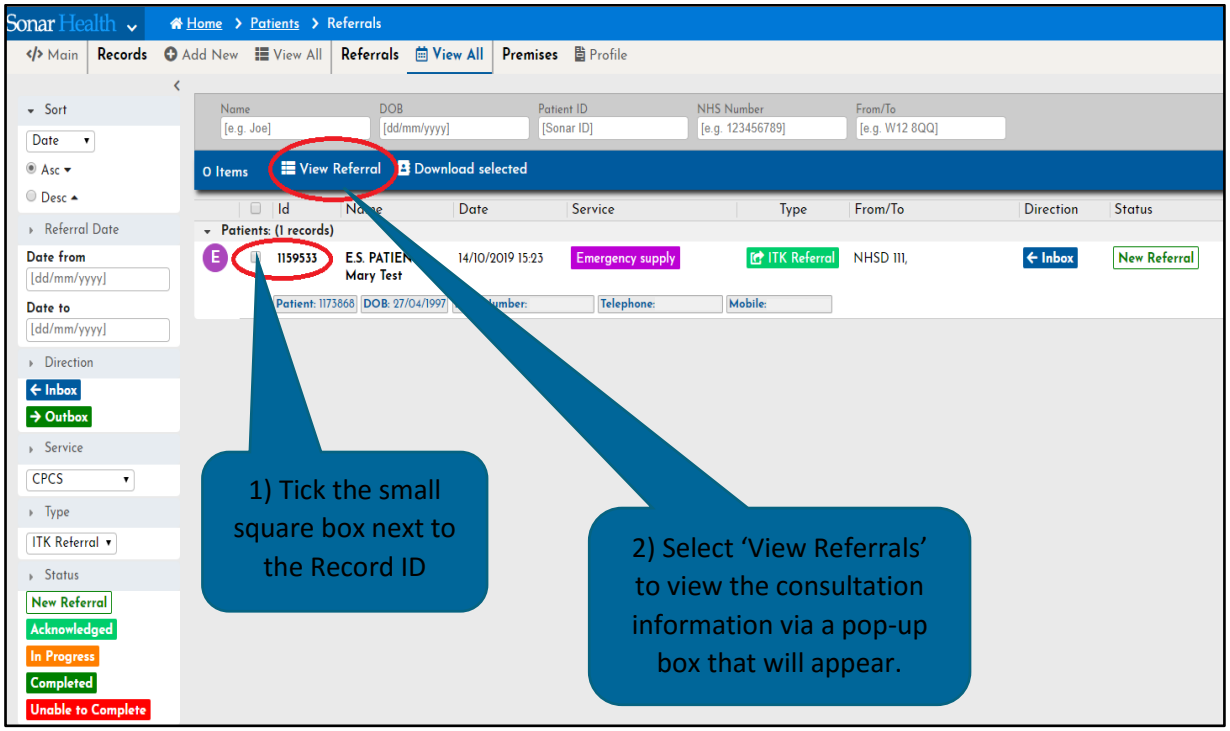
If you can't see the referral on the View Referrals list, navigate through the status labels on the bottom left hand side of the screen. New Referrals will be on the NEW REFERRAL label. Once it has been clicked on, the status will change to ACKNOWLEDGED. When a consultation has been started and left 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.



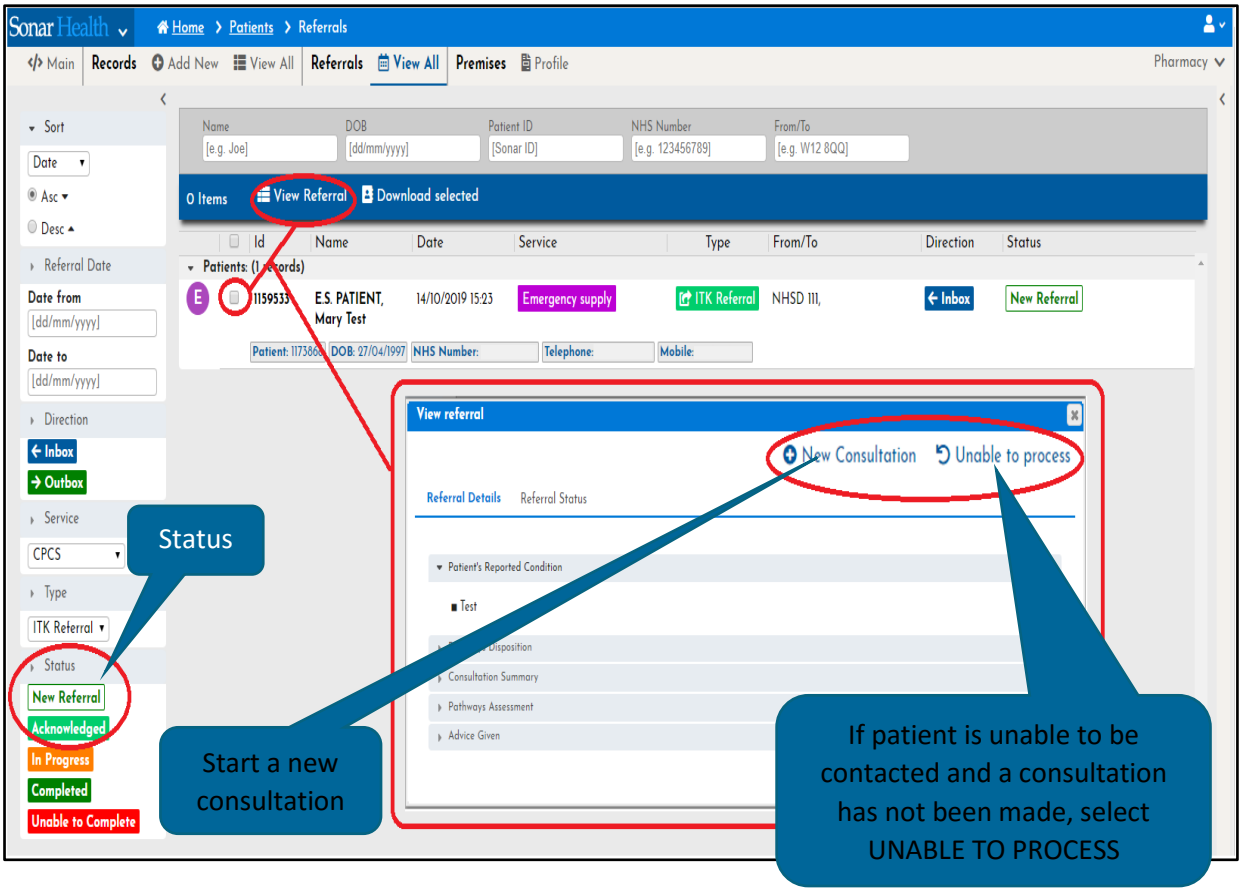
Status Explanations:

- **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).

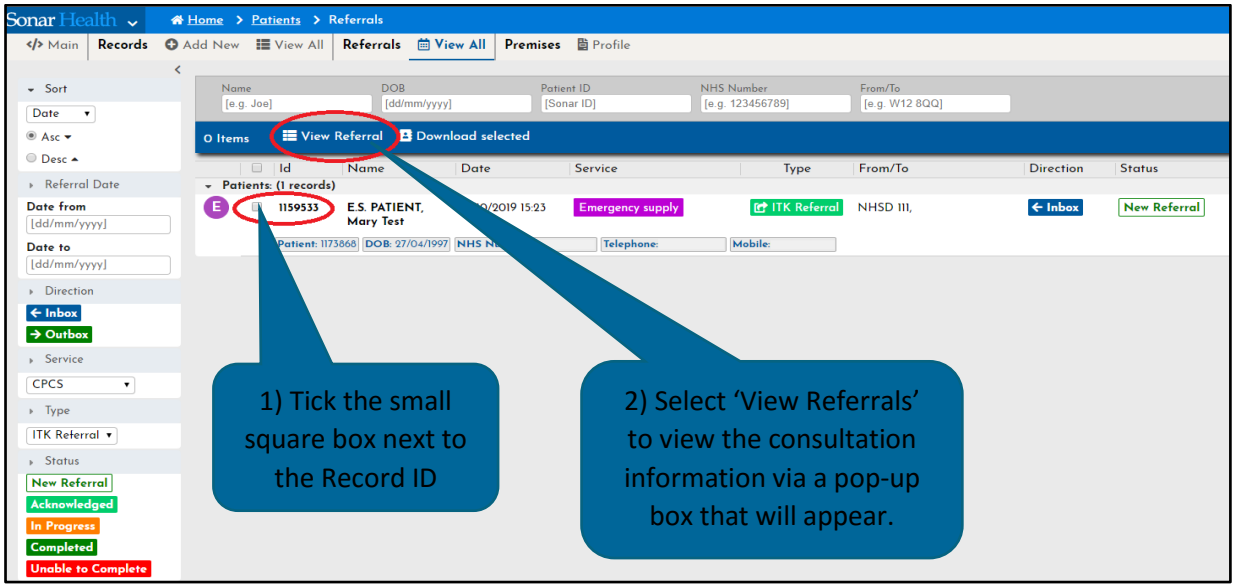


A pop-up box will appear with the details of the referral and steps on how to finish.

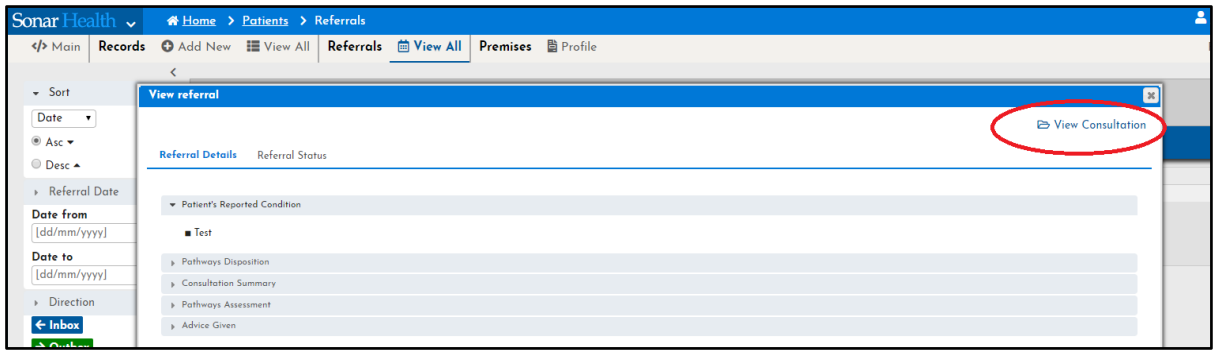


4.1 If a consultation is IN PROGRESS

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.

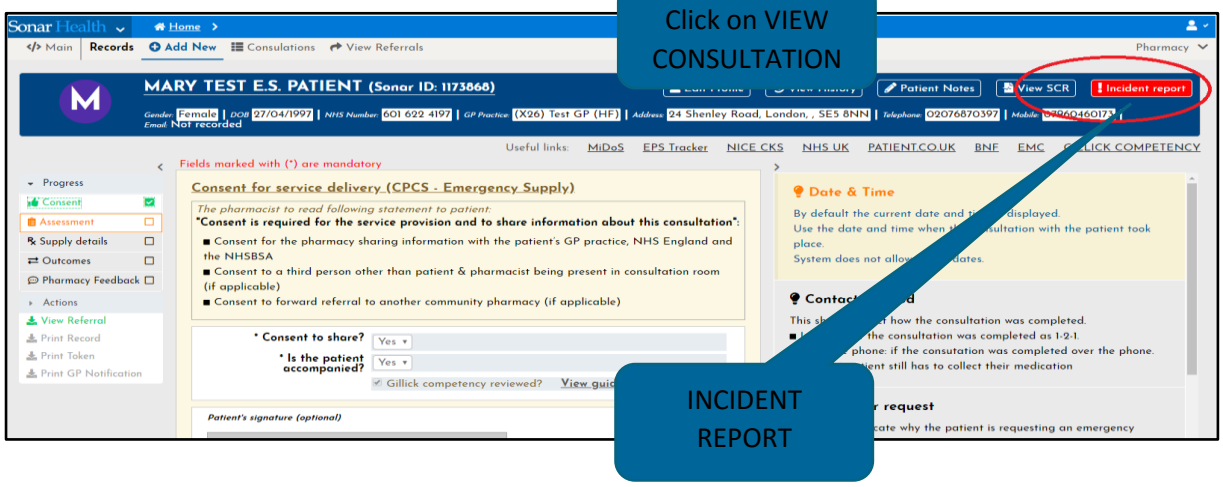


A new pop up will appear. Select VIEW CONSULTATION and you will be redirected to where the consultation was left.



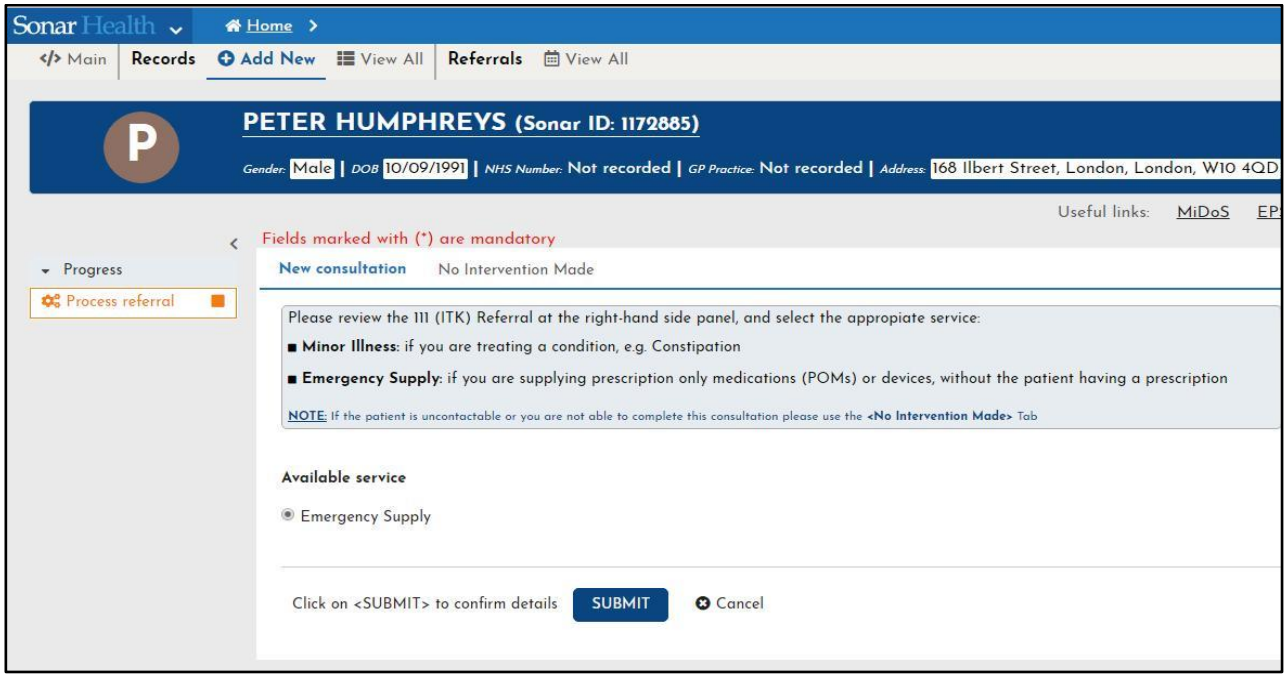
4.2 If there is an INCIDENT

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 sent to the London Region NHSE/ I team to follow up.



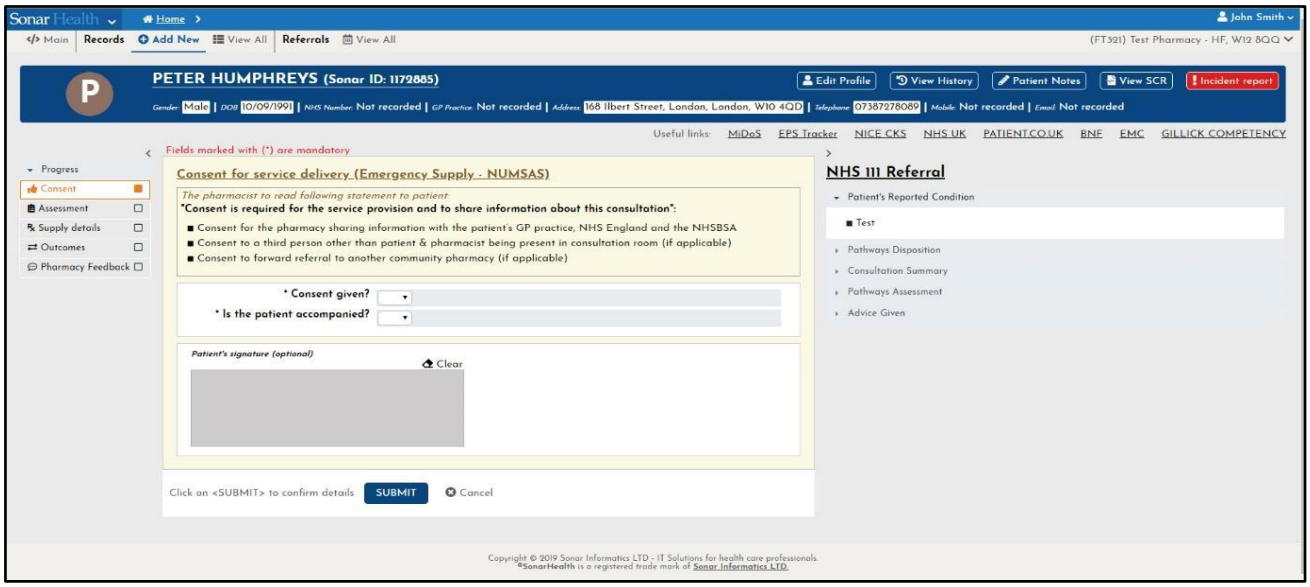
5. Starting a NEW CONSULTATION – EMERGENCY SUPPLY

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

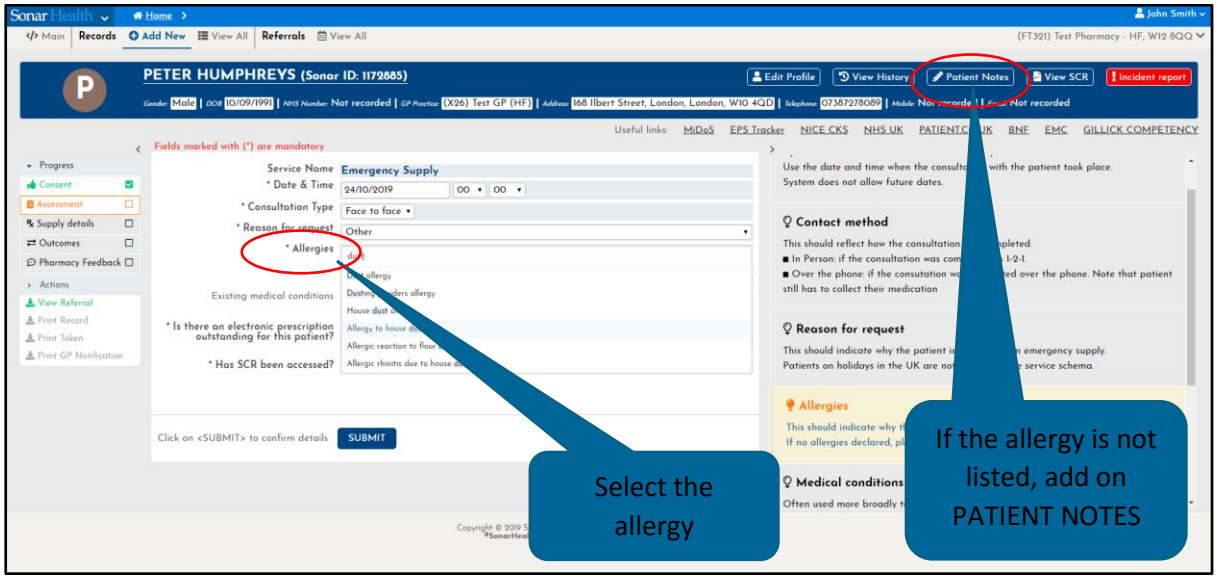


5.1 Filling the NEW CONSULTATION

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

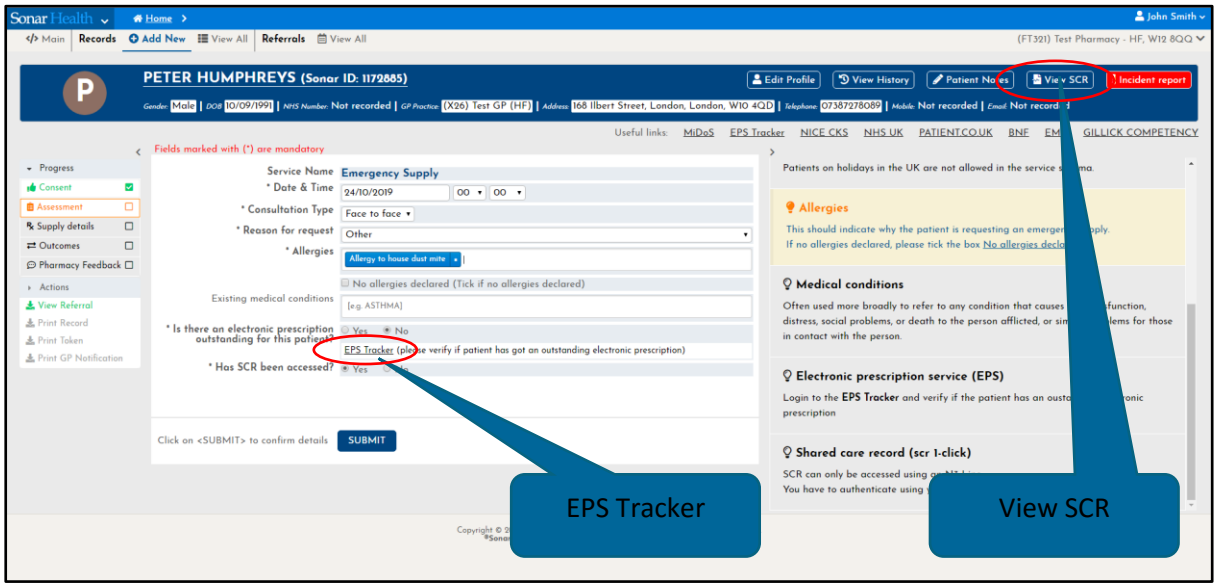


To add allergies, type and select the relevant allergies listed in the drop down menu. If the allergy is not listed, it can be added in the patient notes.



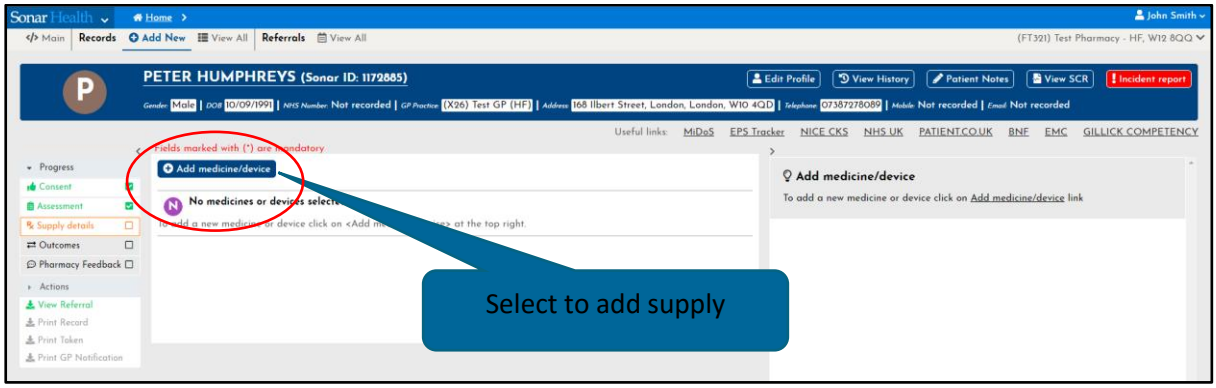
5.2 Checking EPS and SCR

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.

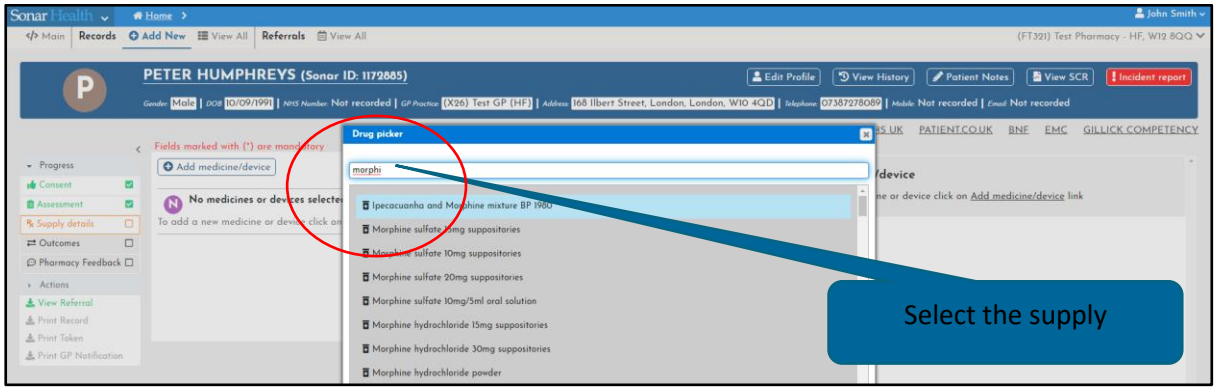


5.3 Adding the supply

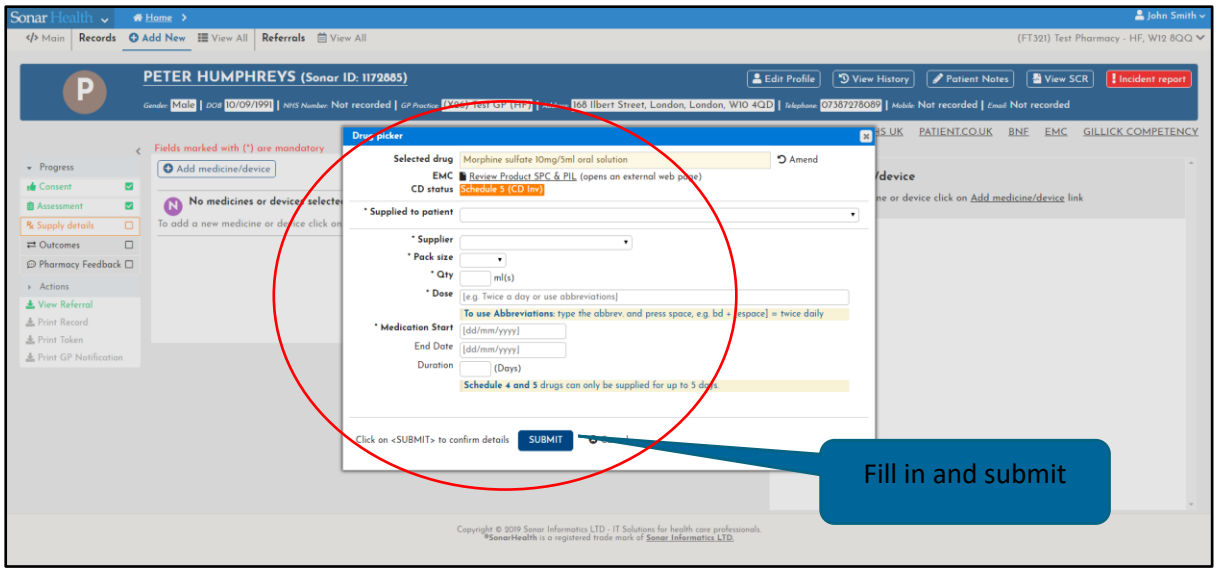
Select "Add medicine/device".



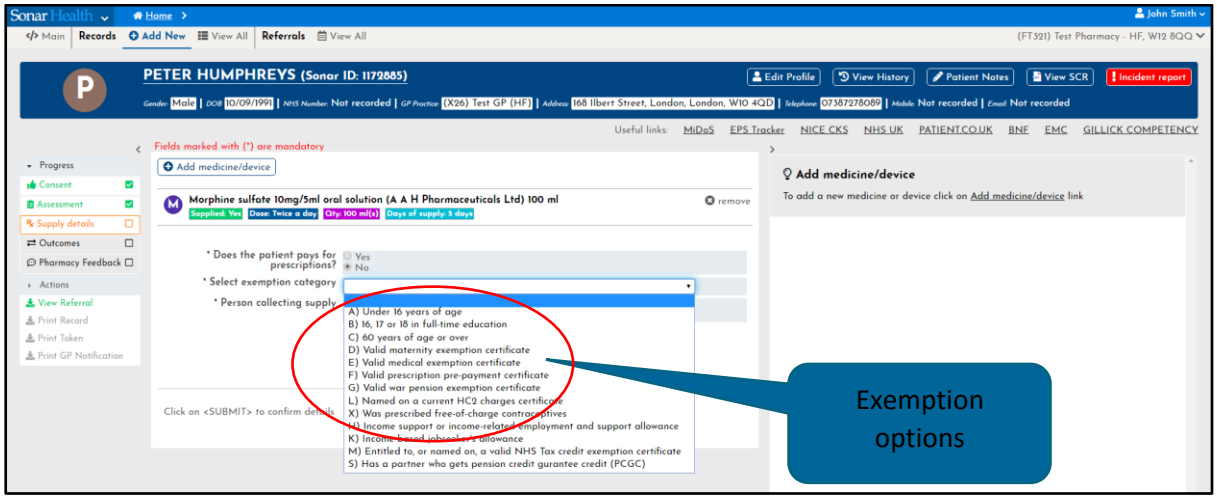
Type the supply and click to select from the drop down list.



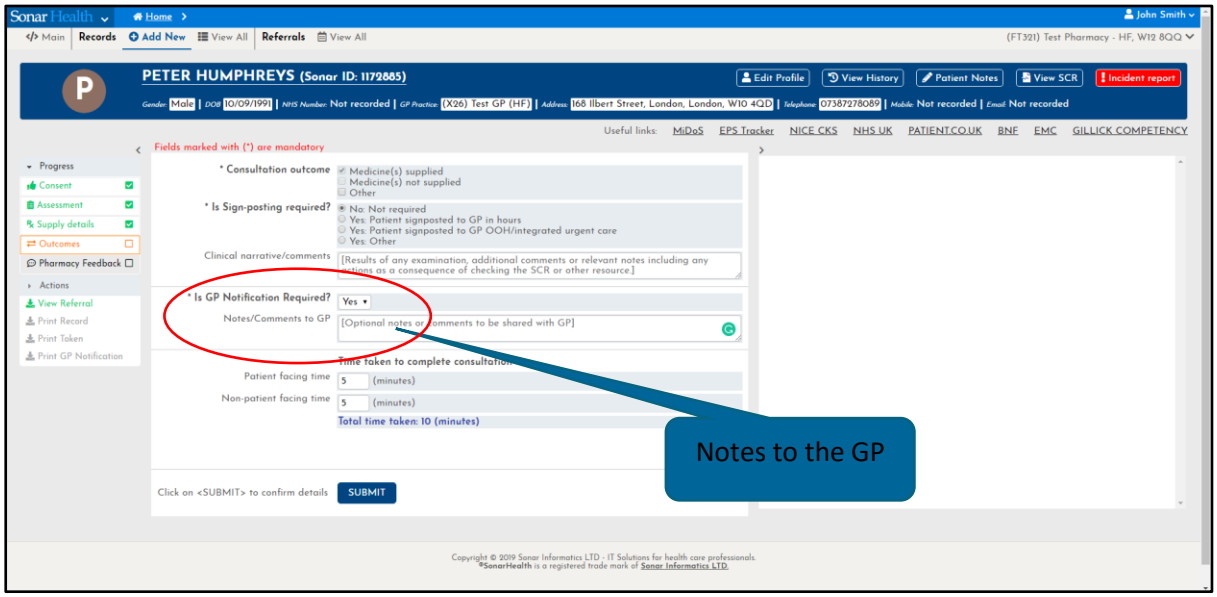
Fill in all the sections in the Drug Picker box and submit.



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

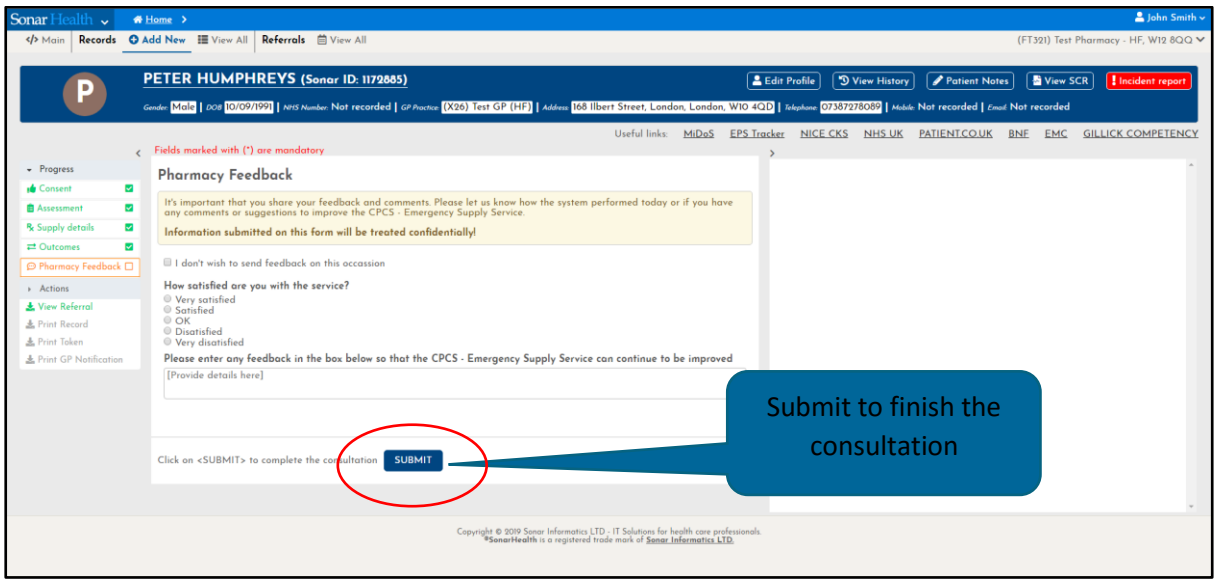


In the last part of the consultation, you can add GP notes if you feel it is necessary. The PATIENT NOTES will not be visible to the GP, only the pharmacists involved in the consultation.

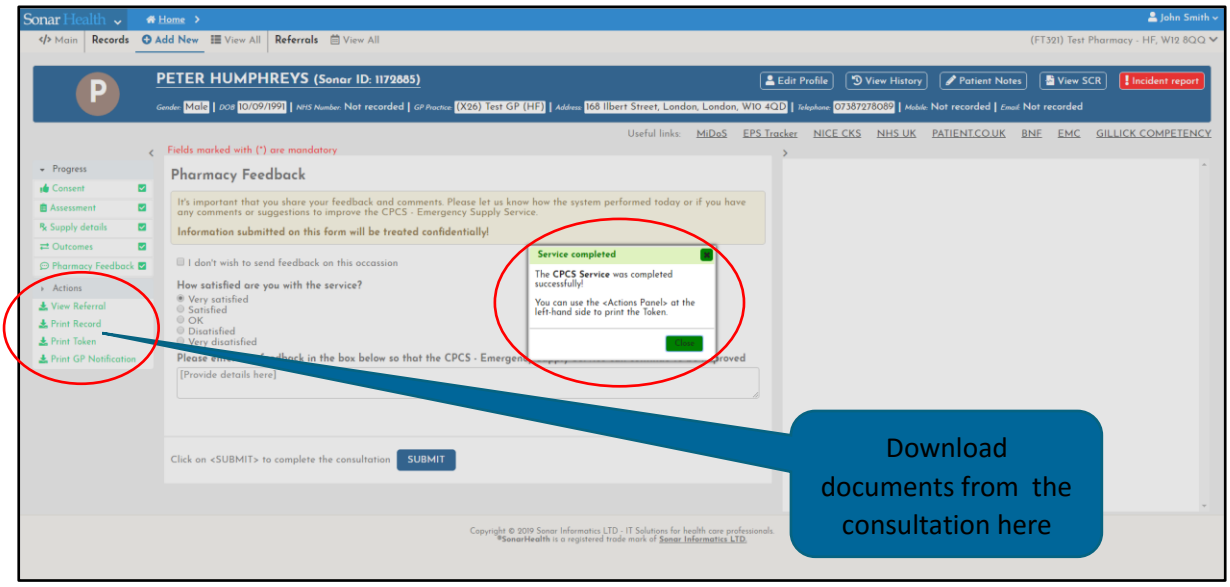


5.4 Pharmacy Feedback

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

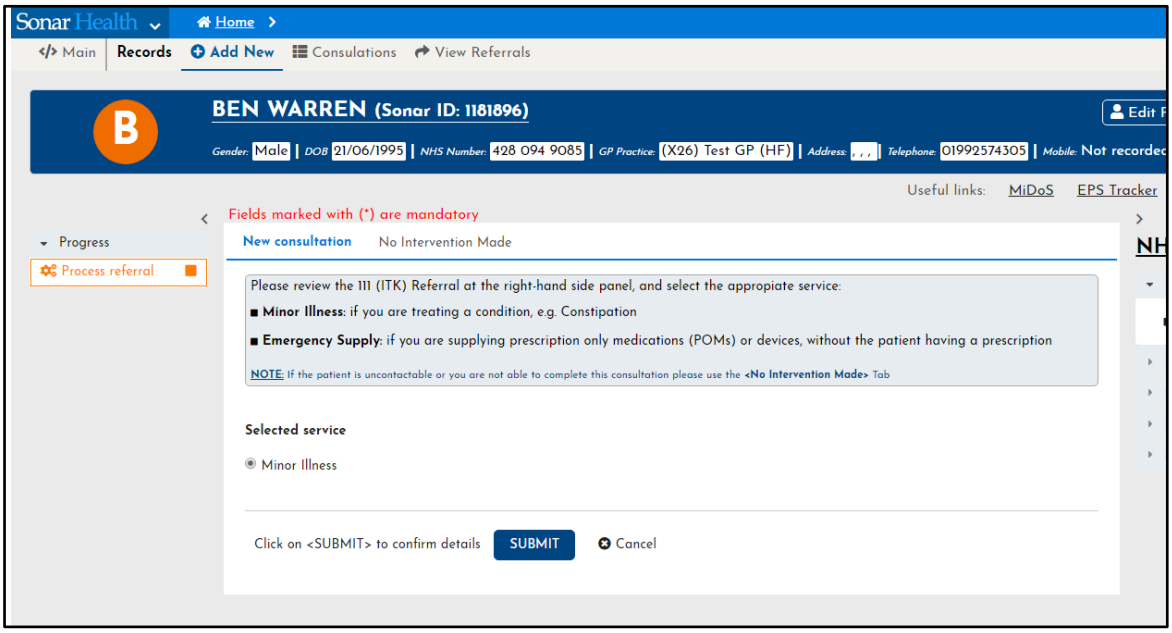


Once you have submitted your feedback and the consultation is completed, you can download the Token on the left-hand side menu.

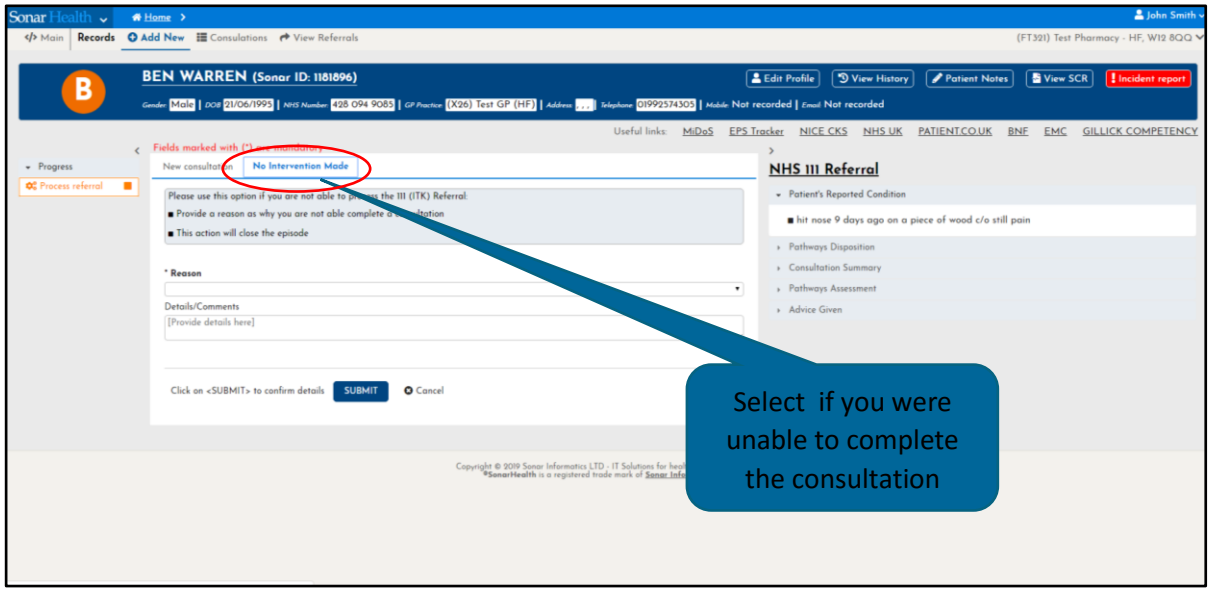


6. Starting a NEW CONSULTATION – MINOR ILLNESS

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

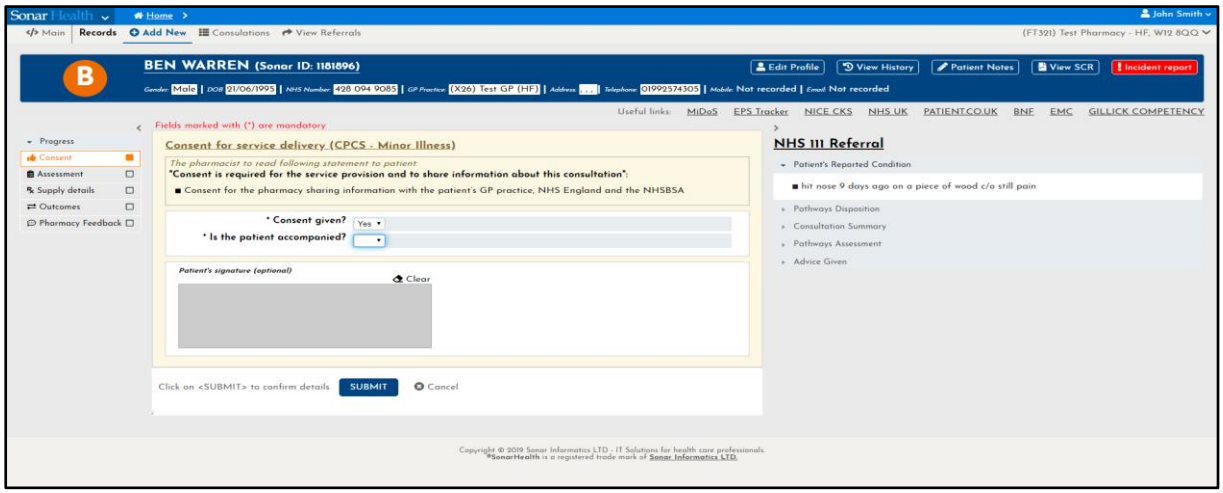


If you were unable to contact the patient or for any other reason the consultation was unable to be completed, select NO INTERVENTION MADE and select the reason why the consultation was unable to be finished.

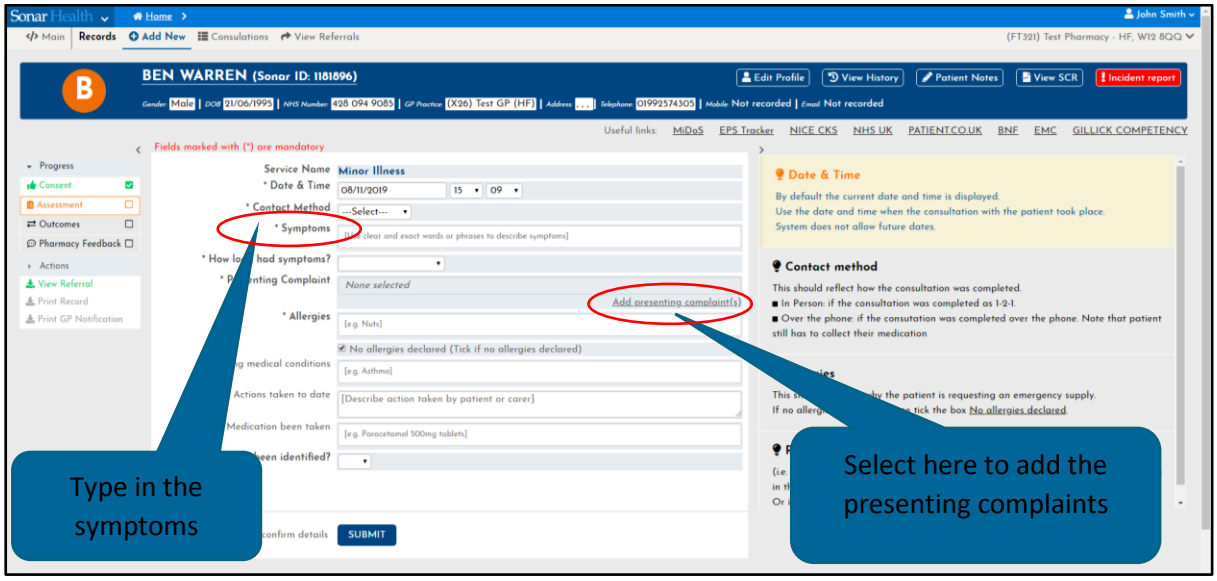


6.1 Filling the NEW CONSULTATION

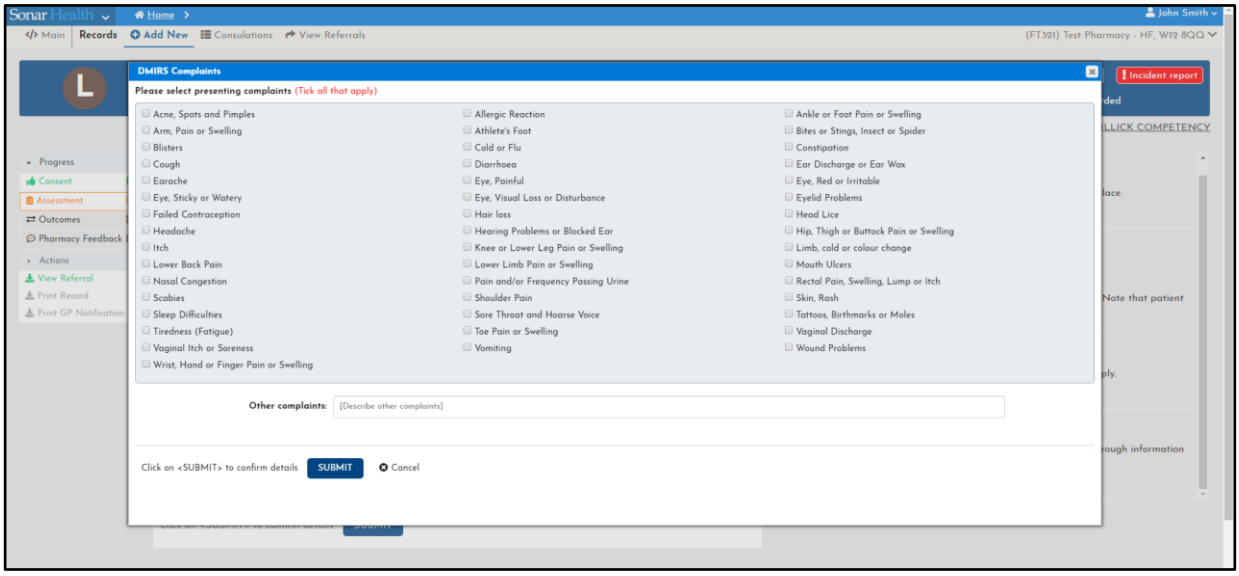
Once the service has been confirmed, start the consultation and fill in the form as you go.



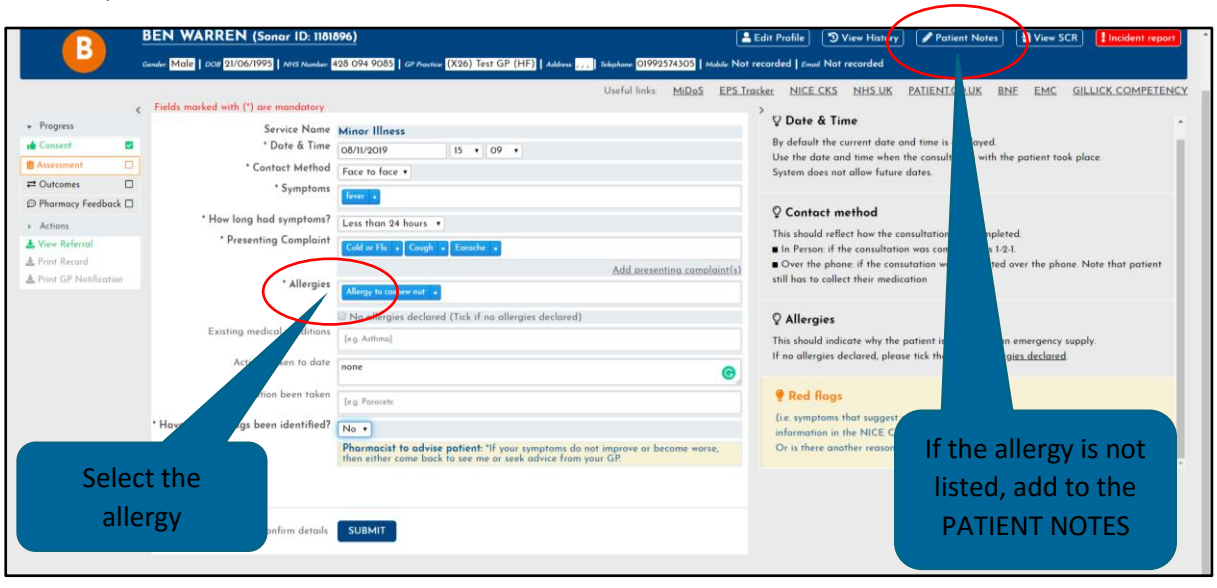
Type the symptoms in the text box. To add PRESENTING COMPLAINTS, select ADD PRESENTING COMPLAINTS on the bottom right-hand side of the box.



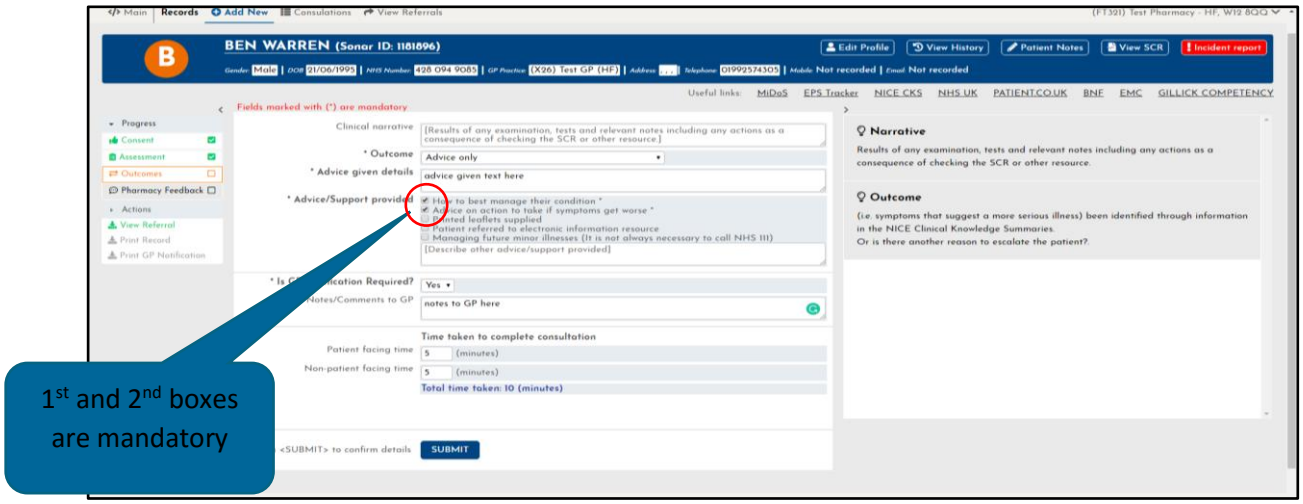
Tick the complaints and select SUBMIT to continue.



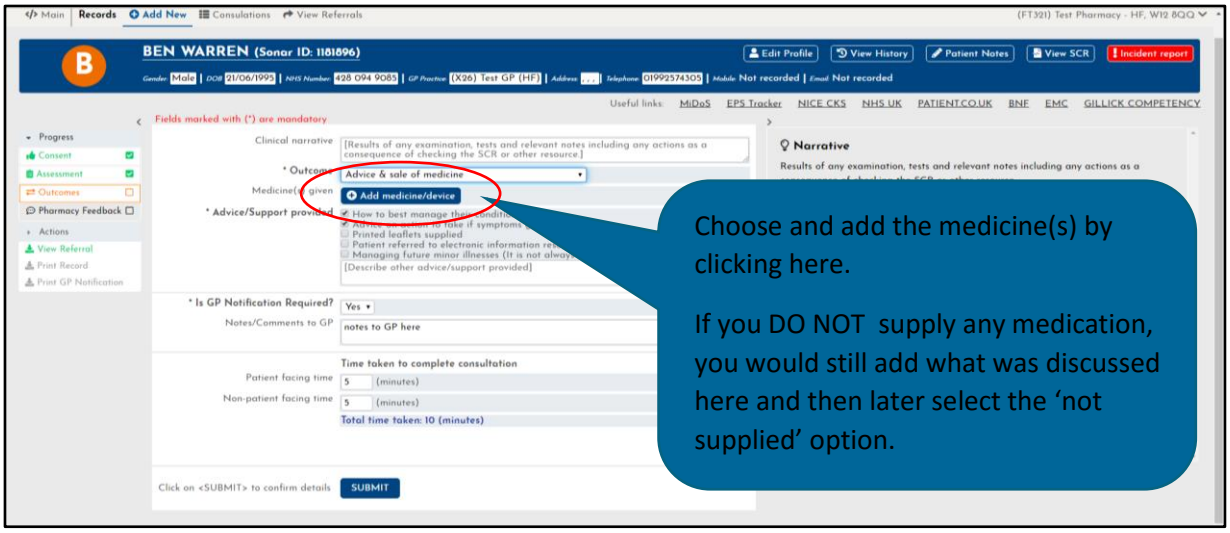
To add ALLERGIES, type in and select the relevant allergies in the drop down menu. If the allergy is not listed, this can be added in the patient notes.



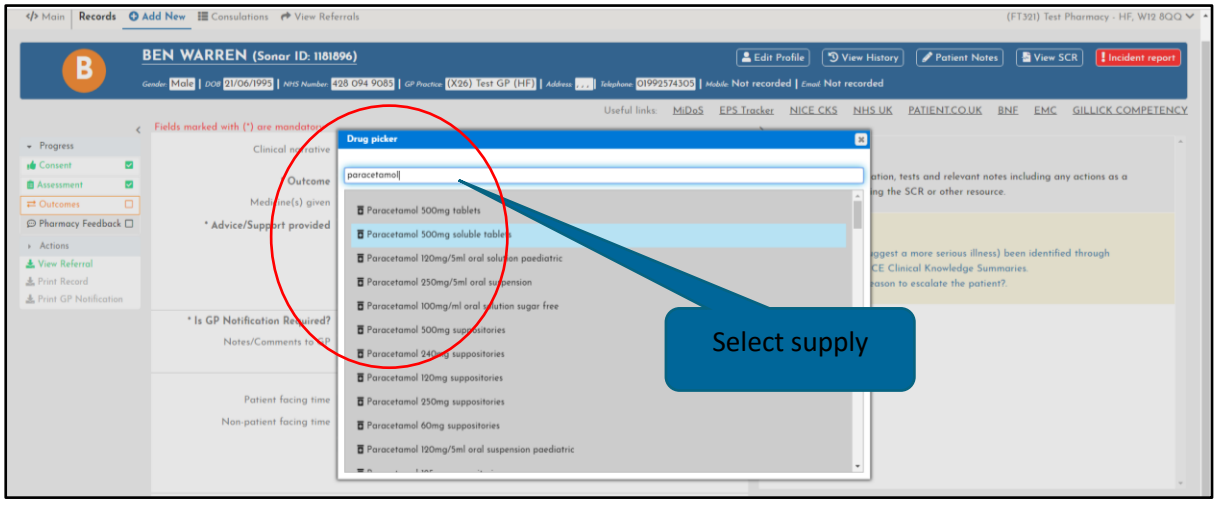
Fill in the outcome section with the information you have from the patient and the outcome from the consultation. Please note that under ADVICE/ SUPPORT PROVIDED, the 1st and 2nd boxes are mandatory.



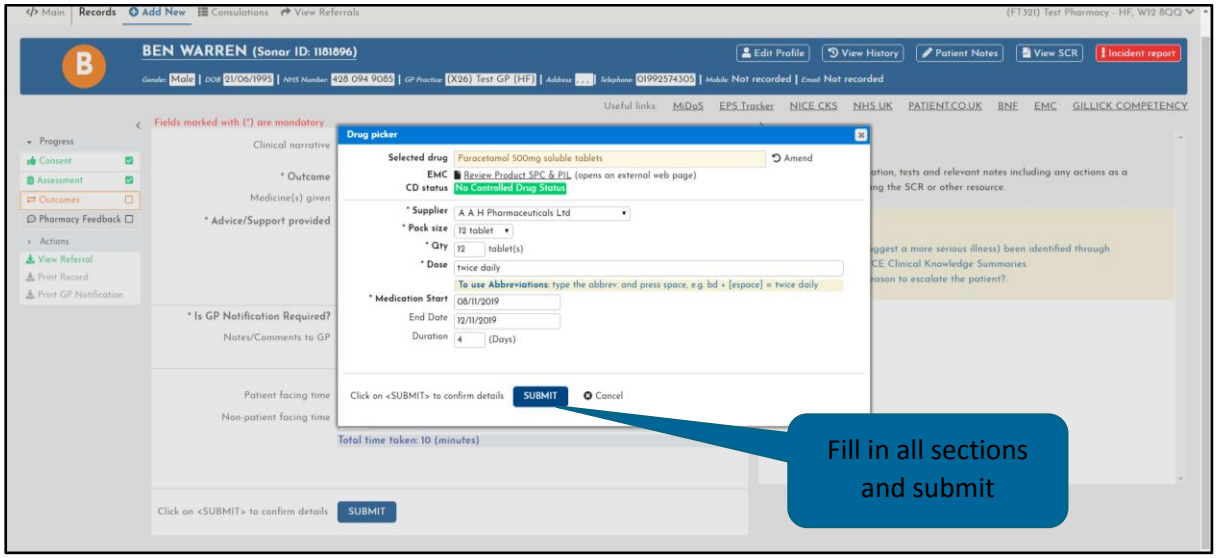
If the outcome was the sale of medicine to the patient (even if patient is exempt of paying), select the outcome ADVICE & SALE OF MEDICINE and add medicine/device by clicking the button below the box.



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

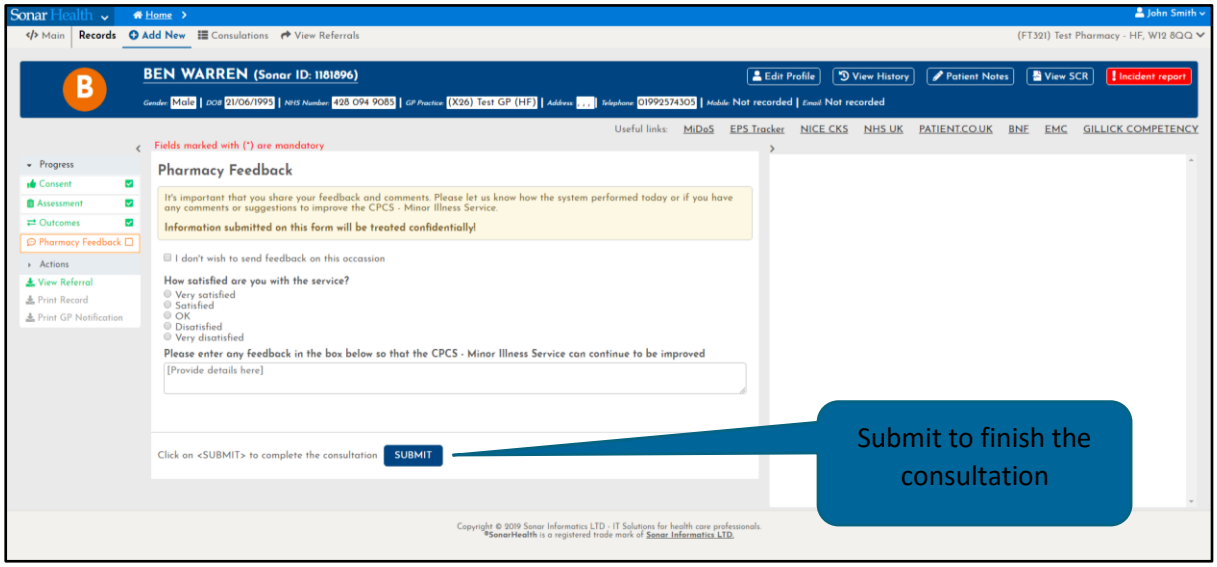


Fill in all the sections in the drug picker box and submit.

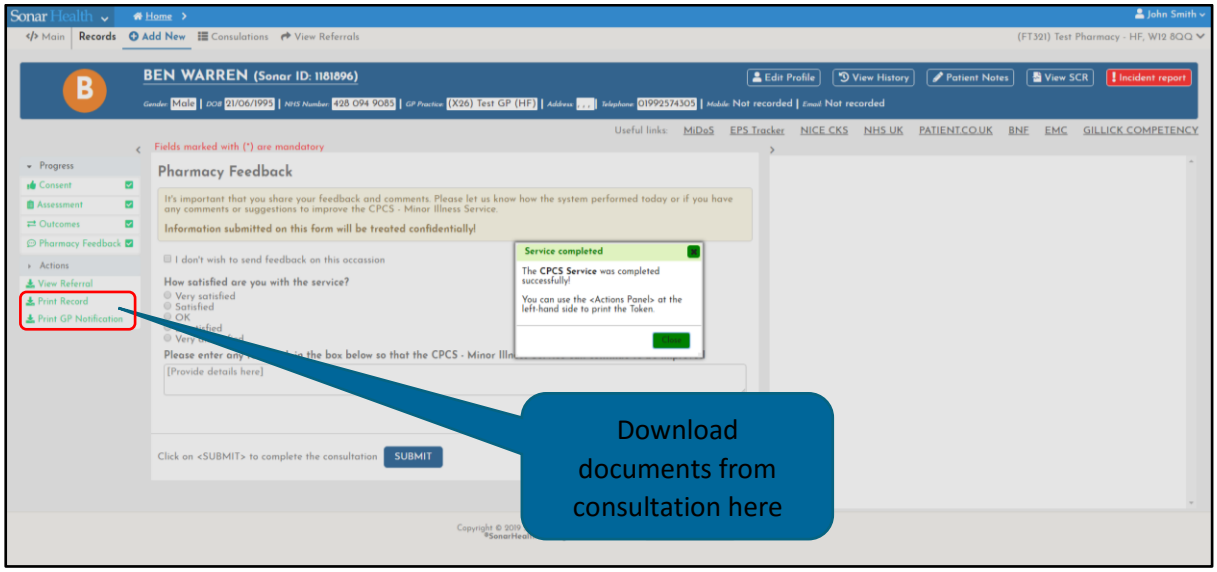


6.2 Pharmacy Feedback

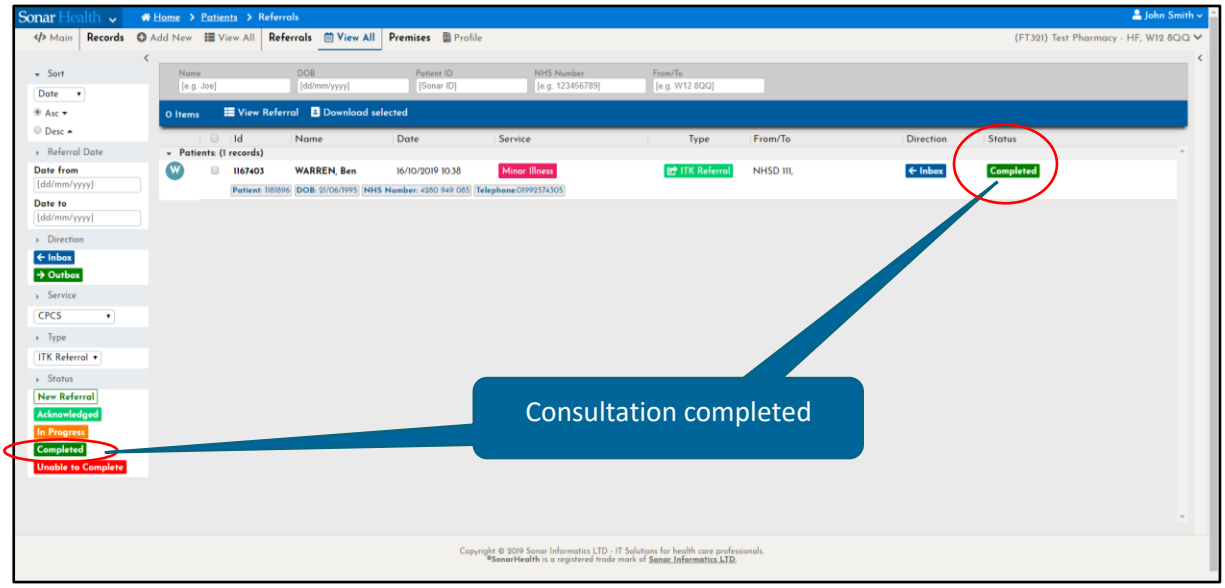
Please give us your feedback regarding your experience using the system so we can refine it.



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

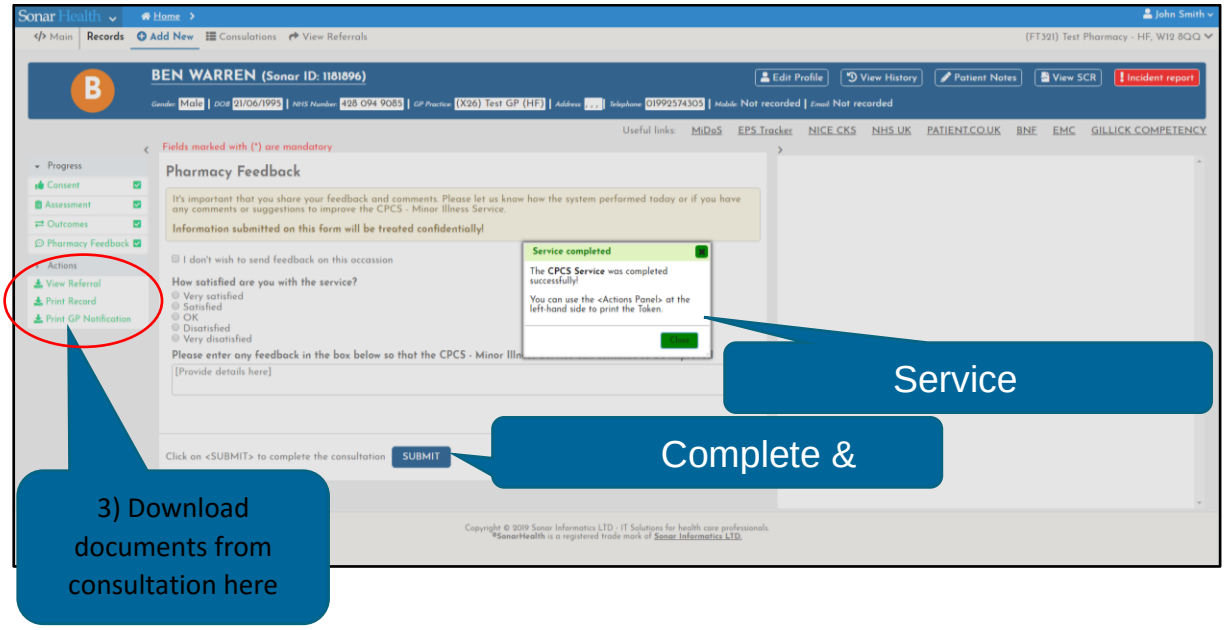


To check if the consultation was submitted successfully, select VIEW REFERRALS, and click on the label COMPLETED. The patient should be marked as COMPLETED.



7.Printing Documents

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

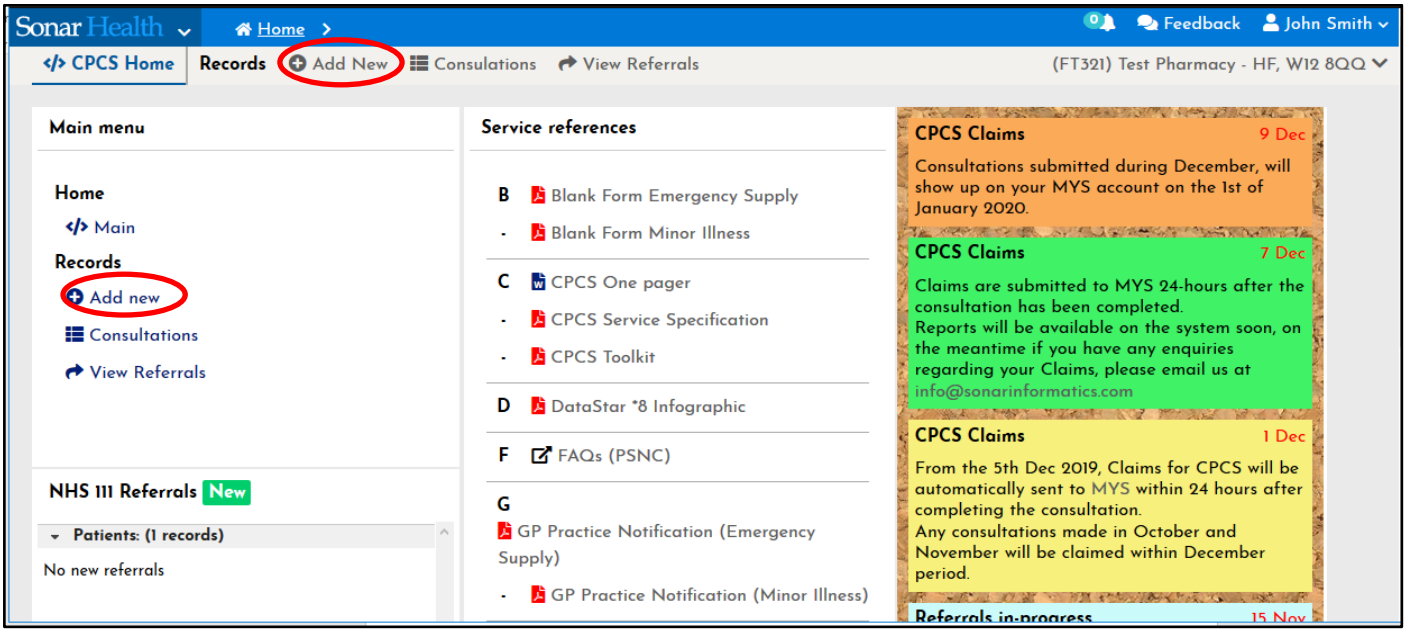


8.Adding a manual referral

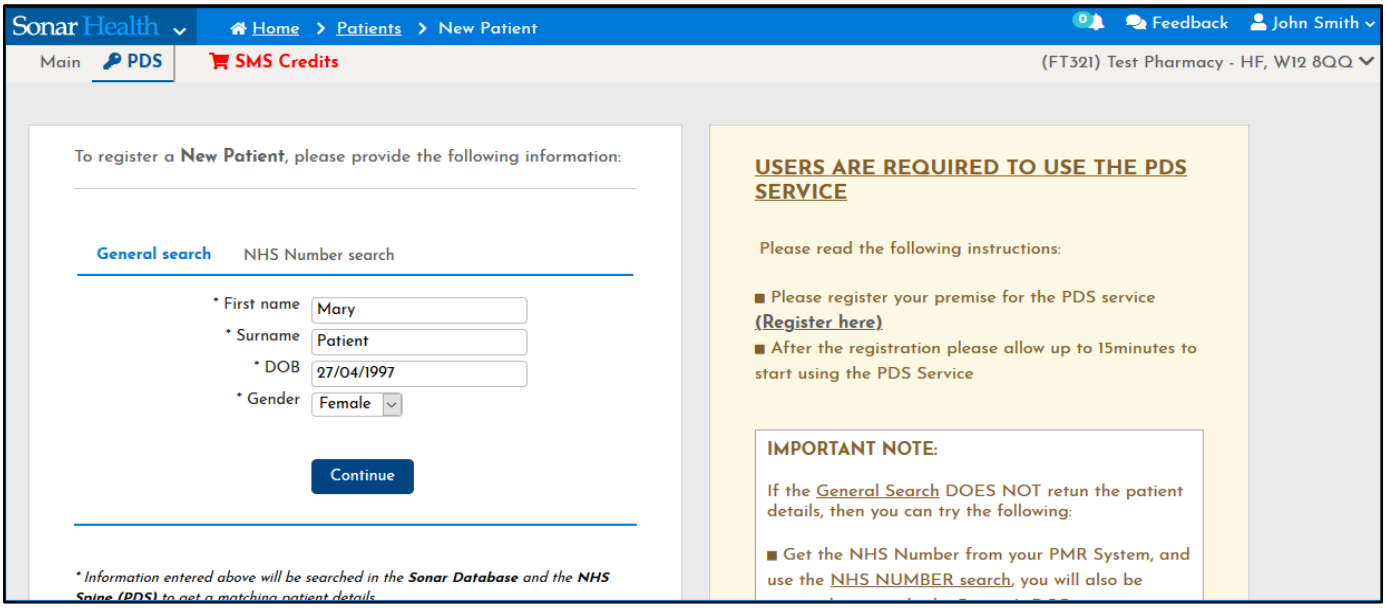
When an iTK message fails to send the referral from 111 to Sonar system, the referral needs to be entered manually. To do that, select ADD NEW on the top menu or left-hand side menu on the main screen of CPCS service and add the referral's information from the 111-referral file received via email.

8.1 Adding Patient's details

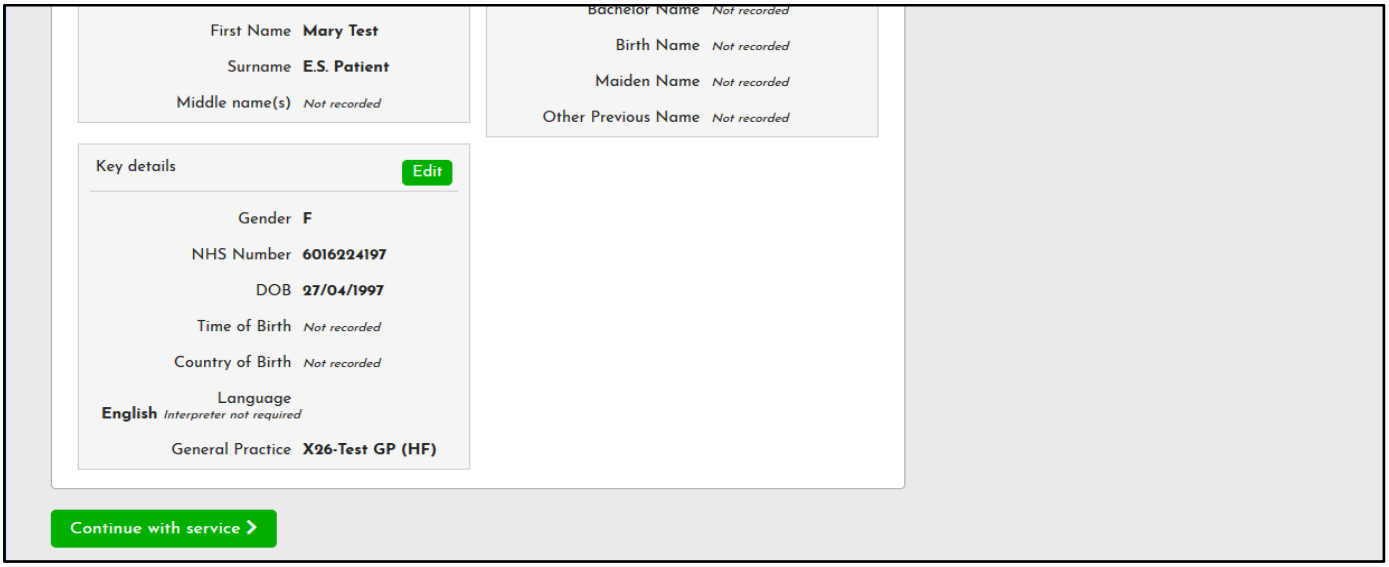
Select "Add New "on the top menu or left-hand side menu on the main screen of CPCS service.



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

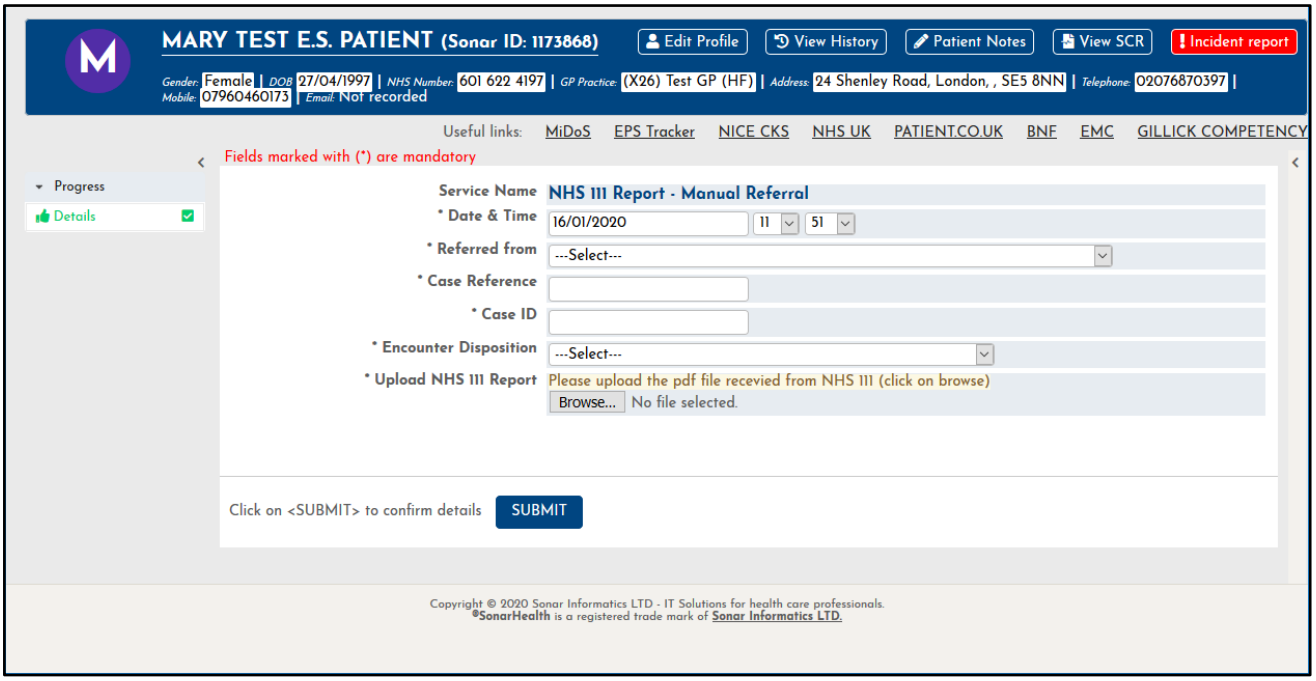


Edit the patient's details, especially the GP address and select CONTINUE WITH SERVICE.



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.



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

Document Created	03-Jan-2020, 17:01
Document Owner	Vocare South 111
Authored by	- Call handler, SWL111 Vocare House (Vocare South 111) on 03-Jan-2020, 17:01
Consent Status	Consent given for electronic record sharing

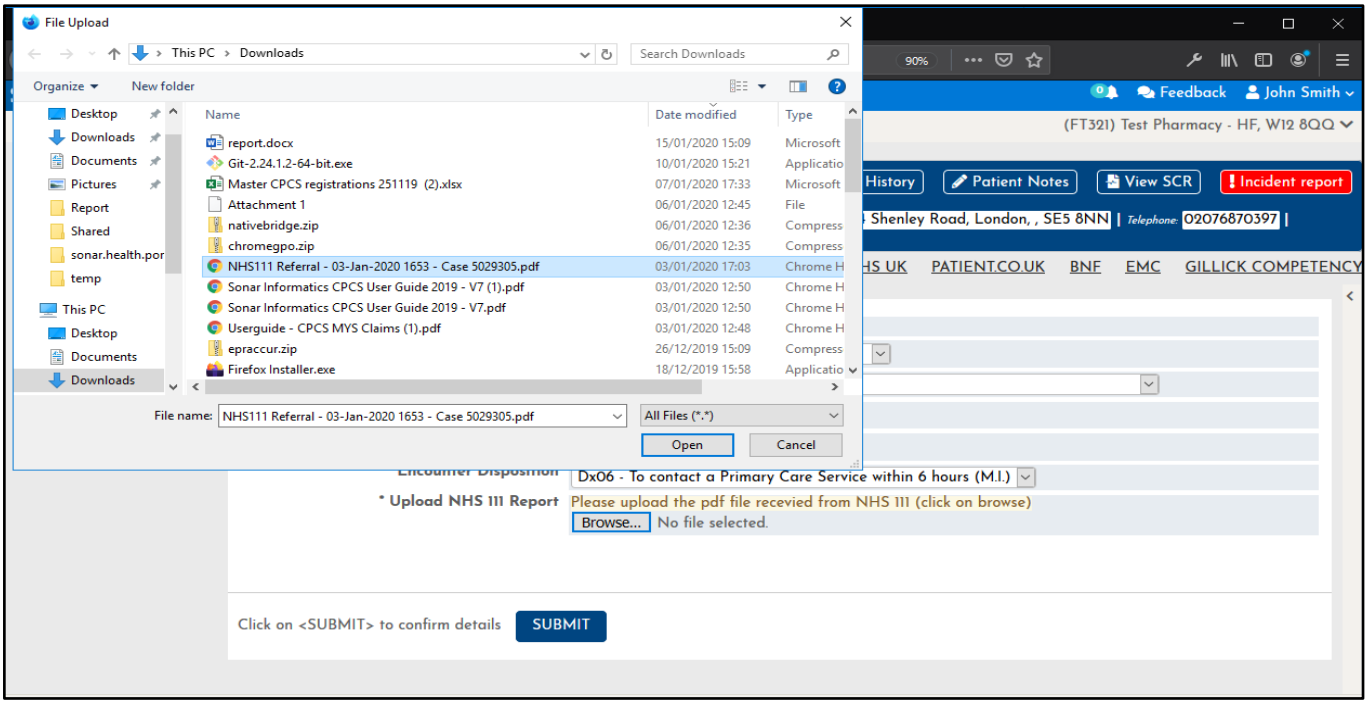
Encounter Type	NHS111 Encounter
Encounter Time	03-Jan-2020, 16:53 to 03-Jan-2020, 17:01
Case Reference	02B08232-1234-426E-81DA-D20FB3A1234B
Case ID	1234567
Encounter Disposition	To contact a Primary Care Service within 6 hours
Care Setting Location	Incident Location
	Visit Address
Care Setting Address	
Care Setting Type	
Responsible Party	Dr Jim Heptinstall - Medical Director, Vocare South 111

Document ID	12345 F26-FC20-1234-B0F1-80FED9EB8FFA	Version	1
Primary Recipient	CPCS++:		

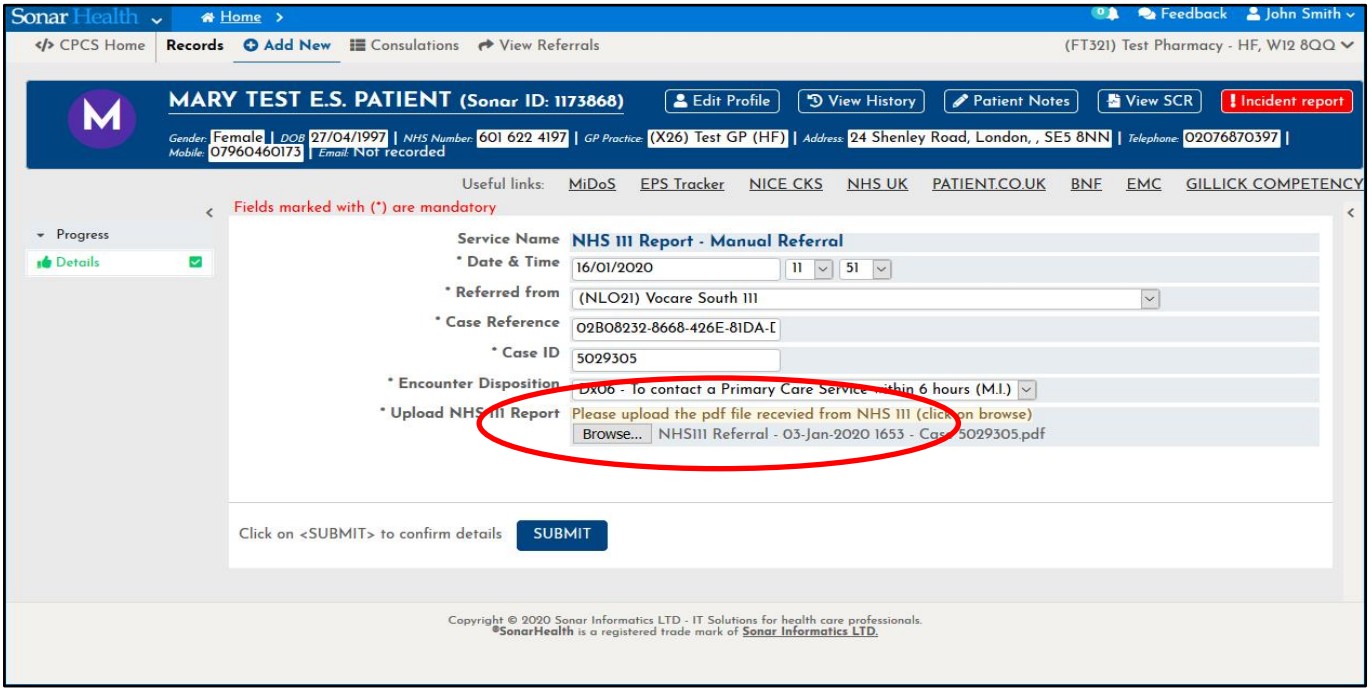
Referred From: **Vocare South 111**
Case Reference: **02B08232-1234-426E-81DA-D20FB3A1234B**
Case ID: **1234567**
Dx Code (Encounter Disposition): **To contact a Primary Care Service within 6 hours**

8.3 Attaching the document sent from 111

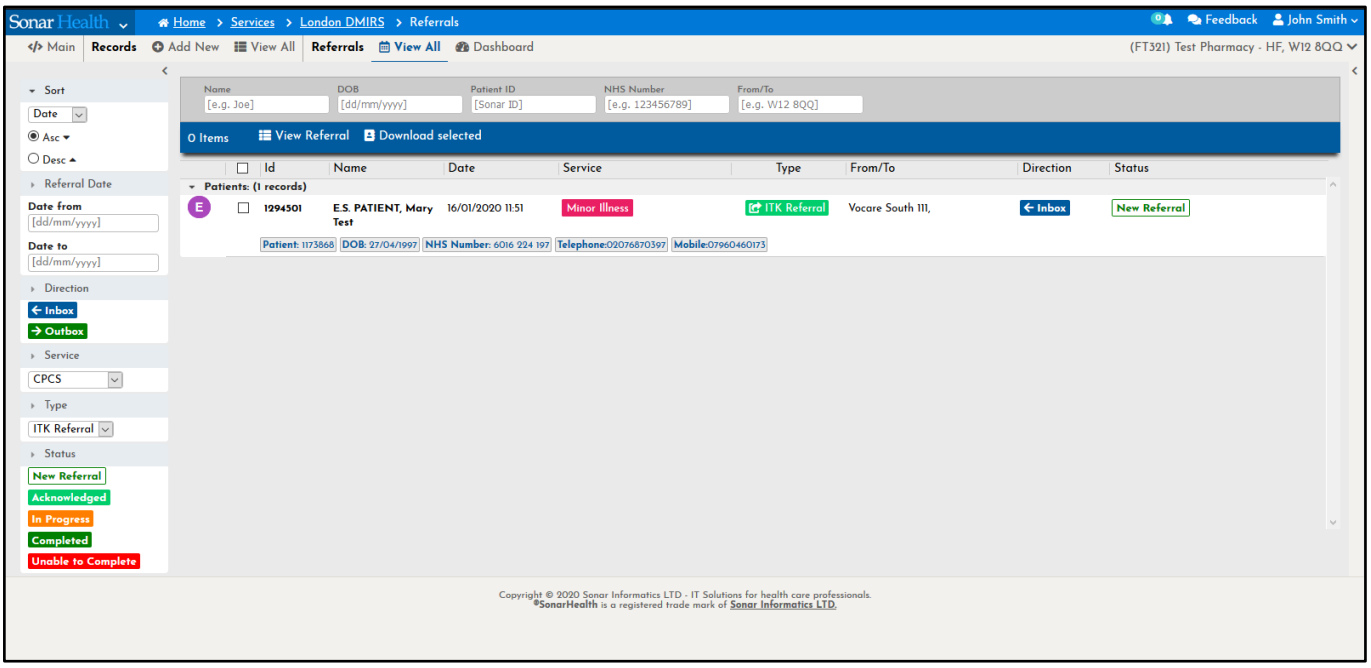
Attach the NHS 111 pdf file (file received by email) where it reads “UPLOAD NHS 111 REPORT”.



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



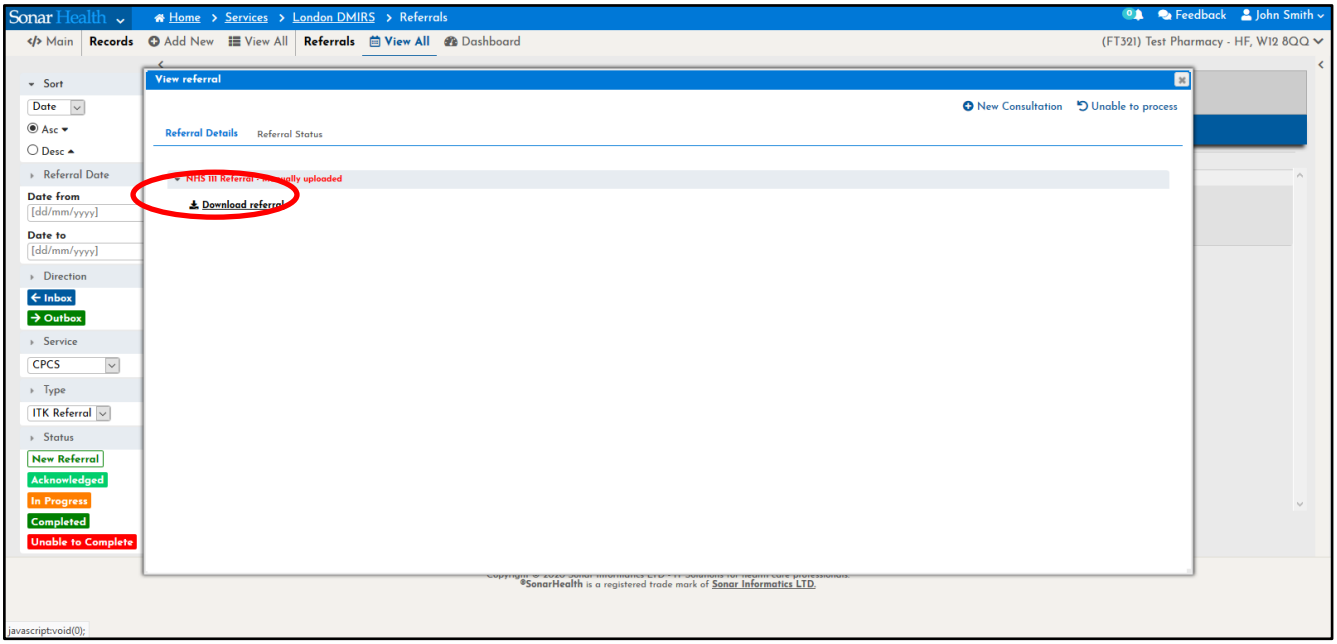
When the submission of data has been successful, the referral will be displayed as **NEW** on the main page of CPCS service.



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.

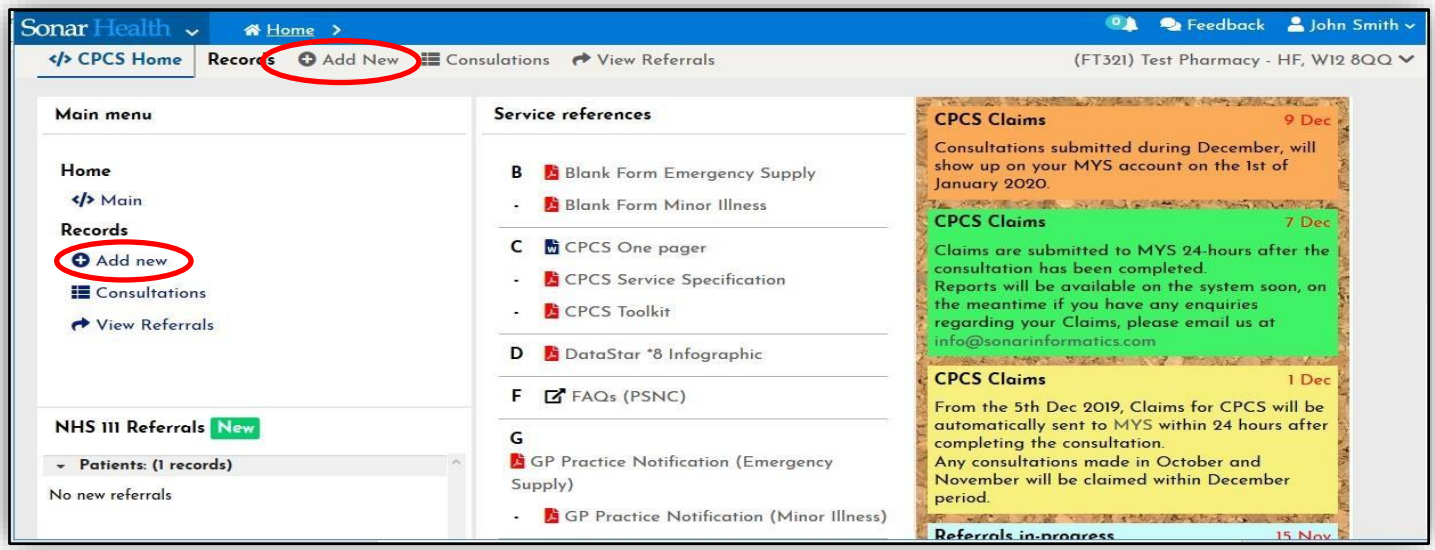


9.How to add a referral that has NOT been received by iTK message (Adding a manual referral)

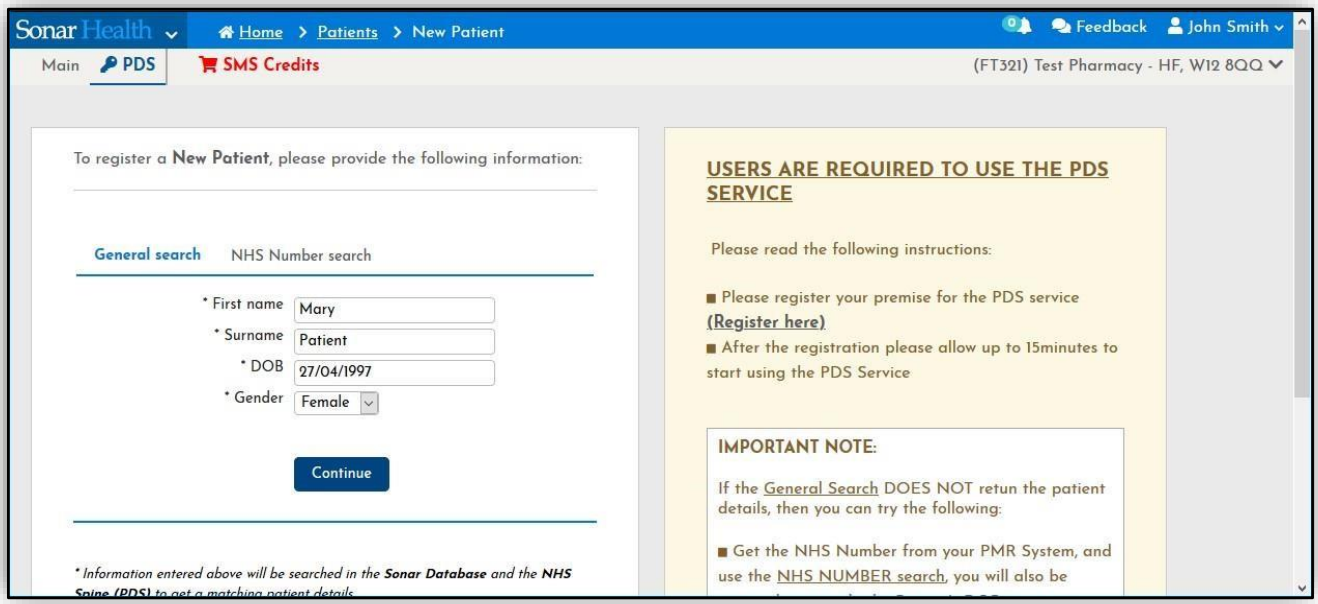
When an iTK message fails to send the referral from 111 to Sonar system, the referral needs to be entered manually. To do that, select ADD NEW on the top menu or left-hand side menu on the main screen of CPCS service and add the referral's information from the 111-referral file received via email.

9.1 Adding Patient's details

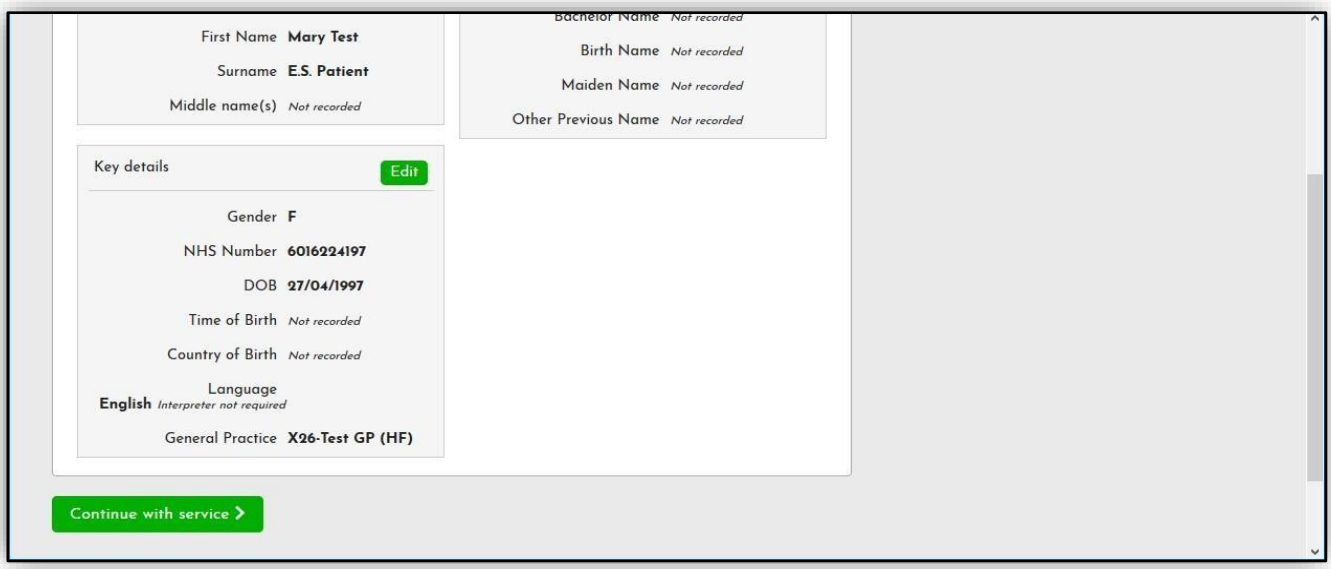
Select **Add New** on the top menu or left-hand side menu on the main screen of CPCS service.



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

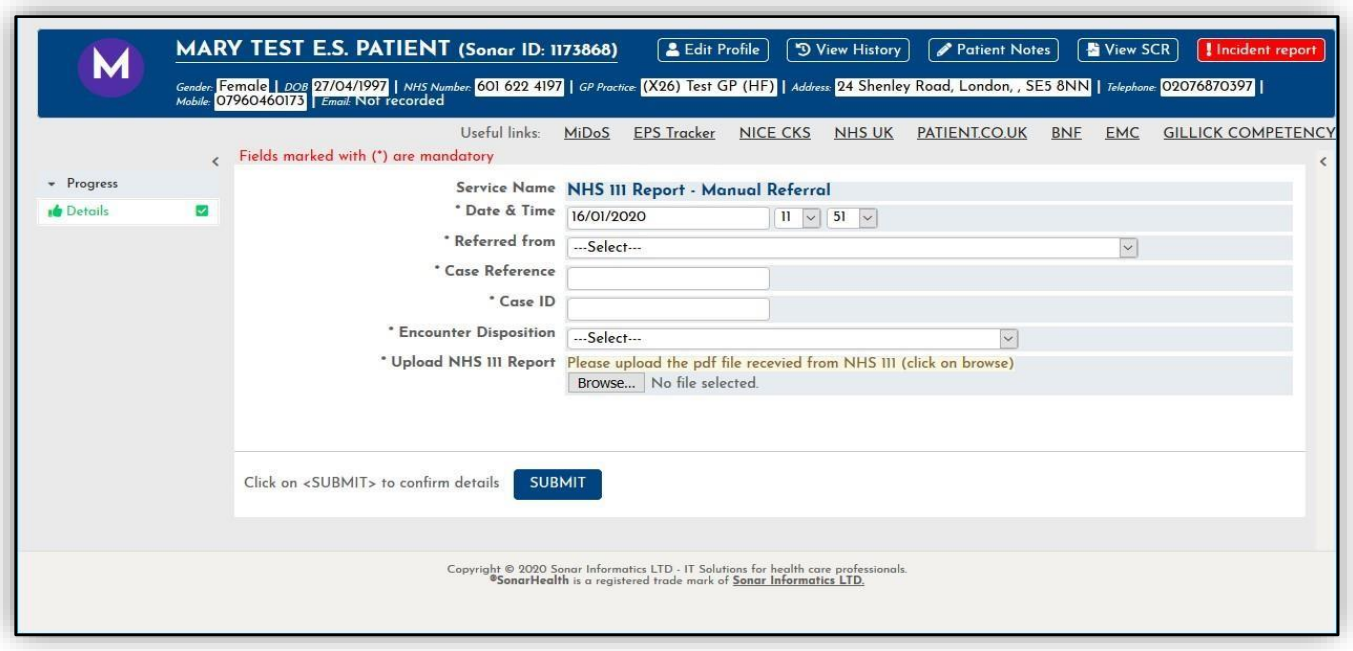


Edit the patient's details, especially the GP address and select CONTINUE WITH SERVICE.

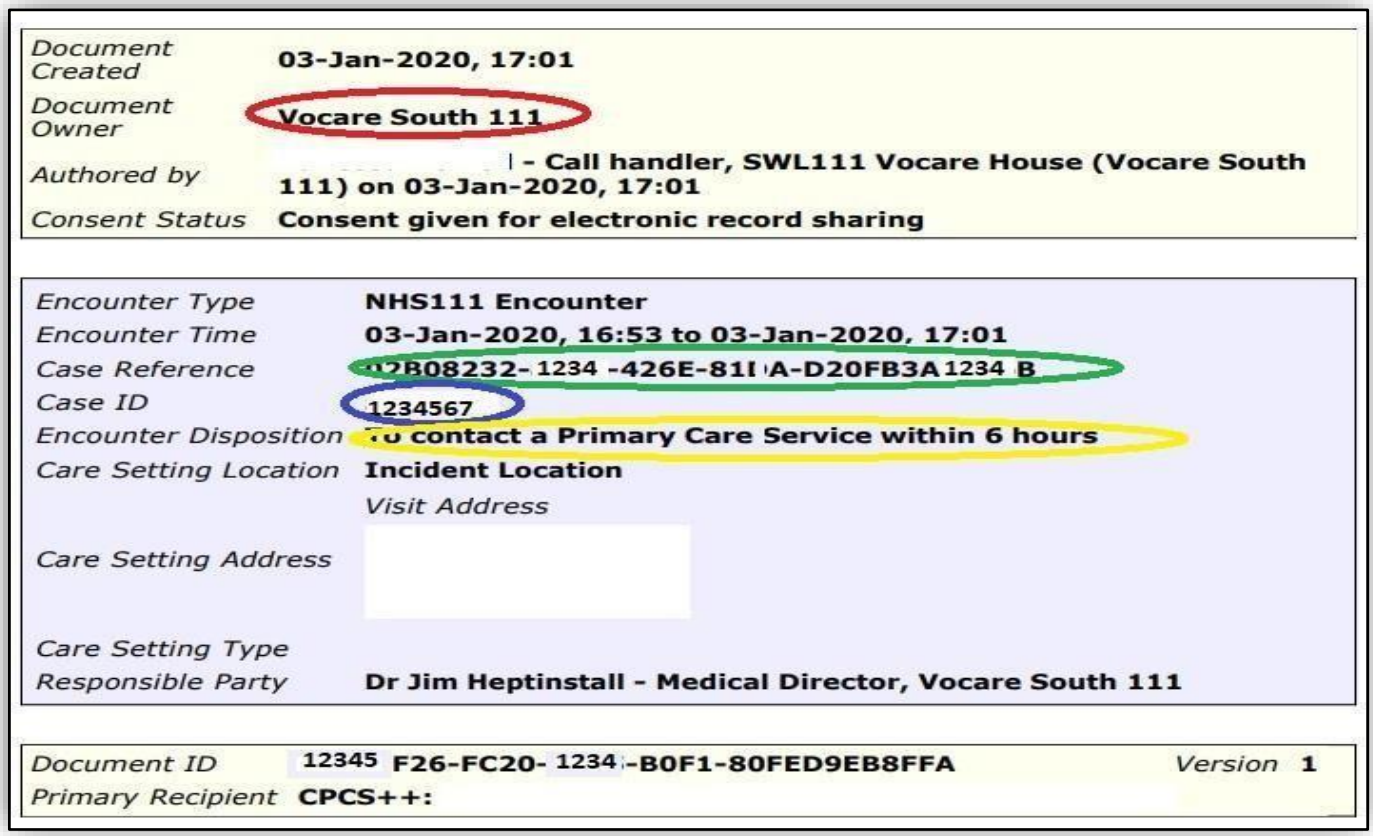


9.2 Manual CPCS referral form

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.



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



Document Created	**03-Jan-2020, 17:01**
Document Owner	**Vocare South 111**
Authored by	**- Call handler, SWL111 Vocare House (Vocare South 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	**02B08232- 1234 -426E-81I A-D20FB3A 1234 B**
Case ID	**1234567**
Encounter Disposition	**To contact a Primary Care Service within 6 hours**
Care Setting Location	**Incident Location**
	Visit Address
Care Setting Address	
Care Setting Type	
Responsible Party	**Dr Jim Heptinstall - Medical Director, Vocare South 111**

Document ID	**12345 F26-FC20- 1234 -B0F1-80FED9EB8FFA**	*Version* **1**
Primary Recipient	**CPCS++:**	

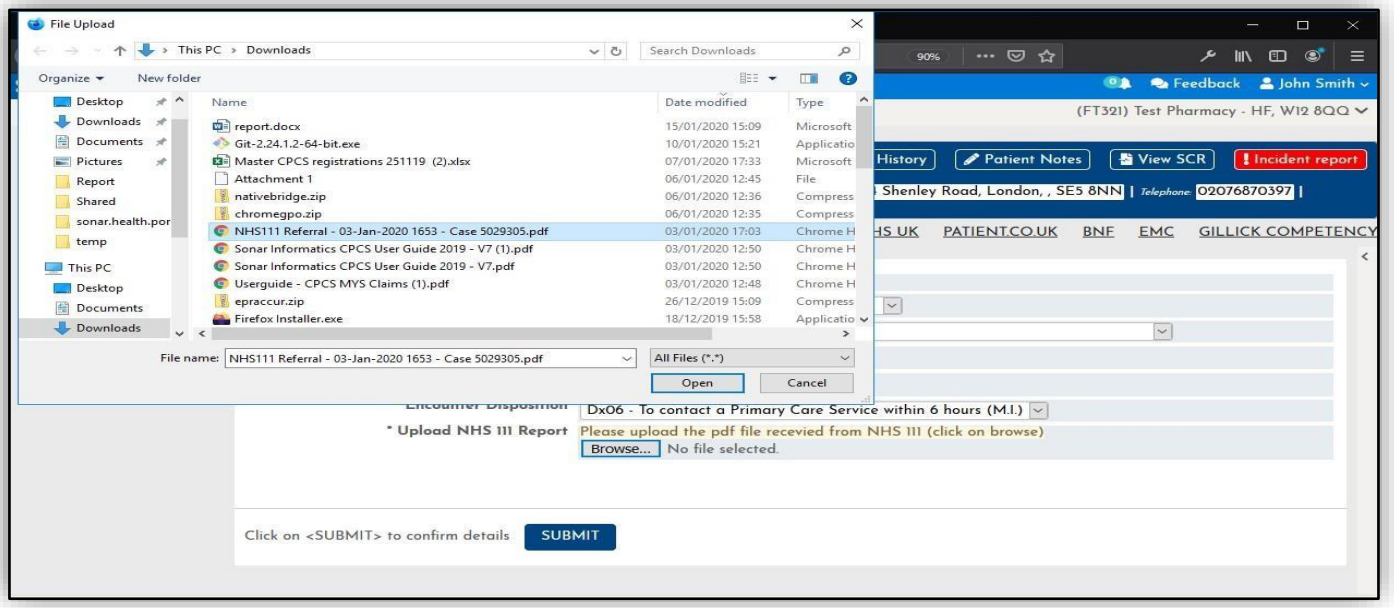
Referred From: **Vocare South 111**
Case Reference: **02B08232-1234-426E-81DA-D20FB3A1234B**

Case ID: **1234567**

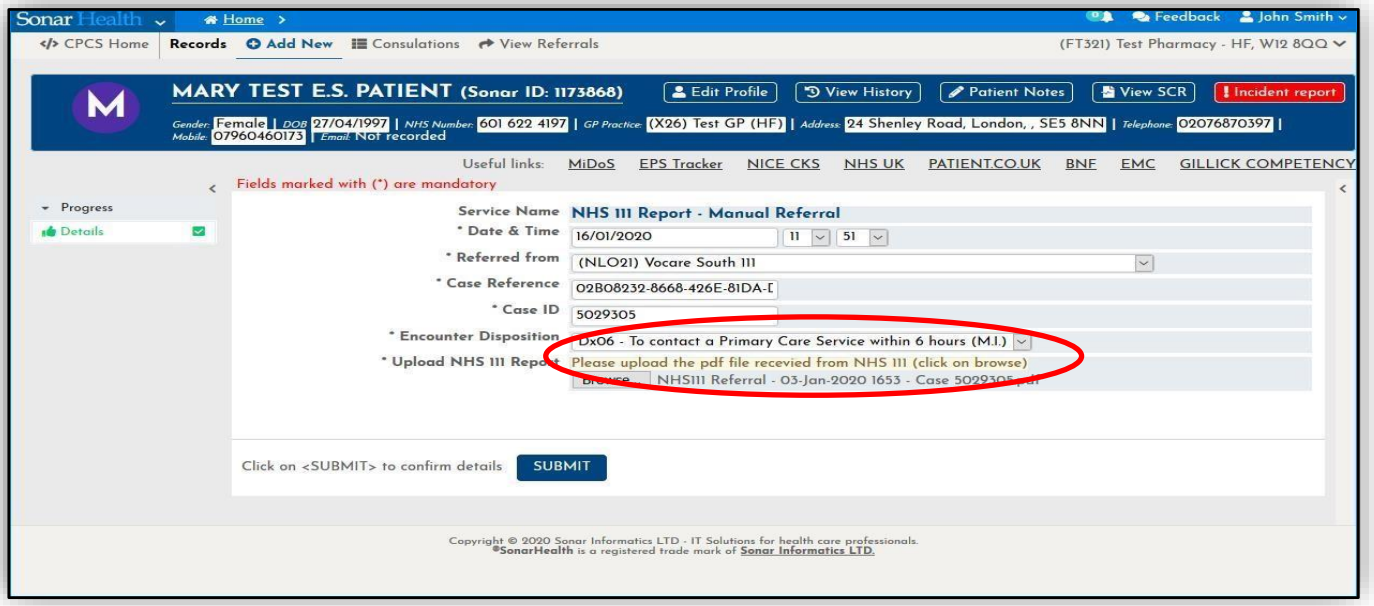
Dx Code (Encounter Disposition): **To contact a Primary Care Service within 6 hours**

9.3 Attaching the document sent from 111

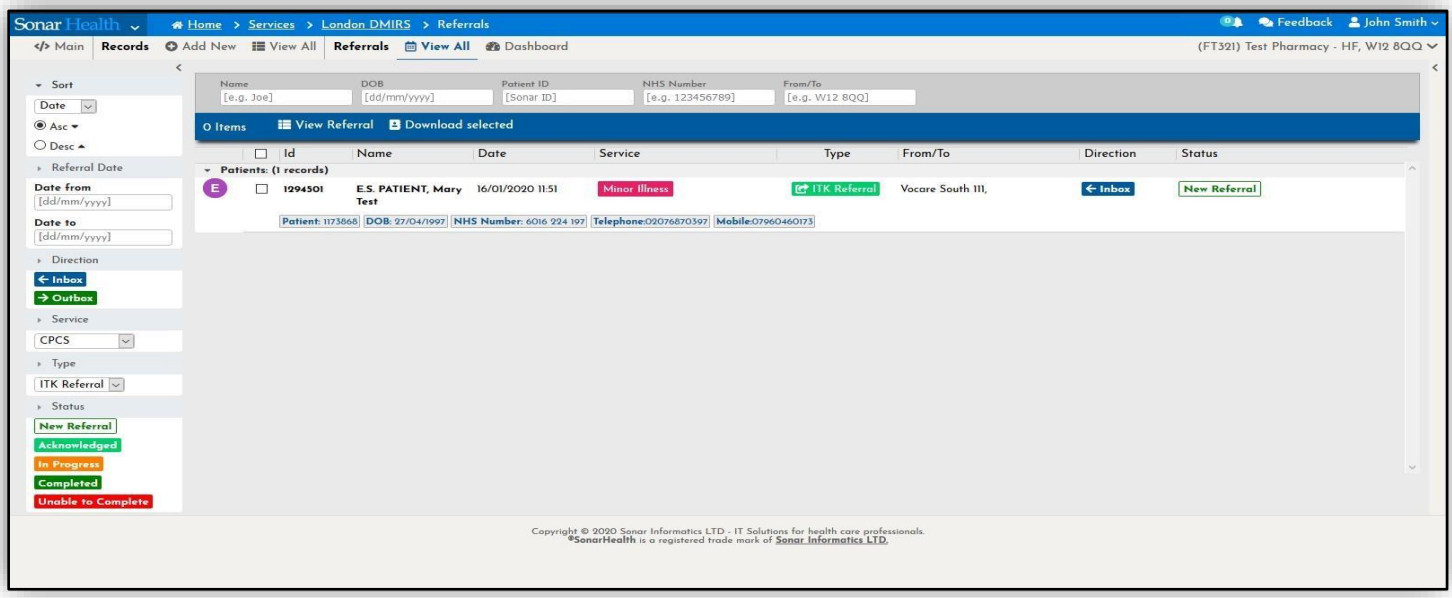
Attach the NHS 111 pdf file (file received by email) where it reads “UPLOAD NHS 111 REPORT”.



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



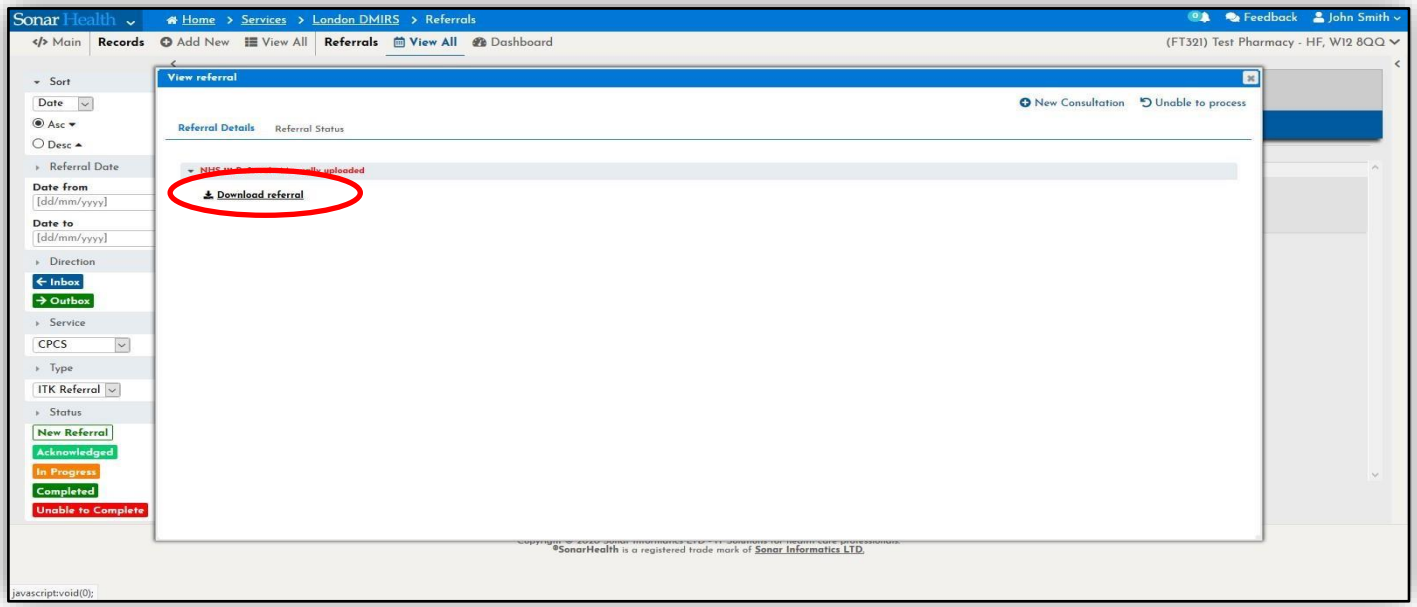
When the submission of data has been successful, the referral will be displayed as **NEW** on the main page of CPCS service.



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

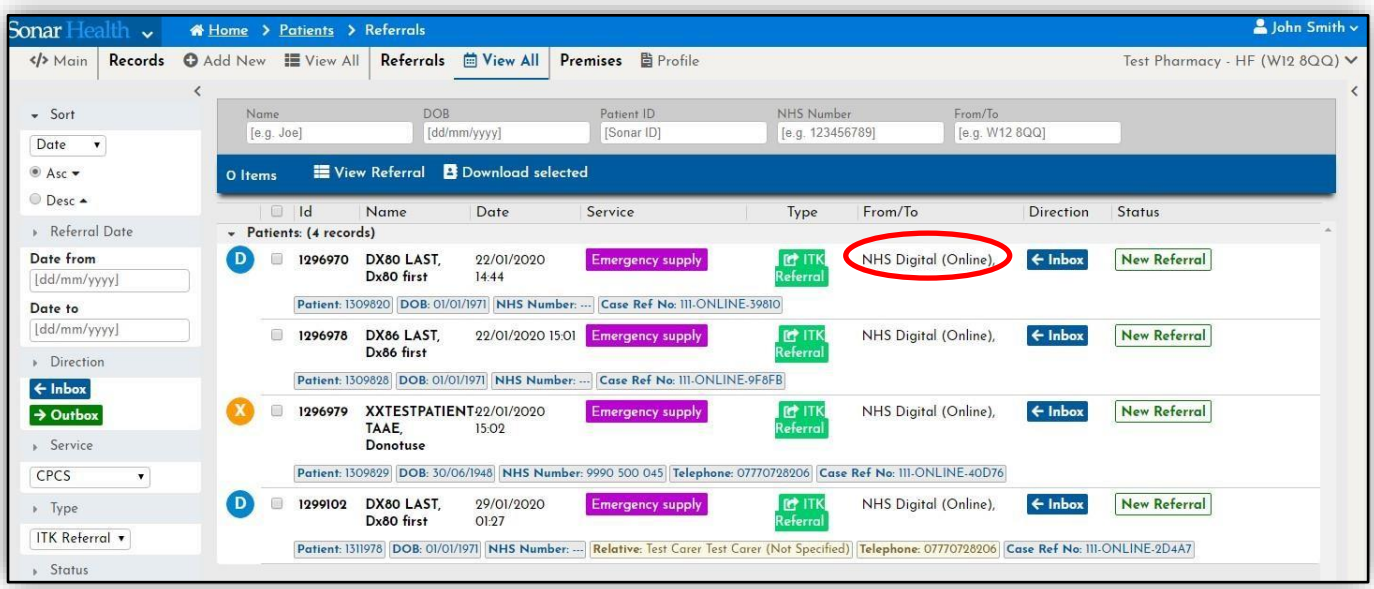
Submit a NEW CONSULTATION as if it was a normal referral sent directly to the CPCS system, selecting NEW CONSULTATION or UNABLE TO PROCESS.

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.



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.



Type 1: Self-Referral

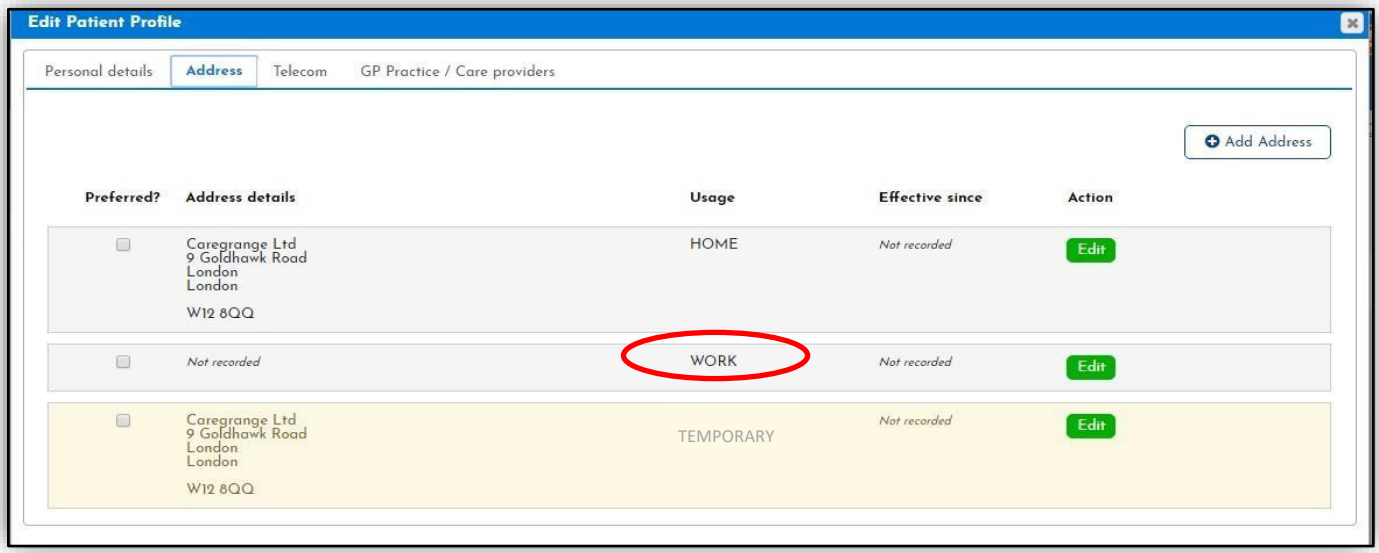
When patient had contacted NHS 111 by themselves.

Type 2: Third-Party

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

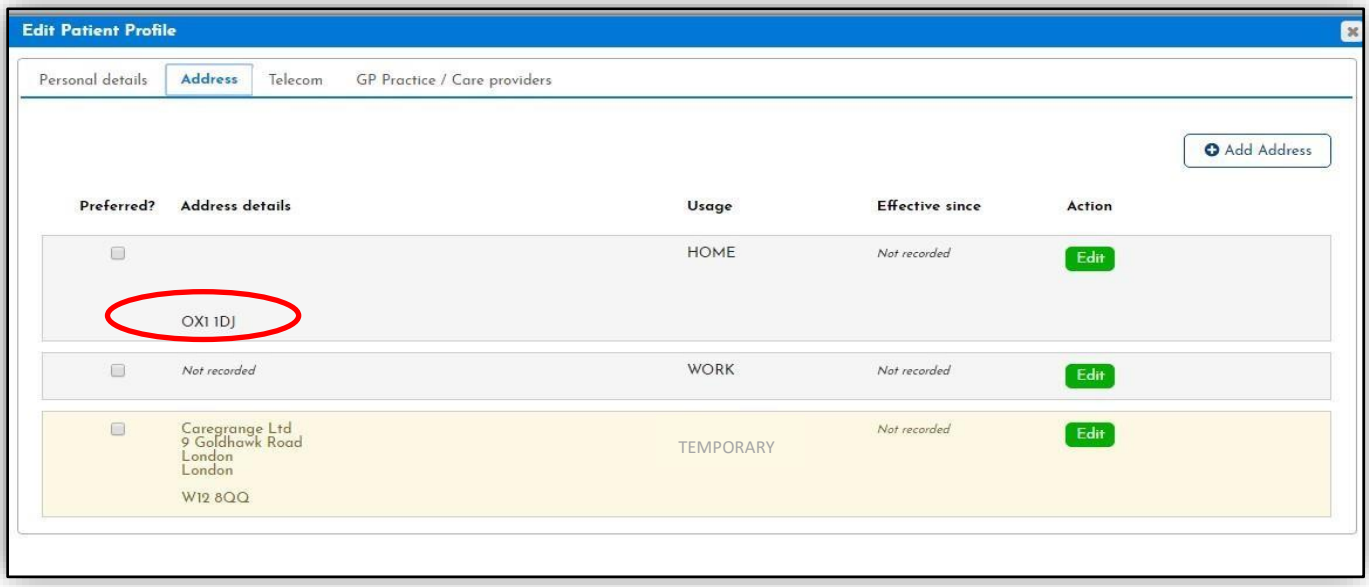
10.1 Location of the patient: Away from home

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.



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.



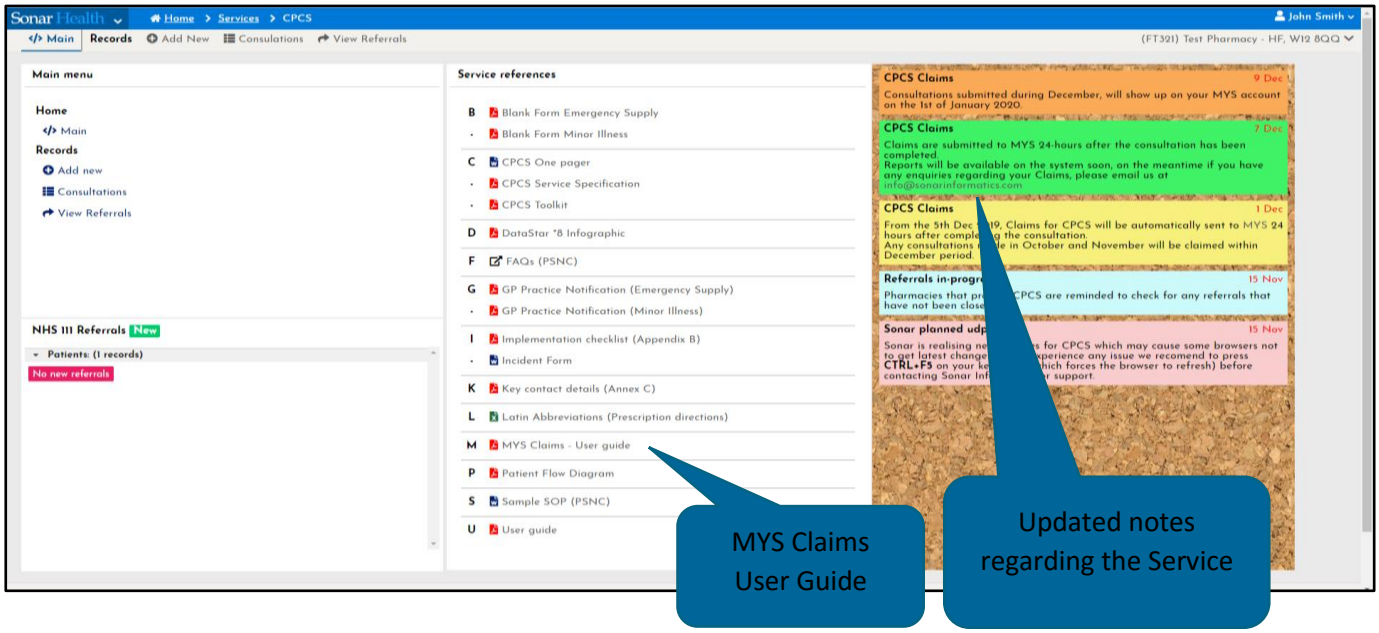
10.3 PDS Match

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

11.Payments & Claims for CPCS

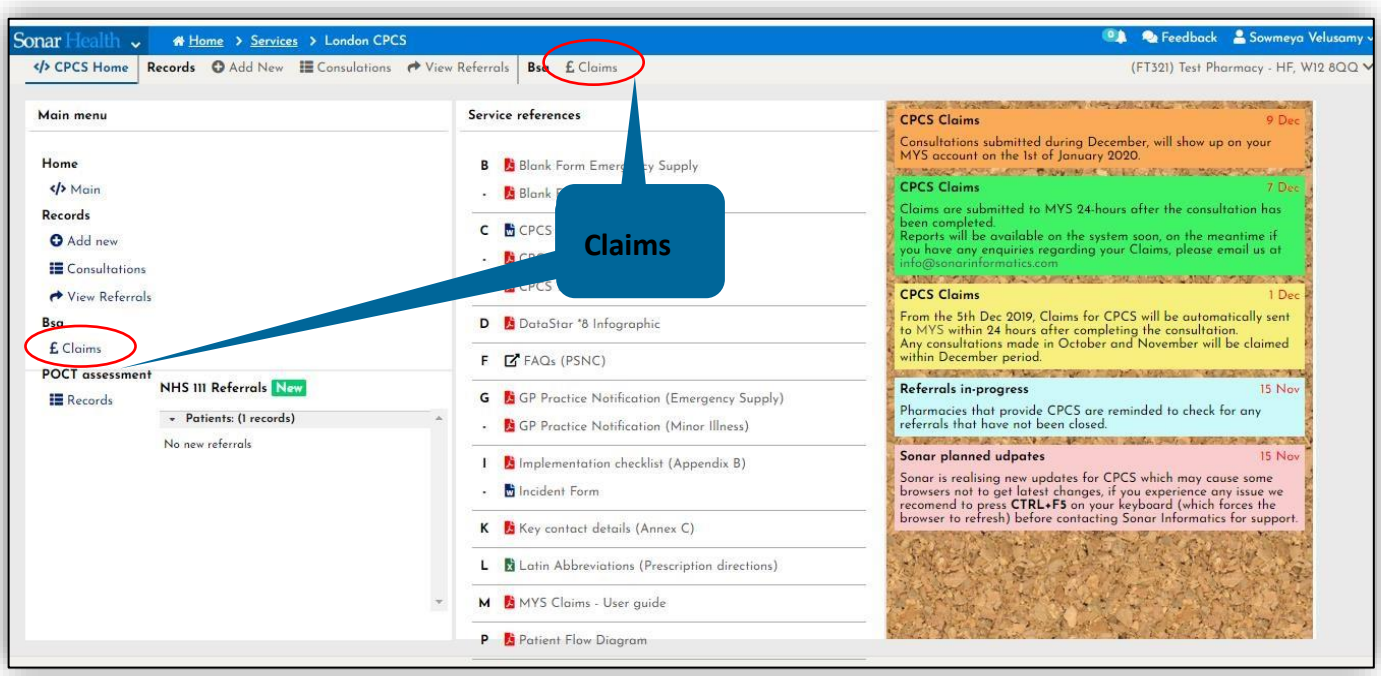
You get paid for the consultation you complete and for any medication/device supplied. If a consultation is finished as UNABLE TO COMPLETE you will not get paid for that referral.

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.

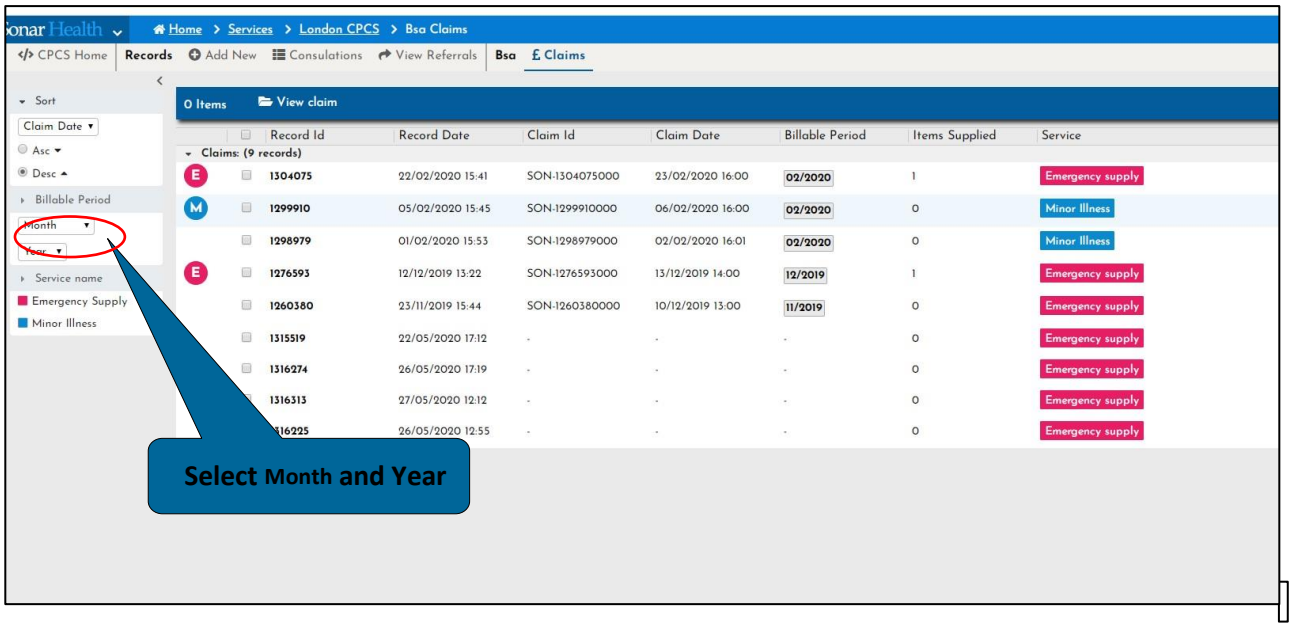


All the claims' details are available in "Claims" Section. In the landing page you can find the "Claims" option to view the claim details.

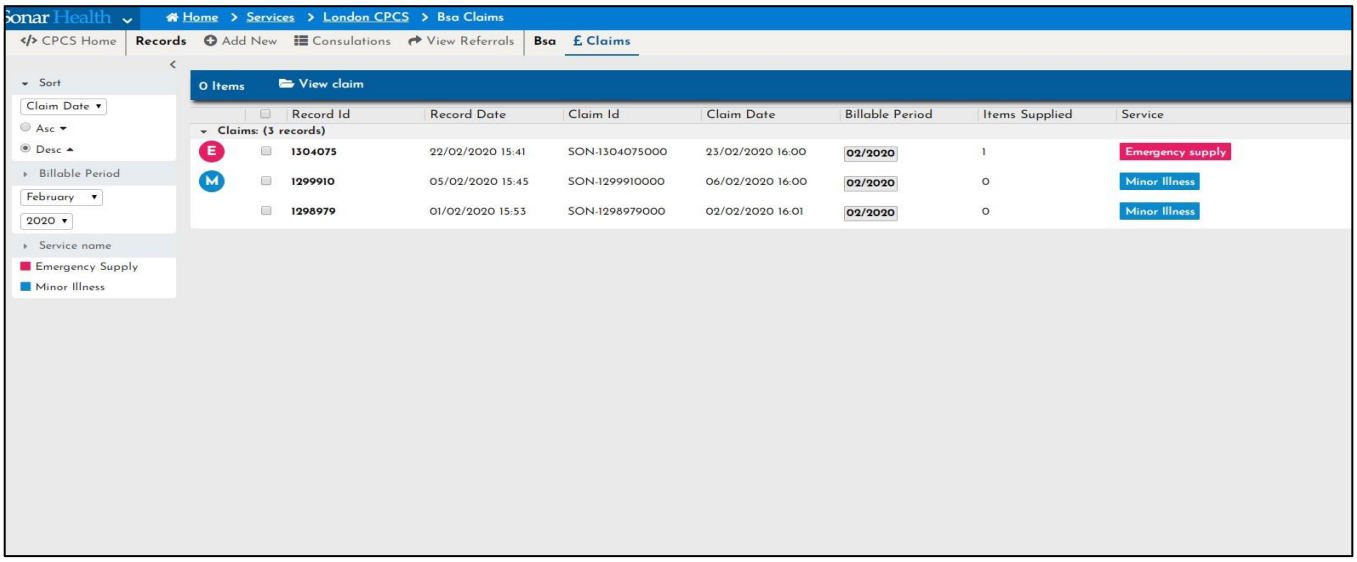
Landing page for CPCS-click on claims



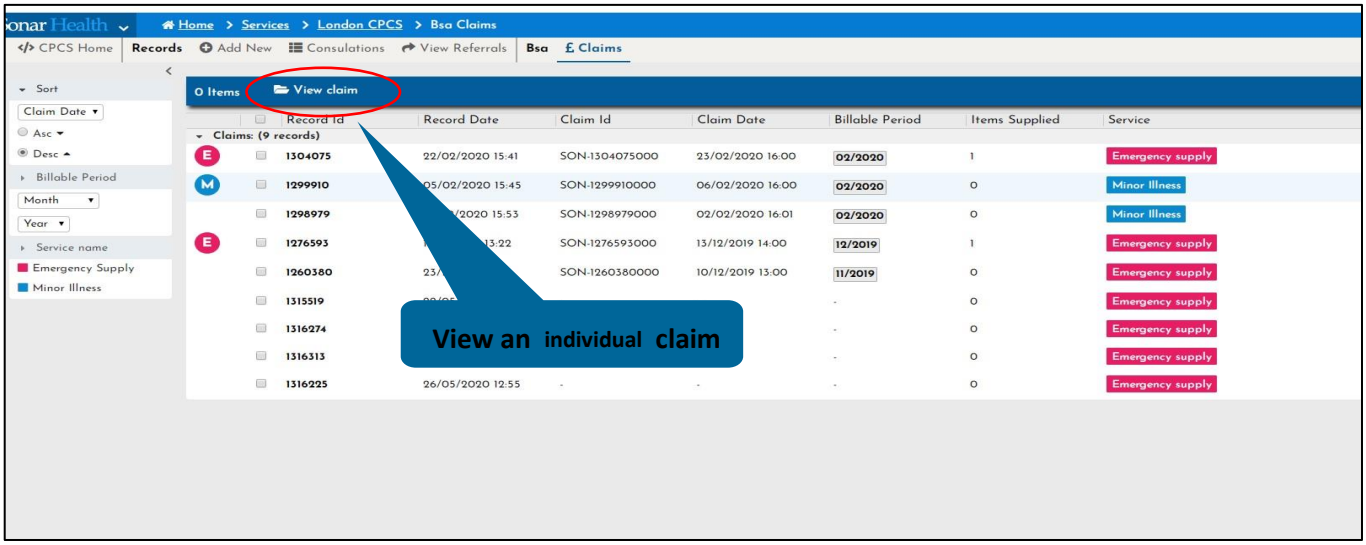
SELECT Month and Year – And enter



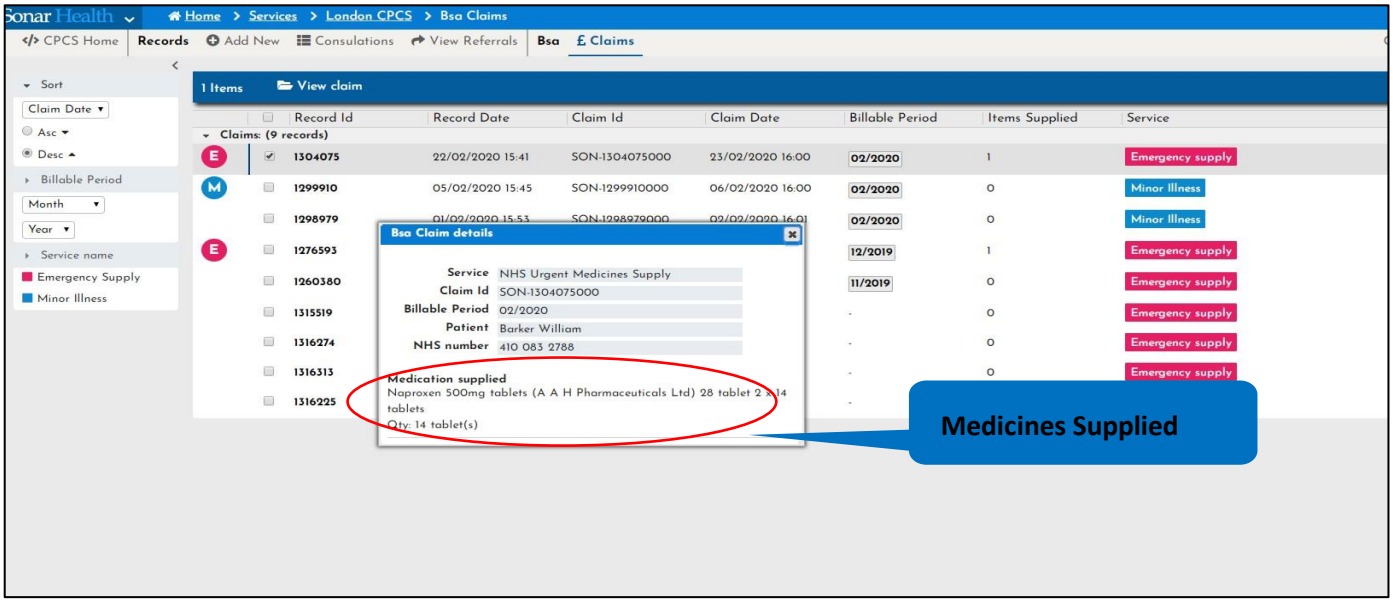
The Specific Year and Month Records were displayed.



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



View Claim details and Medicines Supplied

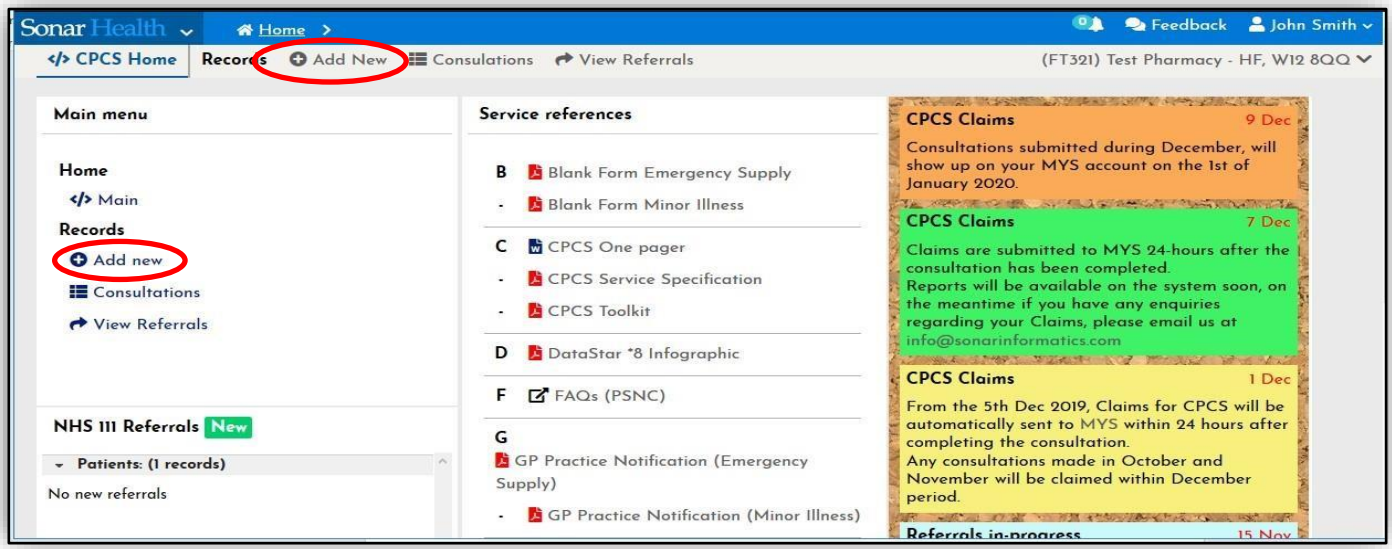


12. GPCPCS - Consultation

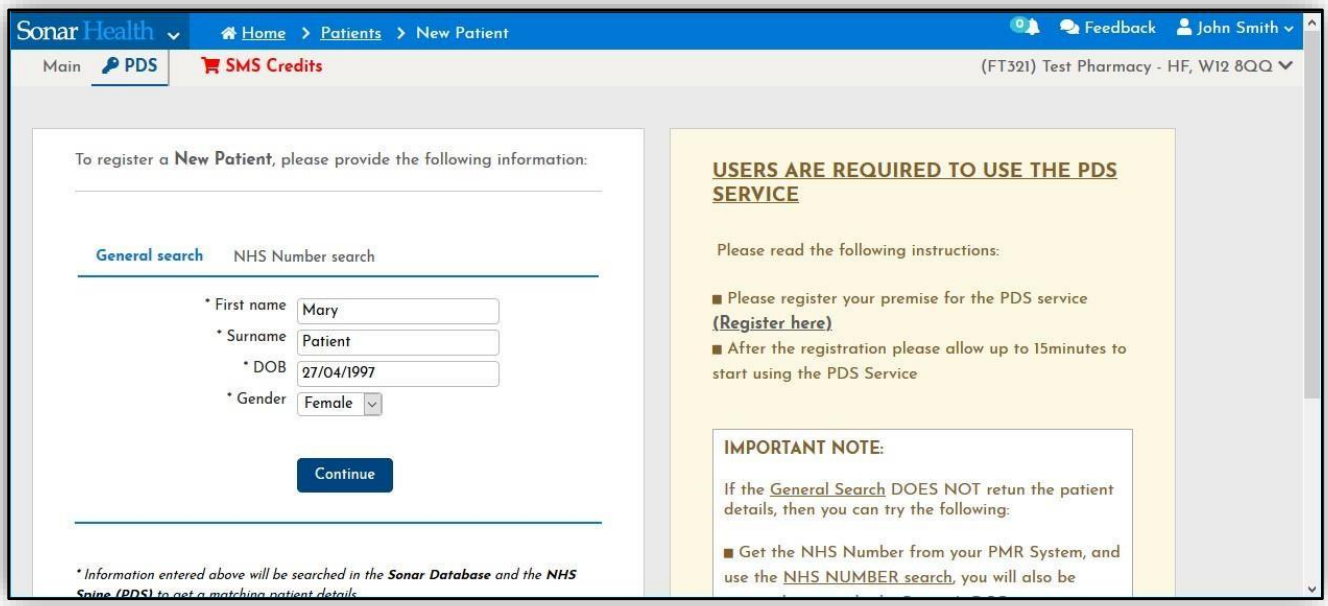
GPCPCS is a service that GP can be able to refer a patient to the local pharmacies for the minor illness consultation. Pharmacy is able to view the referral from the Sonar panel and able to provide the consultation.

12.1 GPCPCS – Add a Patient Details

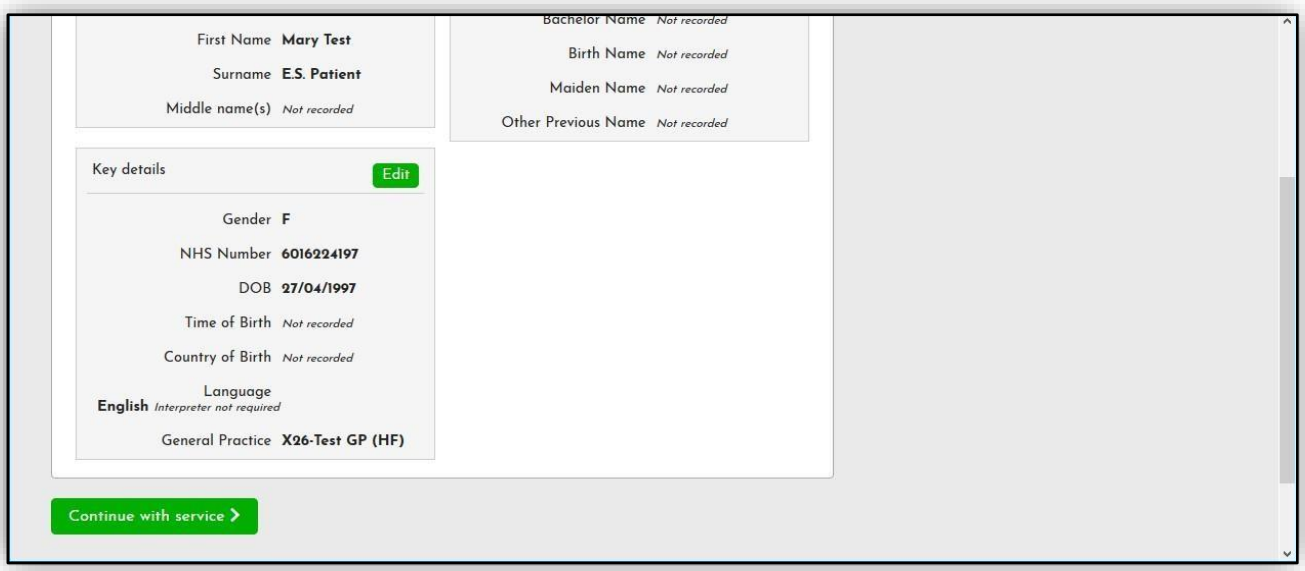
To add a patient details in the system, click “Add New” Button in the CPCS home page.



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



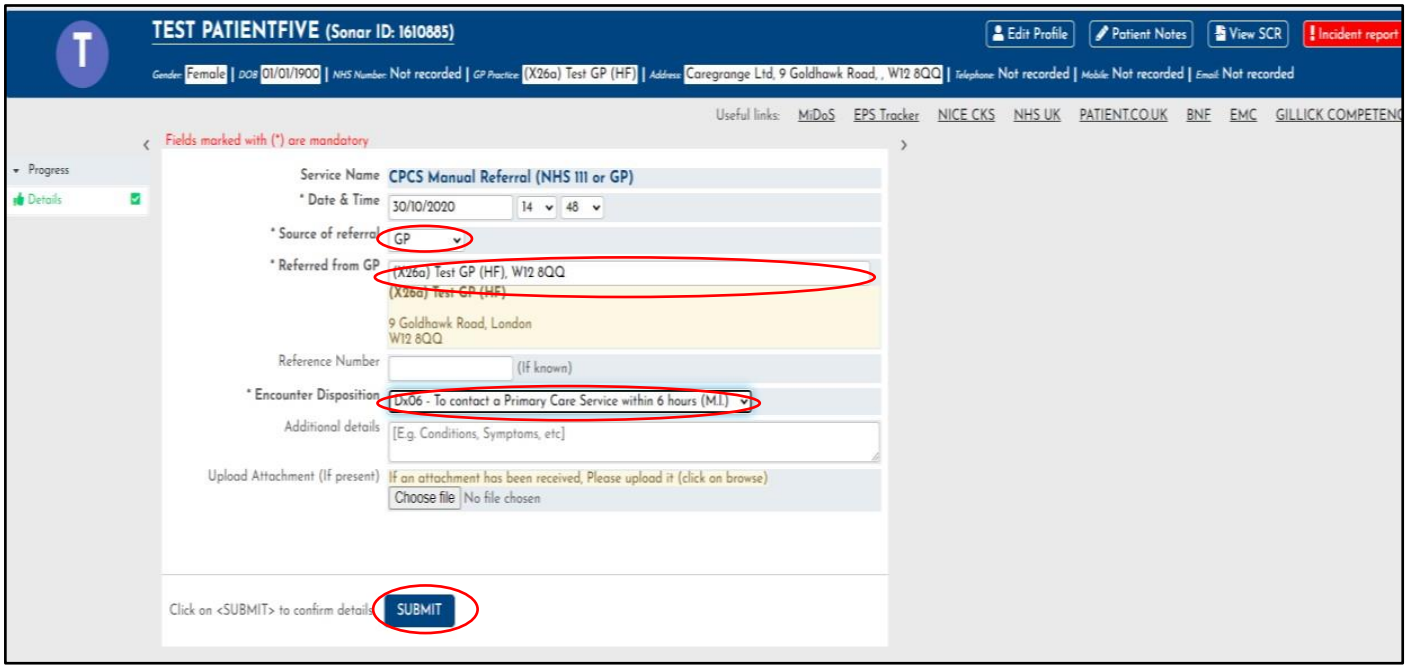
Edit the patient's details, especially the GP address and select CONTINUE WITH SERVICE.



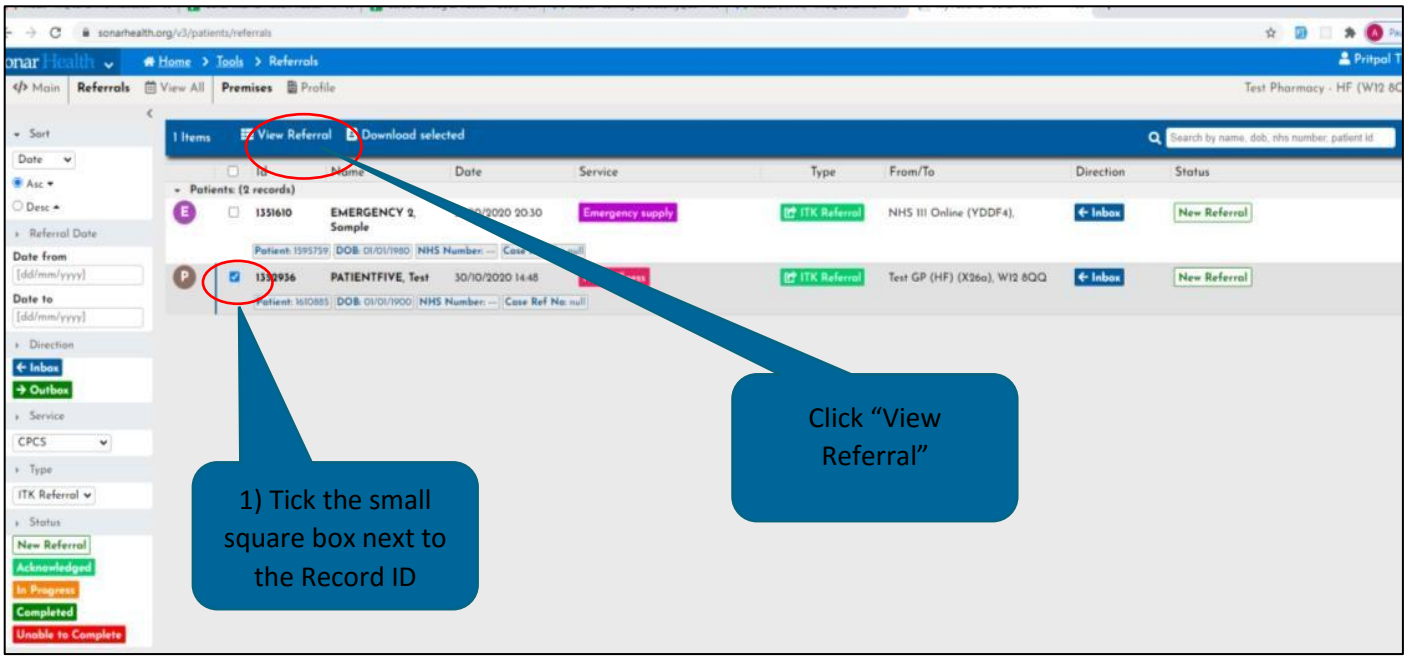
12.2 GPCPCS – Manual Entry in Sonar (Manual Referral Form)

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.

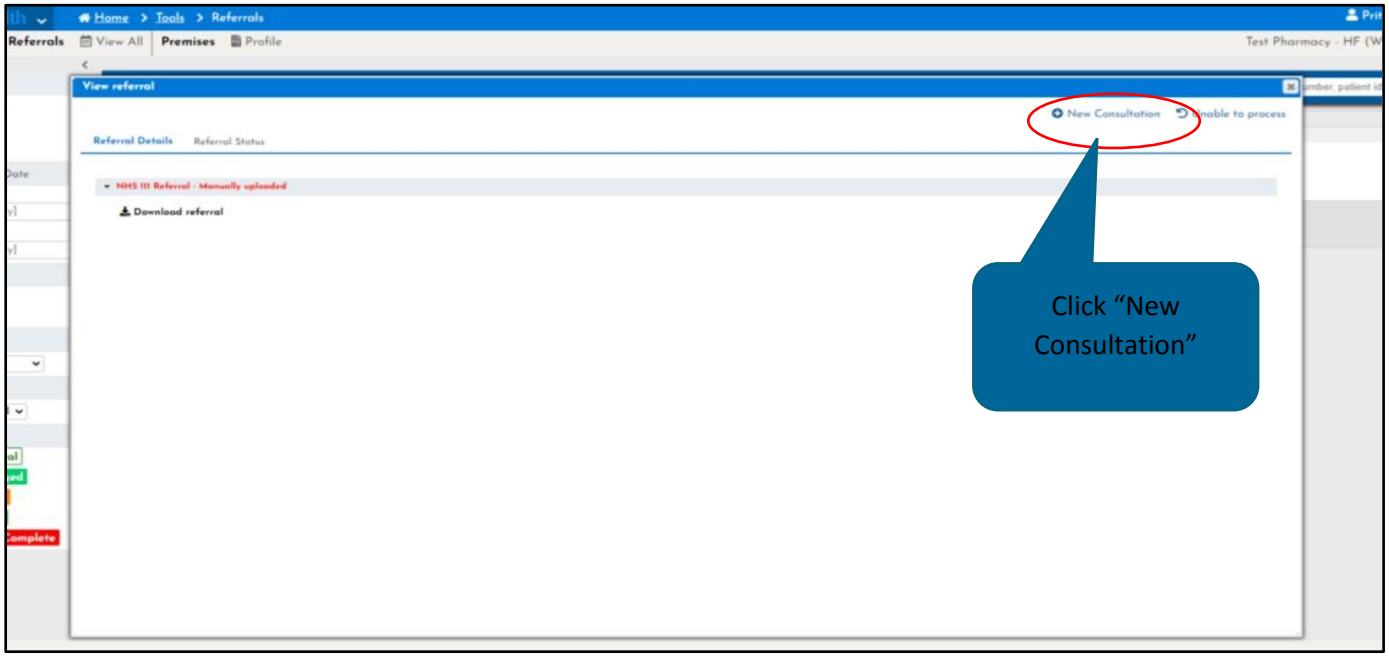


Once you give all the details click “Submit” and the referral is created.

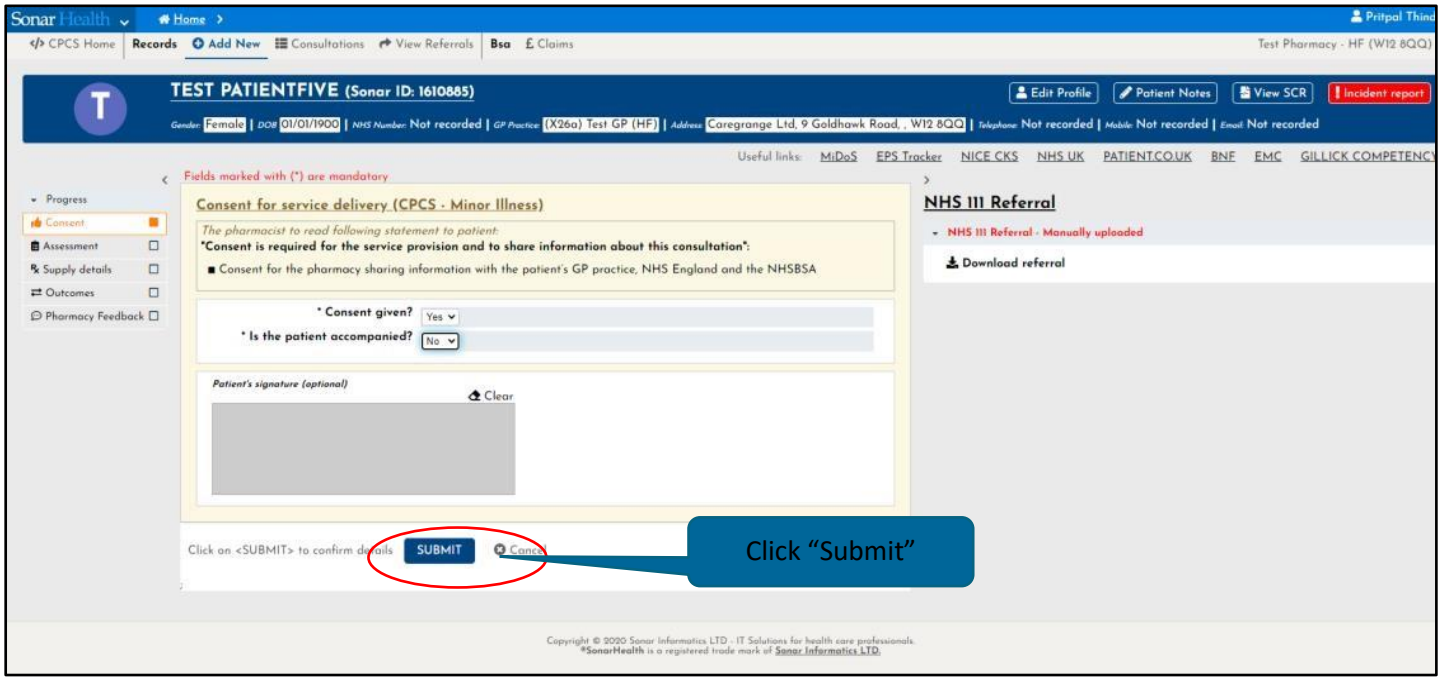


12.3 GPCPCS – Process Referral

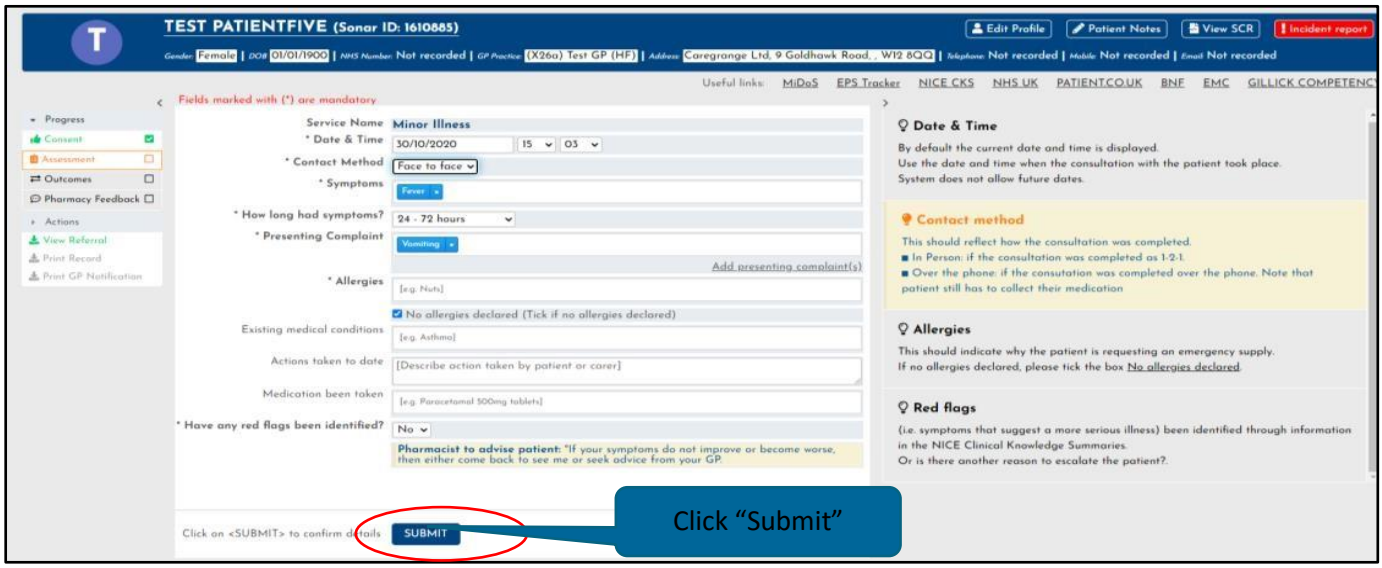
Once you click the view Referral “View Referral” pop-up should be displayed. Click “New Consultation” to start the consultation.



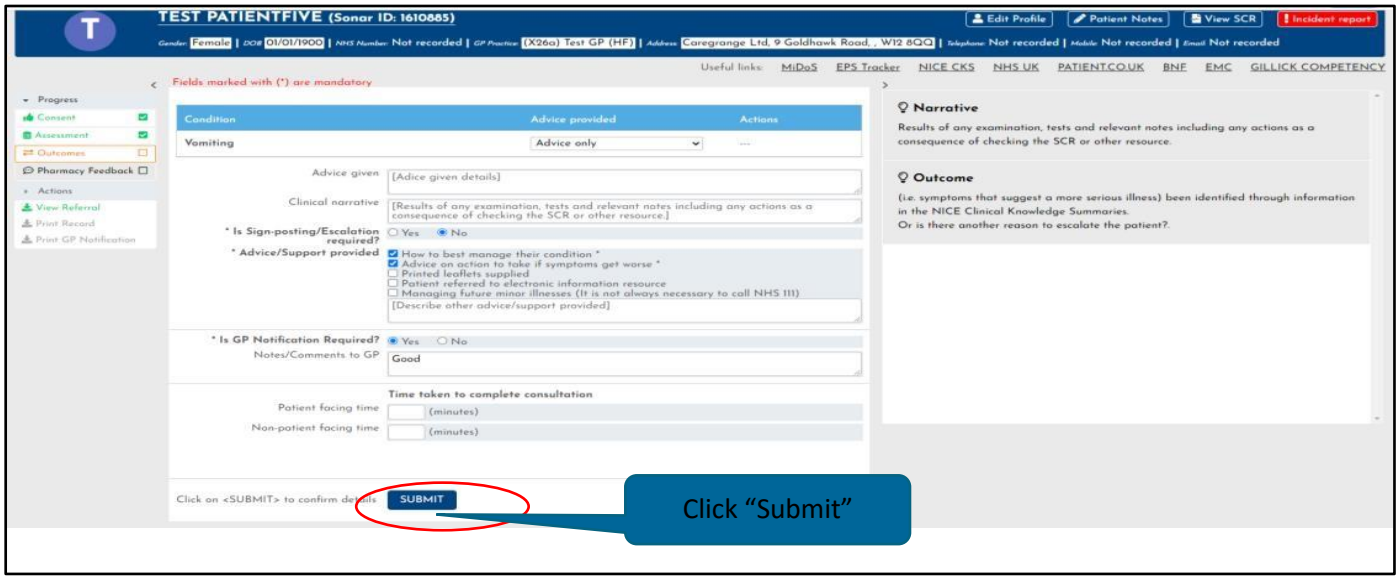
Once you clicked “New Consultation”, it is navigating to the “Process Referral” Section, click “Submit” and then it will navigate to the “Consent” screen. Enter the “Consent” Details and Click “Submit”



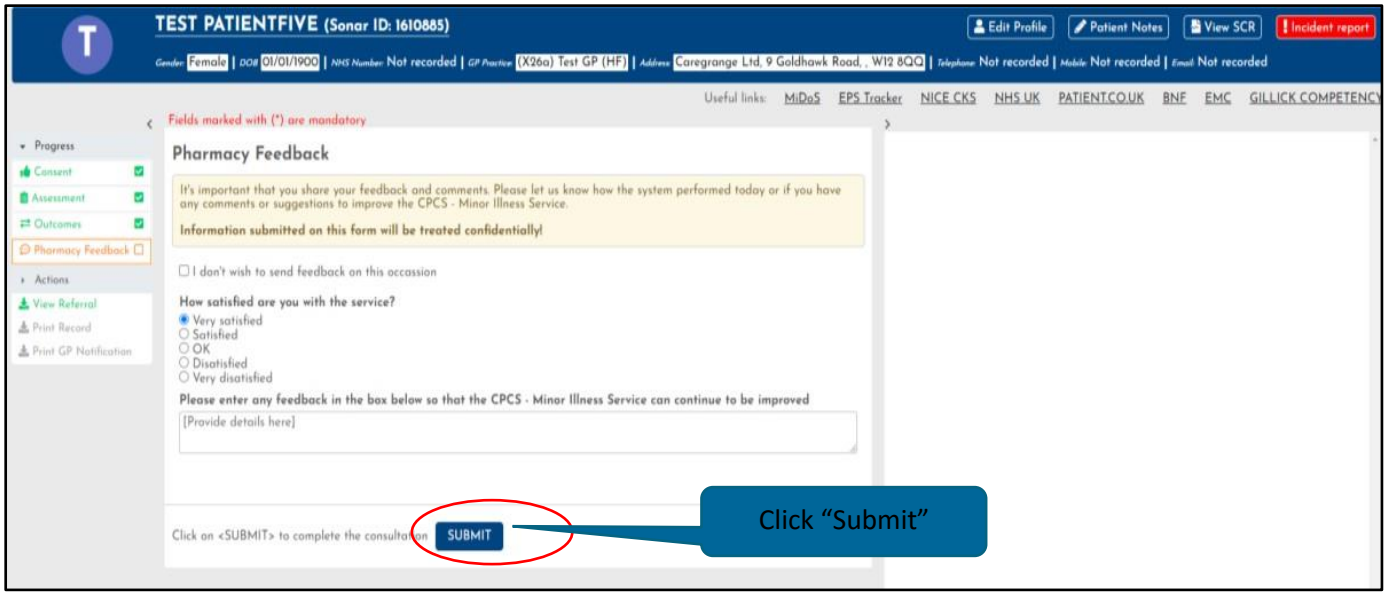
Once the consent details were submitted, it will navigate to the “Assessment” screen and Enter the Assessment Details and then Click “Submit”



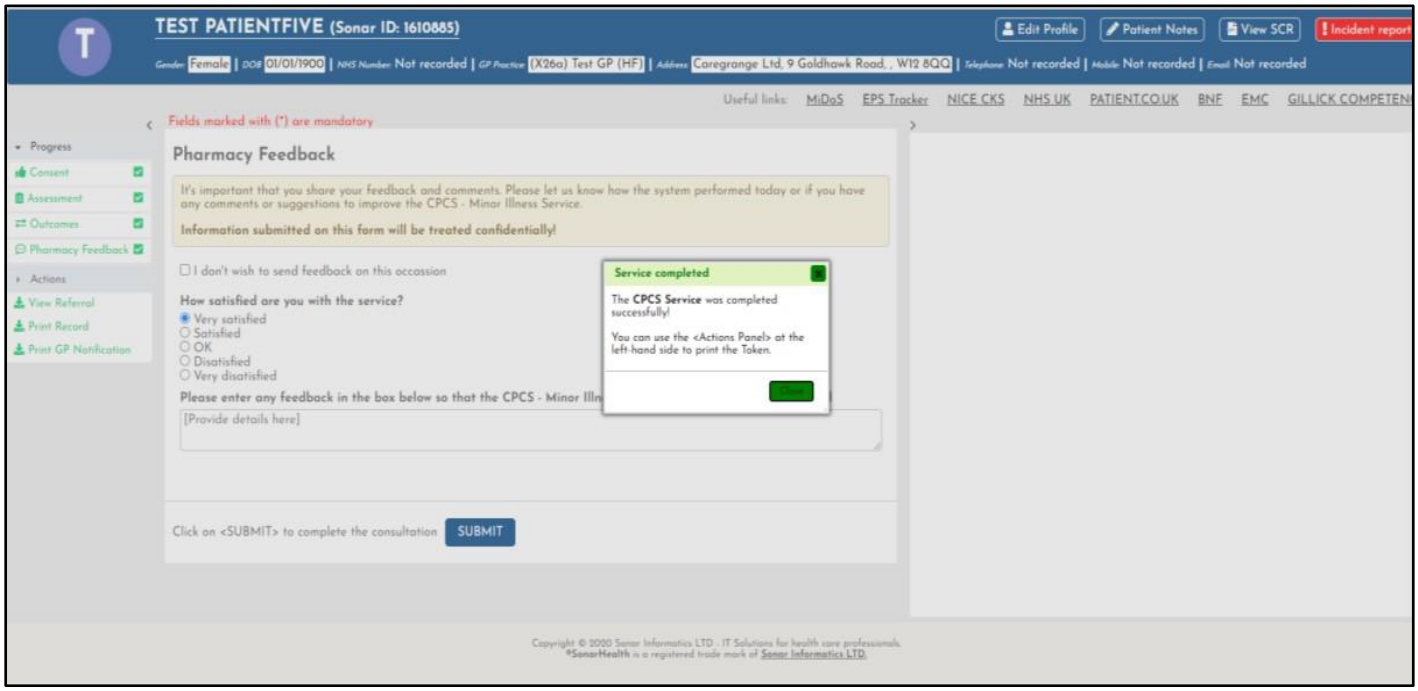
Once the “Assessment” details were submitted, then it will navigate to the “Outcomes” section. Enter the “Outcomes” Details and then Click “Submit”



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

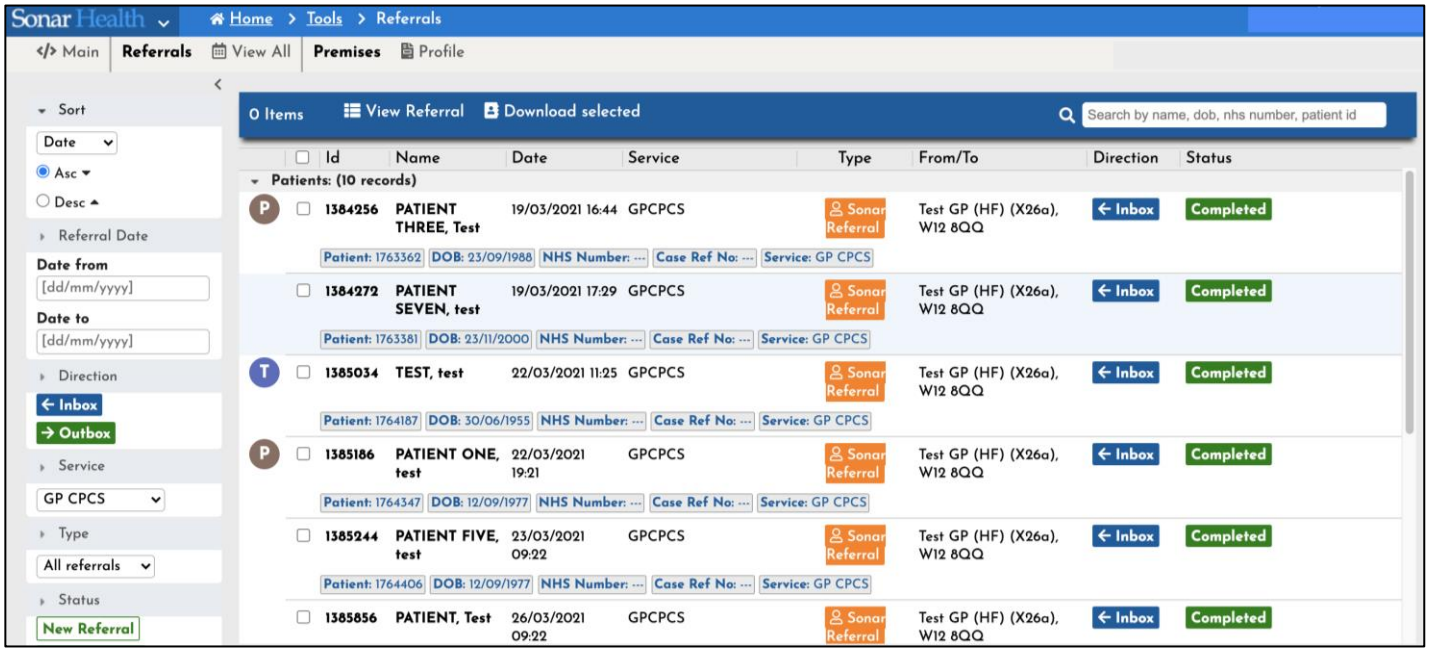


Provide a pharmacy feedback and click “Submit” to complete the consultation. Once the Consultation is completed, the patient consultation notification will be sent to the GP to their shared email.



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

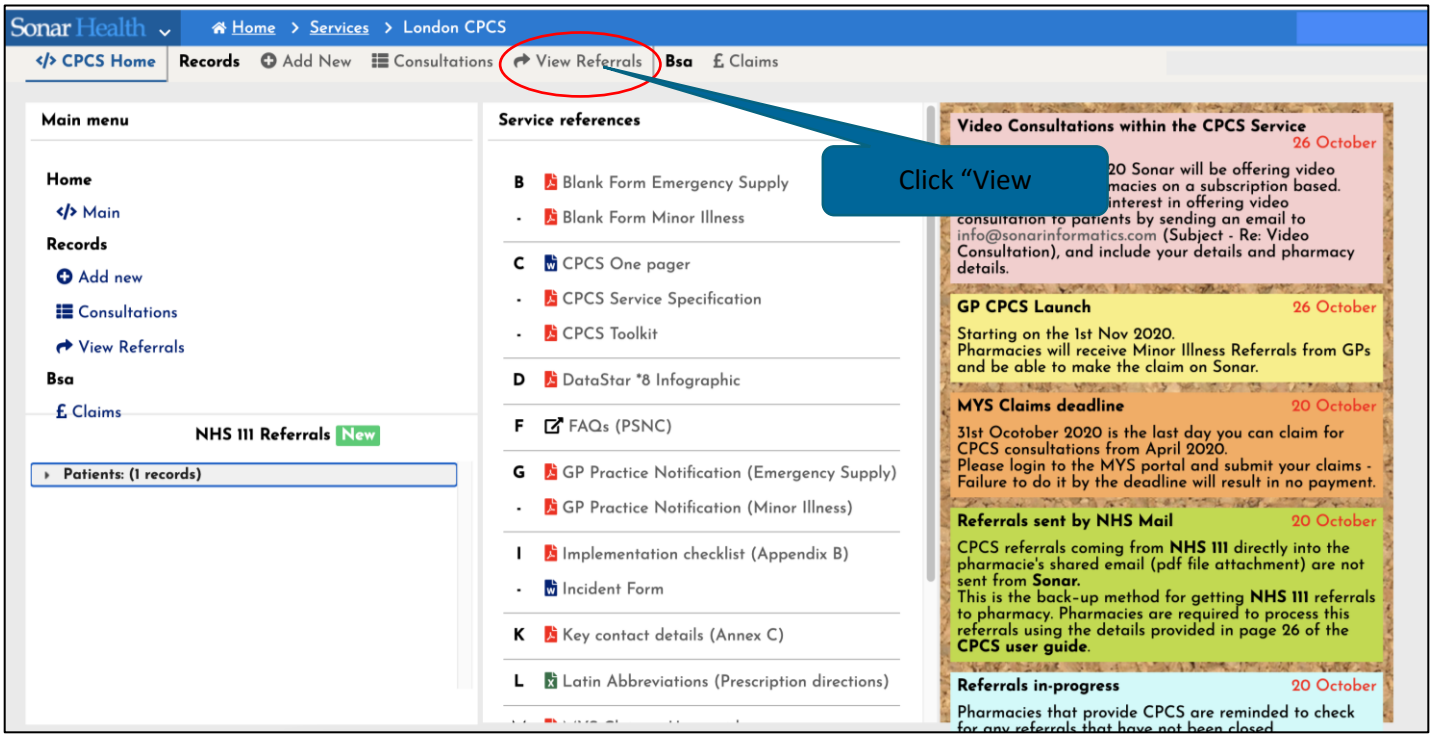
The record is completed in a GPCPCS panel.



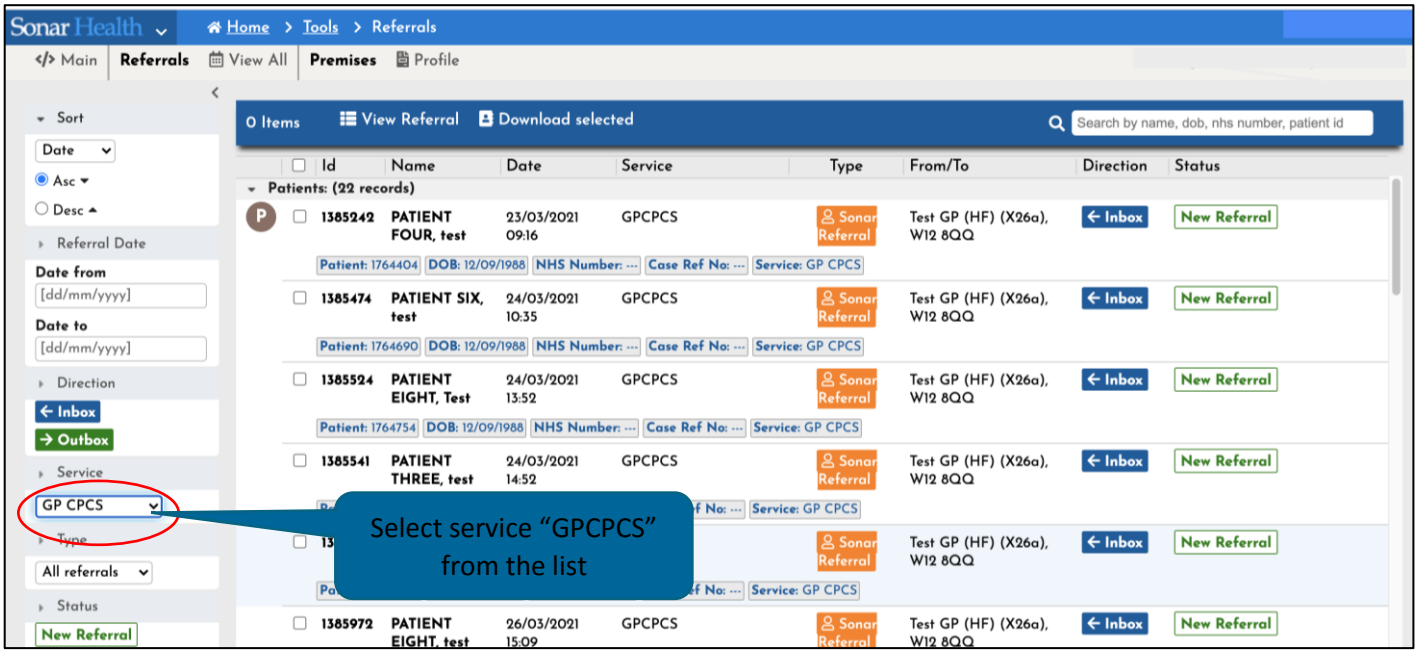
12.4 GPCPCS – New Referral from GP

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.



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).