



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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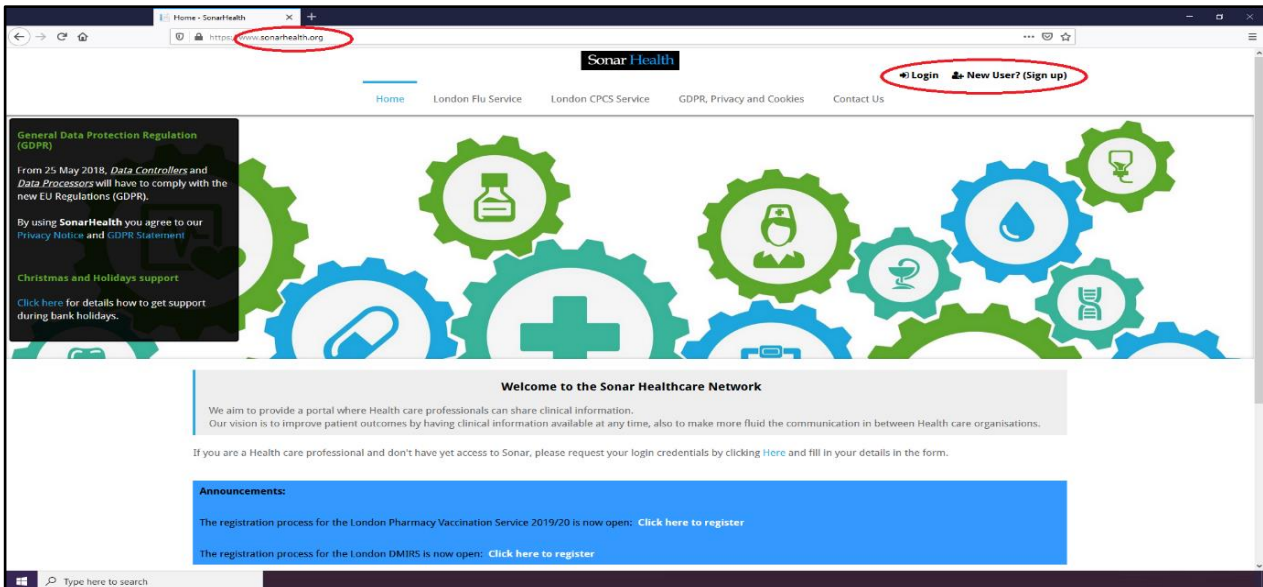
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1. Requesting Access & Logging into Sonar

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.

Sign Up
If you are a new user, feel free to fill-in the following form and be part of the **Sonar Health Care Network!** By signing up you will have access to a range of free NHS enhanced and advanced services like NMS, MUR, Stop Smoking, Repeat Prescriptions, and also some other 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 from the list that comes up. If not on the list, please free-type your contact info in the boxes below:
[Click here and free-type your location name or postcode](#)

First Name:
Surname:
Email:
Mobile:
Phone:

By signing up to **SonarHealth** 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
- Flu Training, travel clinics and vaccinations
- Other training opportunities
- Sonar newsletters
- New product offers

Please enter the text **A Y F 4 A** in the box: **Submit**

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 Login | New user? (Sign up)

NHS
First PCT

Home Contact

Please call **0208 743 6924** or email to info@sonarinformatics.com if you are unable to login.
Or you can use the [Help / Login support](#) link below and fill in your details and somebody from our team will contact you shortly.

Required browsers: Internet Explorer 8 or Above, FireFox, Google Chrome, Safari, Opera

There is a period of **1 hour of inactivity** before the web site logs you out.

User name
Password
Login Method **PIN Number**
Please provide the following digits of your PIN Number
5th 3rd 4th

Login
[Forgotten password?](#)

User guides:

- [How to login to Sonar](#)
- [Seasonal Flu - Pharmacy User Guide](#)
- [Seasonal Flu - GPs User Guide](#)
- [London DMIRS - SCR 1Click](#)
- [SCR 1Click - Setup](#)

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:

ACCOUNT NEEDS ACTIVATION

To activate your account please provide the 5-digit activation code.
The activation code was sent to:

- The Premise's Shared Email or
- The Alternative Email registered with Sonar

If the activation code was not received or you are not able to contact the premise's manager, please [contact us](#)

Activation Code

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.

[Home](#) [Contact](#)

Please call **0208 743 6924** or email to info@sonarinformatics.com if you are unable to login.
 Or you can use the [Help / Login support](#) link below and fill in your details and somebody from our team will contact you shortly.

Required browsers: Internet Explorer 8 or Above, FireFox, Google Chrome, Safari, Opera

There is a period of **1 hour of inactivity** 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

[Forgotten password?](#)

2. Access your CPCS Service

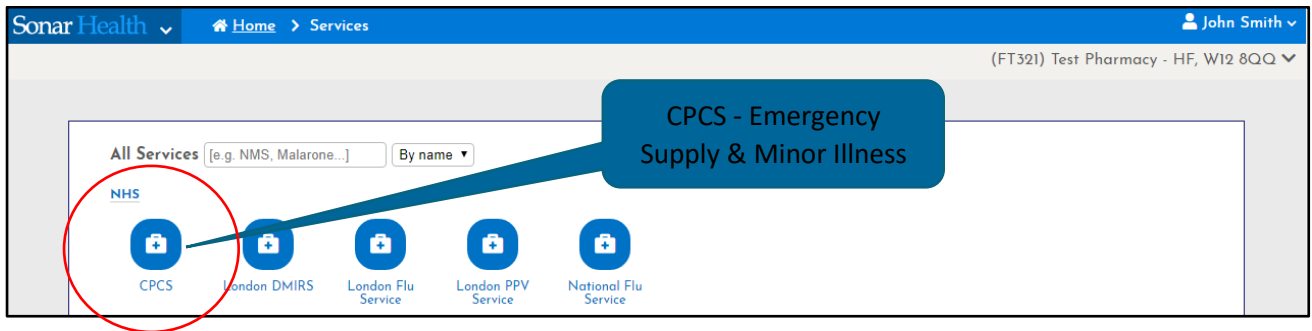
Login onto your Sonar account and select CPSC on your main Sonar homepage to access the service.

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.

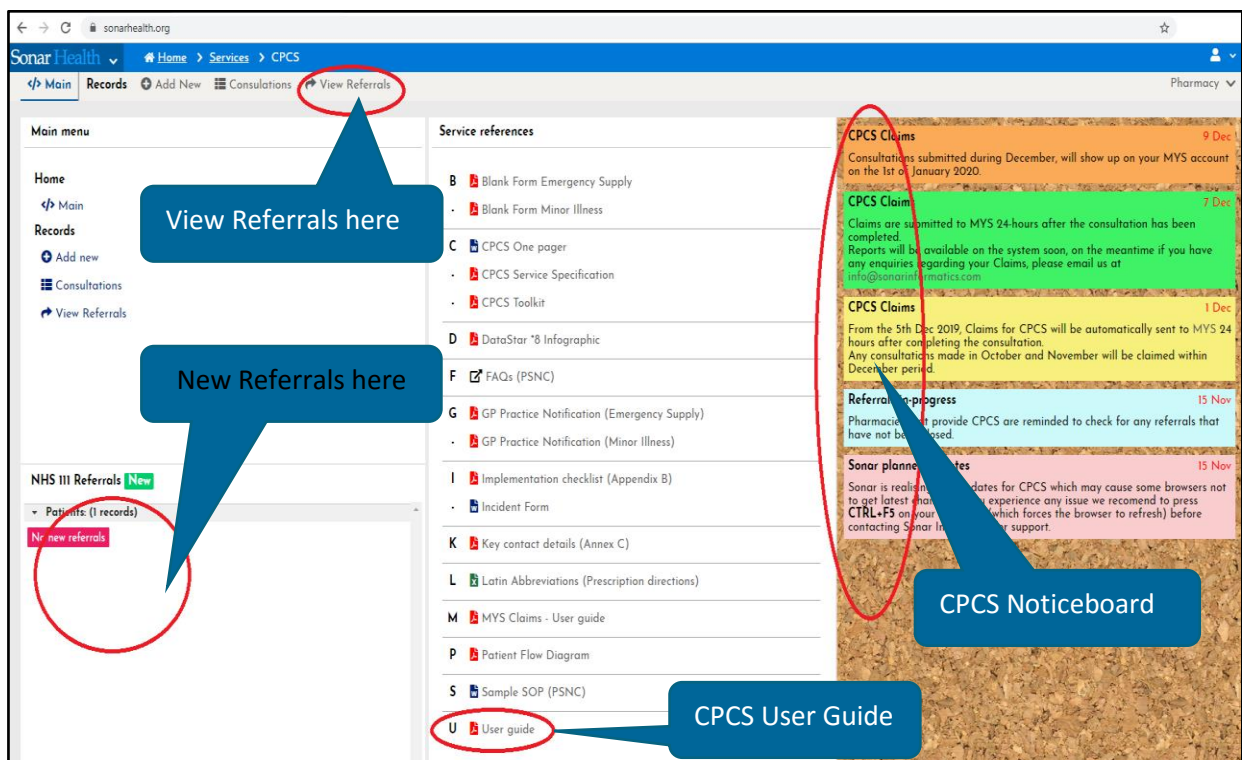
Select Emergency Supply.

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

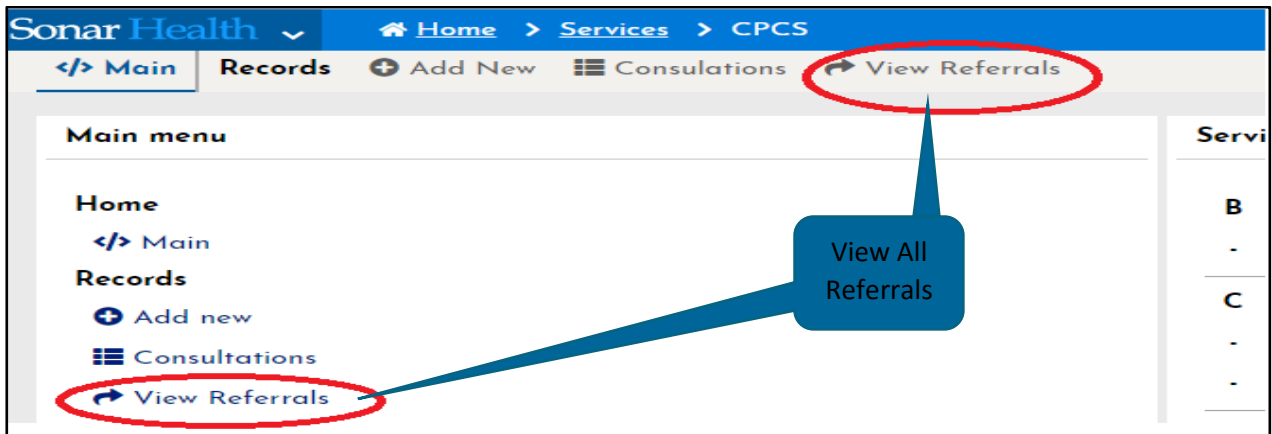


3. Creating a New Consultation using the referral list

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

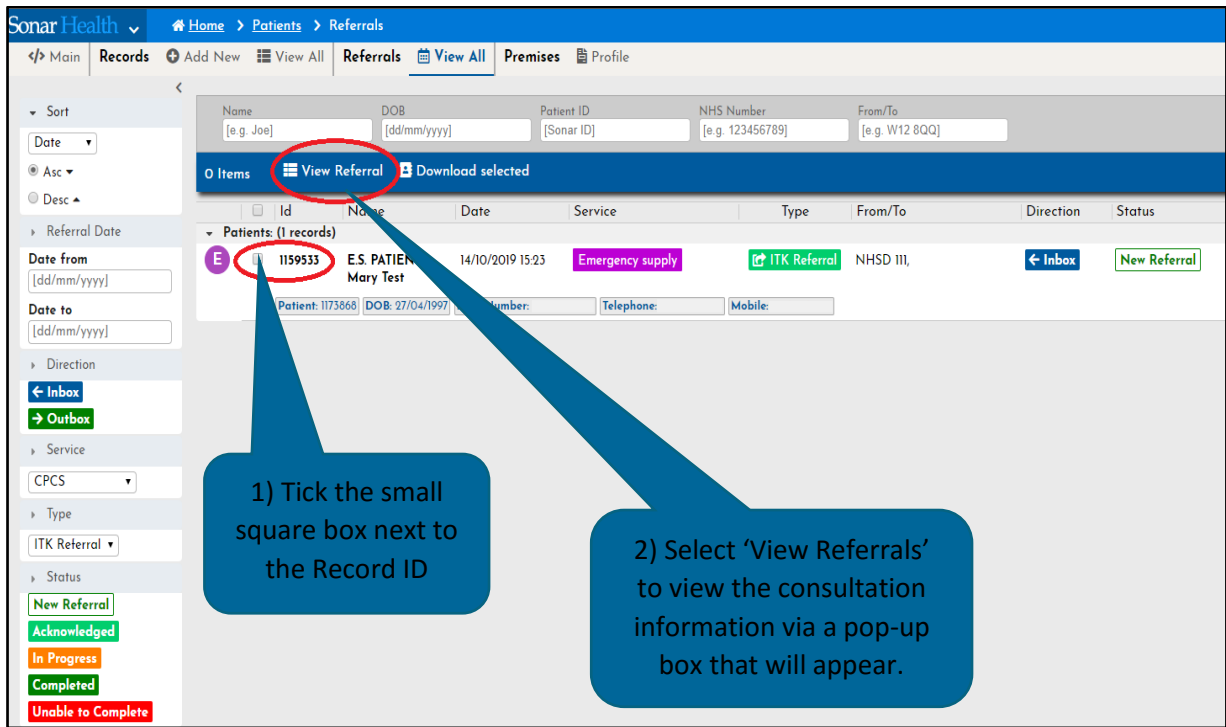
If you can't see the referral on the View Referrals list, navigate through the status labels on the bottom left hand side of the screen. New Referrals will be on the NEW REFERRAL label. Once it has been clicked on, the status will change to ACKNOWLEDGED. When a consultation has been started and left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

The screenshot shows the Sonar Health Referrals interface. On the left, there is a sidebar with various filters. Under the 'Status' section, five status labels are listed: 'New Referral' (green), 'Acknowledged' (green), 'In Progress' (orange), 'Completed' (green), and 'Unable to Complete' (red). A red circle highlights the 'Completed' label. A blue callout box points to this label with the text: 'Navigate through each of the status labels to find referrals.' The main area displays a table with one record for 'E.S. PATIENT, Mary Test' with ID 1159533, dated 14/10/2019 15:23, and service 'Emergency'. Below the table, there are links for 'Patient: 1173868', 'DOB: 27/04/1997', 'NHS Number: 6016 224 197', and 'Tele'.

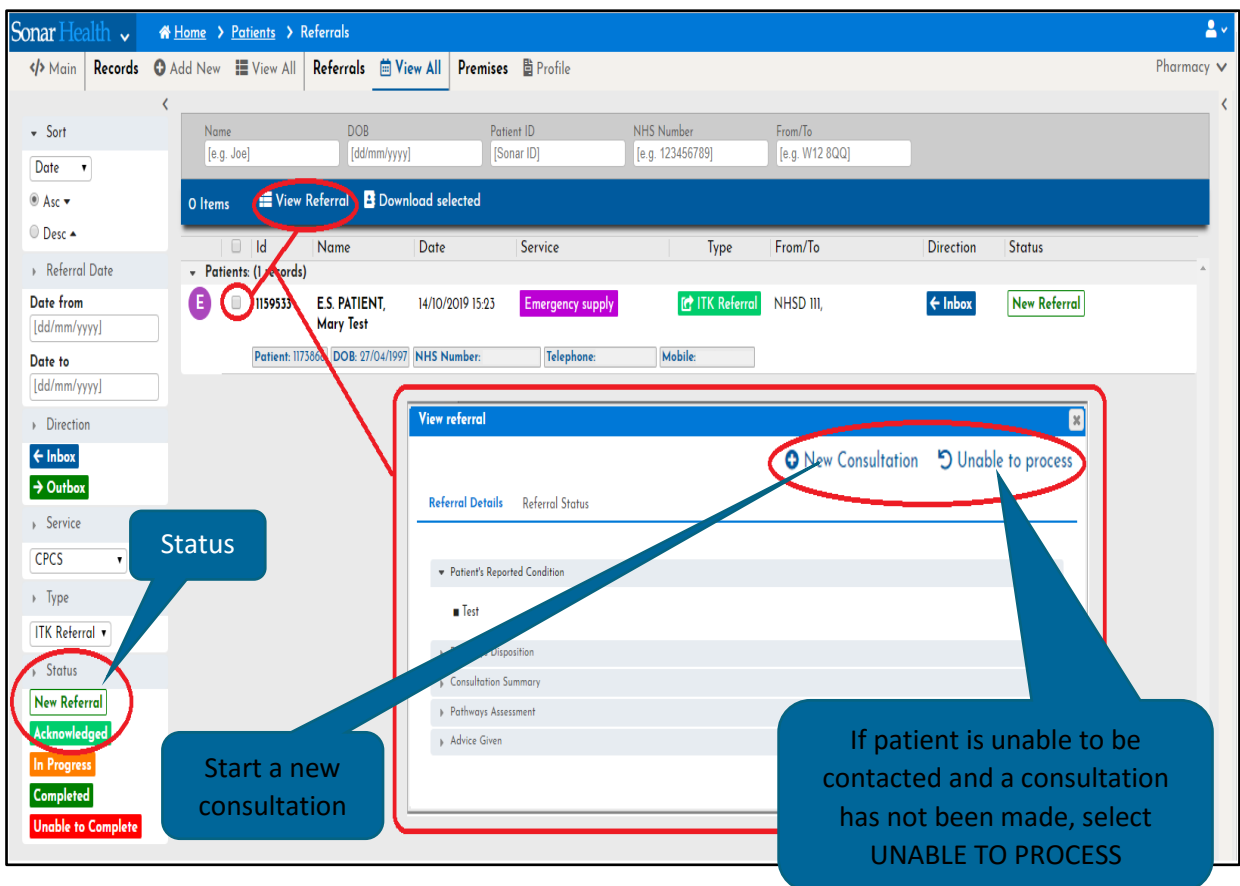
Status Explanations:

- **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).

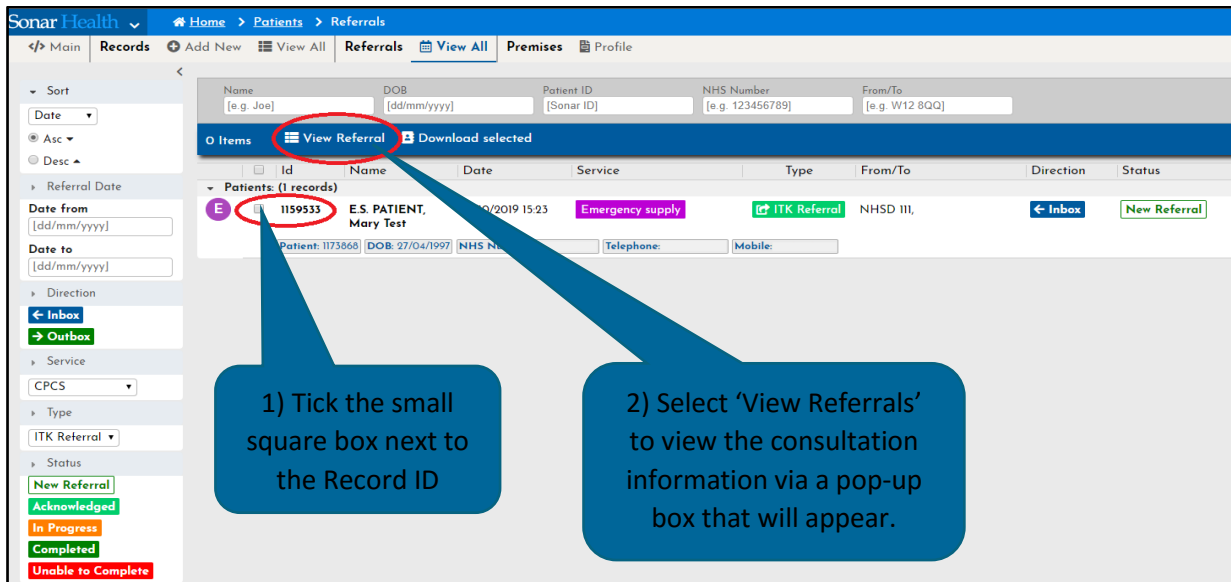


A pop-up box will appear with the details of the referral and steps on how to finish.

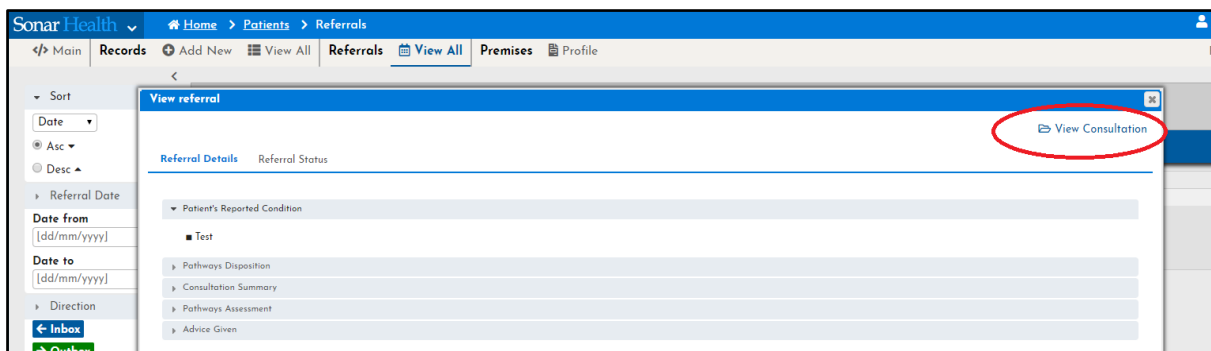


4.1 If a consultation is IN PROGRESS

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.

Sonar Health | Home | Main | Records | Add New | View All | Referrals | View All

PETER HUMPHREYS (Sonar ID: 1172885)
 Gender: Male | DOB: 10/09/1991 | NHS Number: Not recorded | GP Practice: Not recorded | Address: 168 Ilbert Street, London, London, W10 4QD

Useful links: MiDoS | EP

Fields marked with (*) are mandatory

New consultation | No Intervention Made

Please review the III (ITK) Referral at the right-hand side panel, and select the appropriate service:

- **Minor Illness:** if you are treating a condition, e.g. Constipation
- **Emergency Supply:** 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 <No Intervention Made> Tab

Available service

Emergency Supply

Click on <SUBMIT> to confirm details | **SUBMIT** | Cancel

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 | Main | Records | Add New | View All | Referrals | View All | John Smith | (FT321) Test Pharmacy - HF, W12 8QQ

PETER HUMPHREYS (Sonar ID: 1172885)
 Gender: Male | DOB: 10/09/1991 | NHS Number: Not recorded | GP Practice: Not recorded | Address: 168 Ilbert Street, London, London, W10 4QD | Telephone: 07387278069 | Mobile: Not recorded | Email: Not recorded

Useful links: MiDoS | EPS Tracker | NICE CKS | NHS UK | PATIENT.CO.UK | BNE | EMC | GILLICK COMPETENCY

Fields marked with (*) are mandatory

Consent for service delivery (Emergency Supply - NUMSAS)

The pharmacist to read following statement to patient:
"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
- Consent to a third person other than patient & pharmacist being present in consultation room (if applicable)
- Consent to forward referral to another community pharmacy (if applicable)

* Consent given?

* Is the patient accompanied?

Patient's signature (optional) | Clear

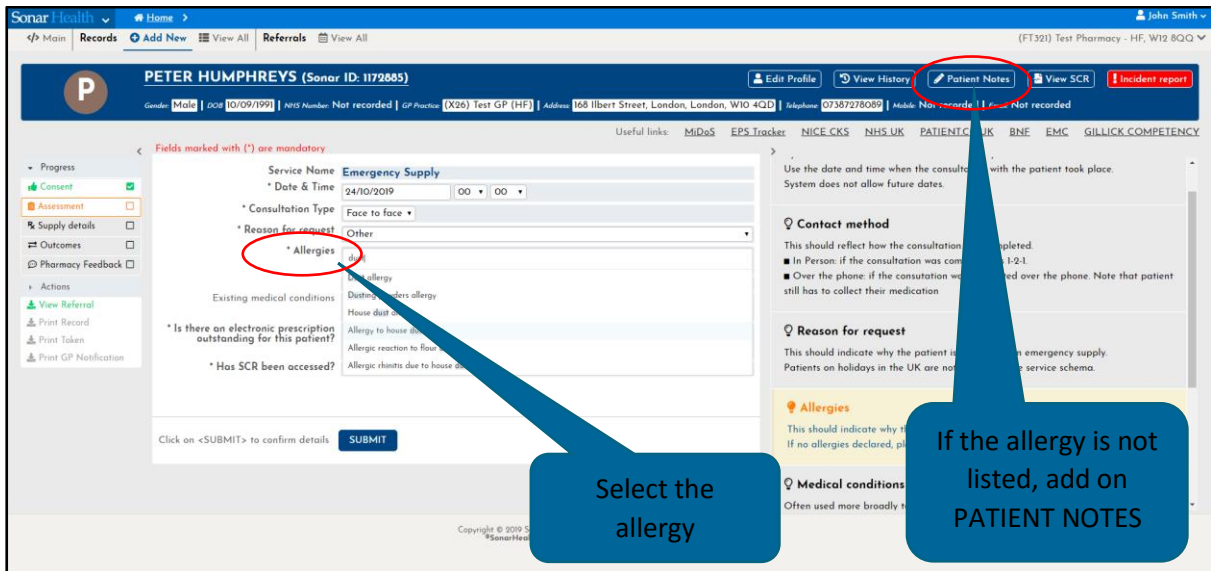
Click on <SUBMIT> to confirm details | **SUBMIT** | Cancel

NHS III Referral

- Patient's Reported Condition
- Test
- > Pathways Disposition
- > Consultation Summary
- > Pathways Assessment
- > Advice Given

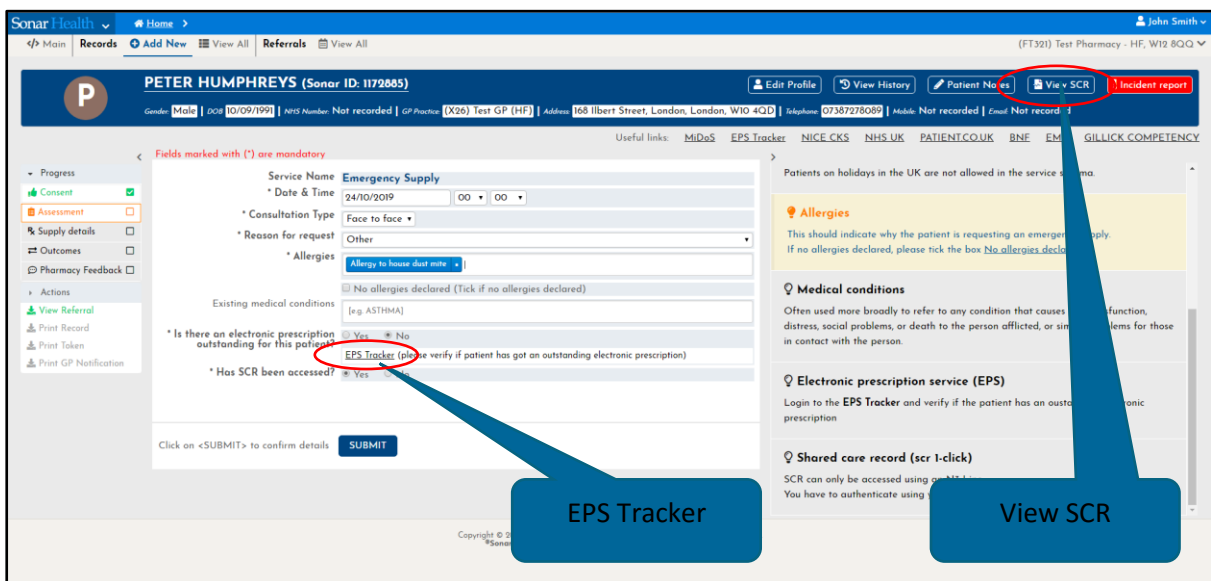
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To add allergies, type and select the relevant allergies listed in the drop down menu. If the allergy is not listed, it can be added in the patient notes.



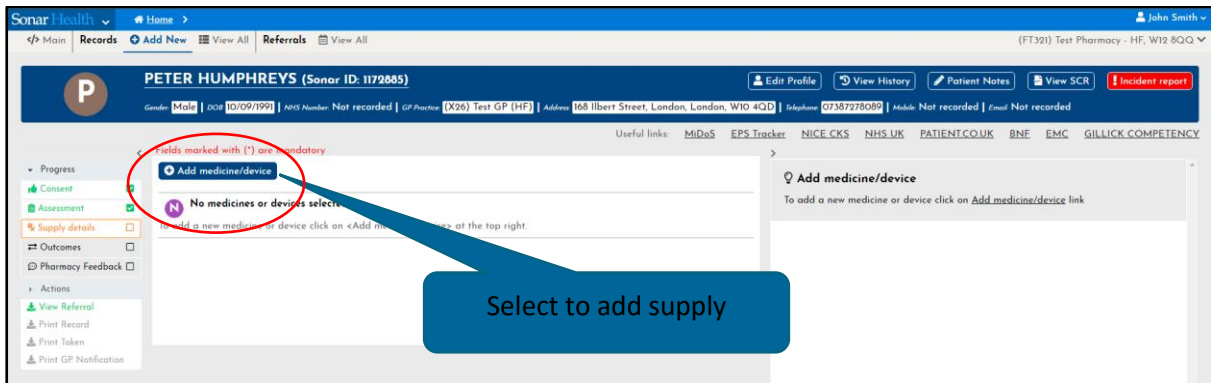
5.2 Checking EPS and SCR

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.

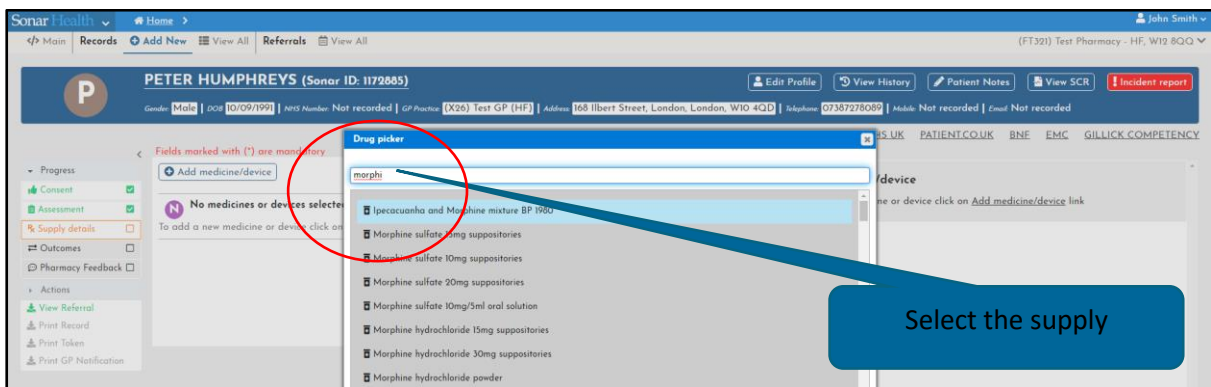


5.3 Adding the supply

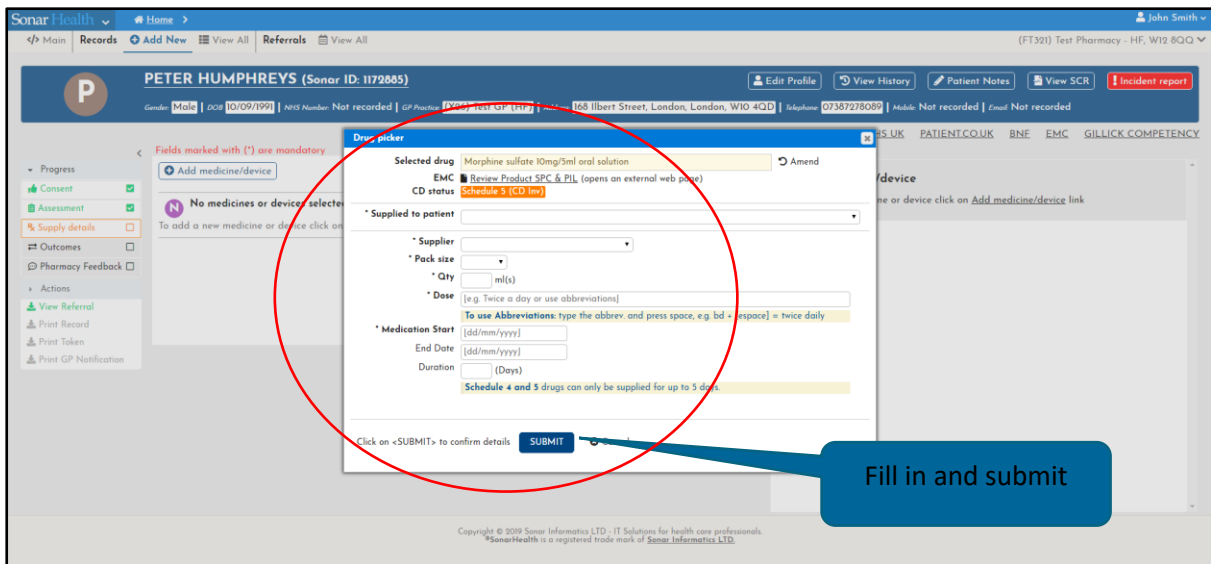
Select "Add medicine/device".



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.

PETER HUMPHREYS (Sonar ID: 1172885)

Gender: Male | DOB: 10/09/1991 | NHS Number: Not recorded | GP Practice: [X26] Test GP (HF) | Address: 168 libert Street, London, London, W10 4GD | Telephone: 07387278089 | Mobile: Not recorded | Email: Not recorded

Useful links: [MiDaS](#) [EPS Tracker](#) [NICE CKS](#) [NHS UK](#) [PATIENT.CO.UK](#) [BNE](#) [EMC](#) [GILLICK COMPETENCY](#)

Add medicine/device

Morphine sulfate 10mg/5ml oral solution (A A H Pharmaceuticals Ltd) 100 ml

Supplied: Yes | Dose: Twice a day | Qty: 100 ml | Days of supply: 3 days

* Does the patient pay for prescriptions? Yes No

* Select exemption category

- A) Under 16 years of age
- B) 16, 17 or 18 in full-time education
- C) 60 years of age or over
- D) Valid maternity exemption certificate
- E) Valid medical exemption certificate
- F) Valid prescription pre-payment certificate
- G) Valid war pension exemption certificate
- L) Named on a current HC2 charges certificate
- X) Was prescribed free-of-charge contraceptives
- W) Income support or income-related employment and support allowance
- K) Income-related employment and support allowance
- M) Entitled to, or named on, a valid NHS Tax credit exemption certificate
- S) Has a partner who gets pension credit guarantee credit (PCGC)

Click on <SUBMIT> to confirm details

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.

PETER HUMPHREYS (Sonar ID: 1172885)

Gender: Male | DOB: 10/09/1991 | NHS Number: Not recorded | GP Practice: [X26] Test GP (HF) | Address: 168 libert Street, London, London, W10 4GD | Telephone: 07387278089 | Mobile: Not recorded | Email: Not recorded

Useful links: [MiDaS](#) [EPS Tracker](#) [NICE CKS](#) [NHS UK](#) [PATIENT.CO.UK](#) [BNE](#) [EMC](#) [GILLICK COMPETENCY](#)

Add medicine/device

Medicine(s) supplied Medicine(s) not supplied Other

* Is Sign-posting required?

No: Not required

Yes: Patient signposted to GP in hours

Yes: Patient signposted to GP OOH/integrated urgent care

Yes: Other

Clinical narrative/comments [Results of any examination, additional comments or relevant notes including any reason as a consequence of checking the SCR or other resource.]

* Is GP Notification Required? **Yes**

Notes/Comments to GP [Optional notes or comments to be shared with GP]

Time taken to complete consultation

Patient facing time: 5 (minutes)

Non-patient facing time: 5 (minutes)

Total time taken: 10 (minutes)

Click on <SUBMIT> to confirm details **SUBMIT**

Notes to the GP

5.4 Pharmacy Feedback

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

PETER HUMPHREYS (Sonar ID: 1172885)

Gender: Male | DOB: 10/09/1991 | NHS Number: Not recorded | GP Practice: [X26] Test GP (HF) | Address: 168 libert Street, London, London, W10 4GD | Telephone: 07387278089 | Mobile: Not recorded | Email: Not recorded

Useful links: [MiDaS](#) [EPS Tracker](#) [NICE CKS](#) [NHS UK](#) [PATIENT.CO.UK](#) [BNE](#) [EMC](#) [GILLICK COMPETENCY](#)

Pharmacy Feedback

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 suggestions to improve the CPCS - Emergency Supply Service.

Information submitted on this form will be treated confidentially!

I don't wish to send feedback on this occasion

How satisfied are you with the service?

Very satisfied

Satisfied

OK

Dissatisfied

Very dissatisfied

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 consultation **SUBMIT**

Submit to finish the consultation

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

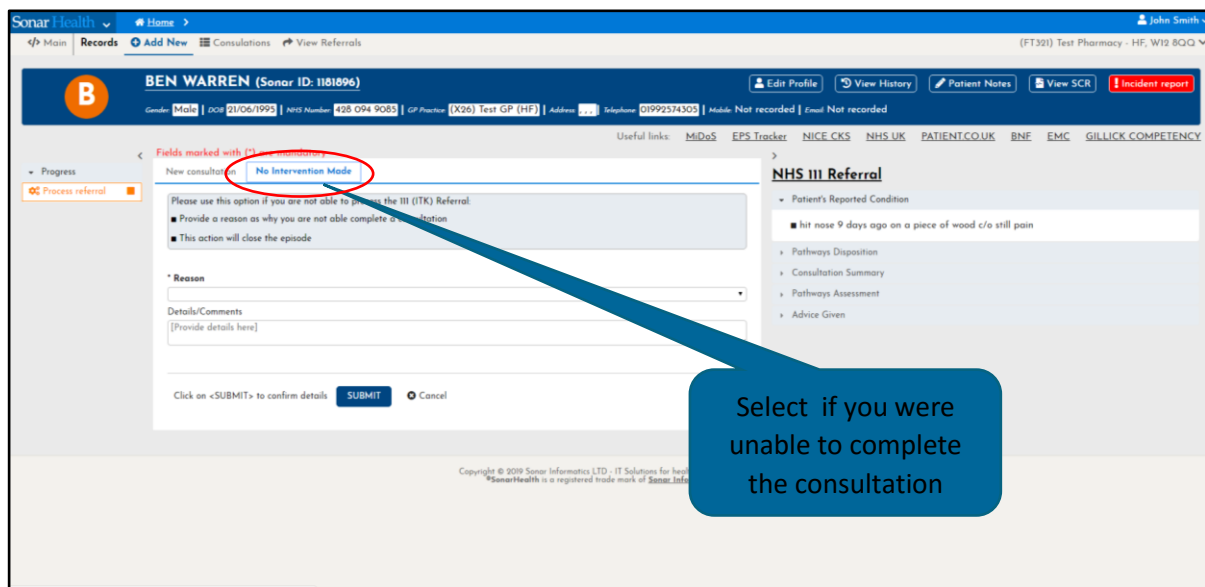
The screenshot shows the Sonar Health interface for a patient named Peter Humphreys. The main content area displays a 'Pharmacy Feedback' form. On the left-hand side, there is a menu with several options, including 'Print Token', which is circled in red. A notification box in the center of the form states 'Service completed' and provides instructions on how to download the token. A blue callout box with a white background and a blue border points to the 'Print Token' option in the menu, containing the text '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.

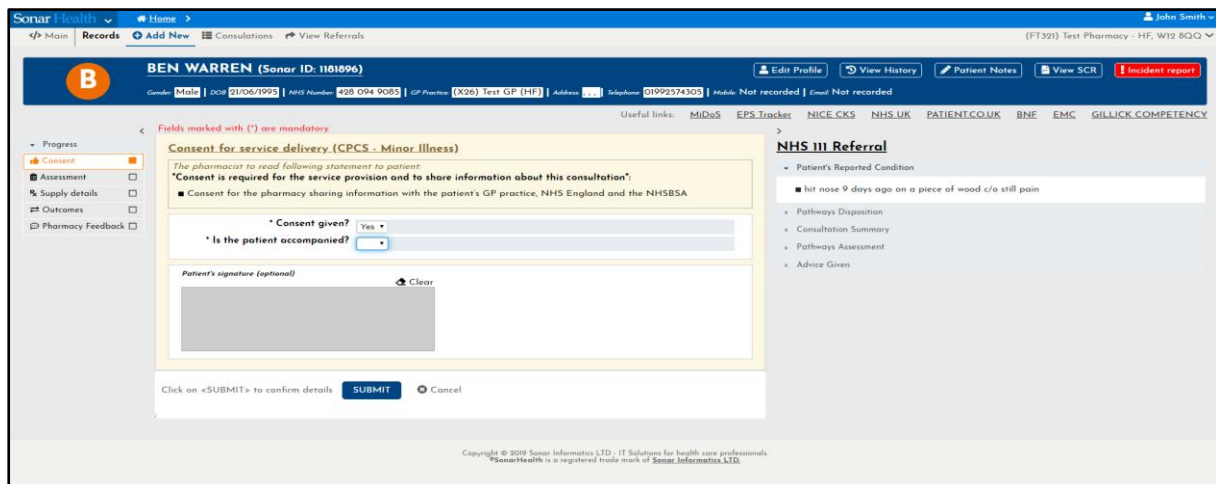
The screenshot shows the Sonar Health interface for a patient named Ben Warren. The main content area displays a 'New consultation' form. Under the 'Selected service' section, the 'Minor Illness' option is selected. The 'SUBMIT' button is highlighted in blue. The form also includes instructions for selecting the appropriate service and a note about uncontactable patients.

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.

Minor Illness

Service Name: Minor Illness

Date & Time: 08/11/2019 15:09

Contact Method: **Add presenting complaint(s)**

Symptoms:

How long had symptoms?:

Presenting Complaint:

Allergies: No allergies declared (Tick if no allergies declared)

Actions taken to date:

Medication been taken:

Have symptoms been identified?:

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.

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 that patient still has to collect their medication.

ALLERGIES

This should indicate why the patient is requesting an emergency supply. If no allergies declared, please tick the box **No allergies declared**.

RED FLAGS

(i.e. symptoms that suggest a serious condition or that the patient is requesting an emergency supply. If no red flags declared, please tick the box **No red flags declared**.)

Confirm details **SUBMIT**

Tick the complaints and select SUBMIT to continue.

DHIRS Complaints

Please select presenting complaints (Tick all that apply)

- Acne, Spots and Pimples
- Allergic Reaction
- Ankle or Foot Pain or Swelling
- Athlete's Foot
- Bites or Stings, Insect or Spider
- Arm, Pain or Swelling
- Cold or Flu
- Constipation
- Blisters
- Diarrhoea
- Ear Discharge or Ear Wax
- Cough
- Eye, Painful
- Eyelid Problems
- Earache
- Eye, Sticky or Watery
- Eye, Visual Loss or Disturbance
- Head Lice
- Failed Contraception
- Hair loss
- Hearing Problems or Blocked Ear
- Headache
- Hip, Thigh or Buttock Pain or Swelling
- Itch
- Knee or Lower Leg Pain or Swelling
- Limb, cold or colour change
- Lower Back Pain
- Lower Limb Pain or Swelling
- Mouth Ulcers
- Nasal Congestion
- Pain and/or Frequency Passing Urine
- Rectal Pain, Swelling, Lump or Itch
- Scabies
- Shoulder Pain
- Skin, Rash
- Sleep Difficulties
- Sore Throat and Hoarse Voice
- Tattoos, Birthmarks or Moles
- Tiredness (Fatigue)
- Toe Pain or Swelling
- Vaginal Discharge
- Vaginal Itch or Soreness
- Vomiting
- Wrist, Hand or Finger Pain or Swelling

Other complaints:

Click on <SUBMIT> to confirm details **SUBMIT**

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.

Minor Illness

Service Name: Minor Illness

Date & Time: 08/11/2019 15:09

Contact Method:

Symptoms:

How long had symptoms?:

Presenting Complaint:

Allergies: **Add presenting complaint(s)**

No allergies declared (Tick if no allergies declared)

Existing medical conditions:

Actions taken to date:

Medication been taken:

Have symptoms been identified?:

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."

PATIENT NOTES

ALLERGIES

This should indicate why the patient is requesting an emergency supply. If no allergies declared, please tick the box **No allergies declared**.

RED FLAGS

(i.e. symptoms that suggest a serious condition or that the patient is requesting an emergency supply. If no red flags declared, please tick the box **No red flags declared**.)

Confirm details **SUBMIT**

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.

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.

Choose and add the medicine(s) by clicking here.
If you DO NOT supply any medication, you would still add what was discussed here and then later select the 'not supplied' option.

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

Select supply

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

Drug picker

Selected drug: Paracetamol 500mg soluble tablets

CD status: No Controlled Drug Status

Supplier: A. A. H. Pharmaceuticals Ltd

Pack size: 12 tablet

Qty: 12 tablet(s)

Dose: twice daily

Medication Start: 08/11/2019

End Date: 12/11/2019

Duration: 4 (Days)

Click on <SUBMIT> to confirm details **SUBMIT** Cancel

Total time taken: 10 (minutes)

Click on <SUBMIT> to confirm details **SUBMIT**

Fill in all sections and submit

6.2 Pharmacy Feedback

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

Pharmacy Feedback

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 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 occasion

How satisfied are you with the service?

Very satisfied

Satisfied

OK

Dissatisfied

Very dissatisfied

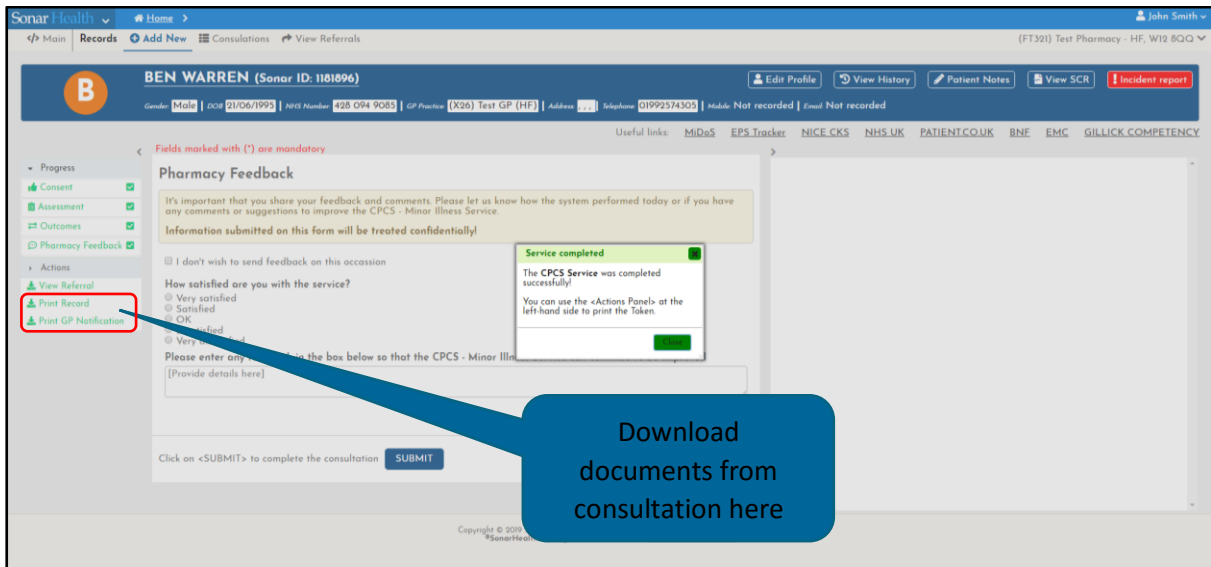
Please enter any feedback in the box below so that the CPCS - Minor Illness Service can continue to be improved

(Provide details here)

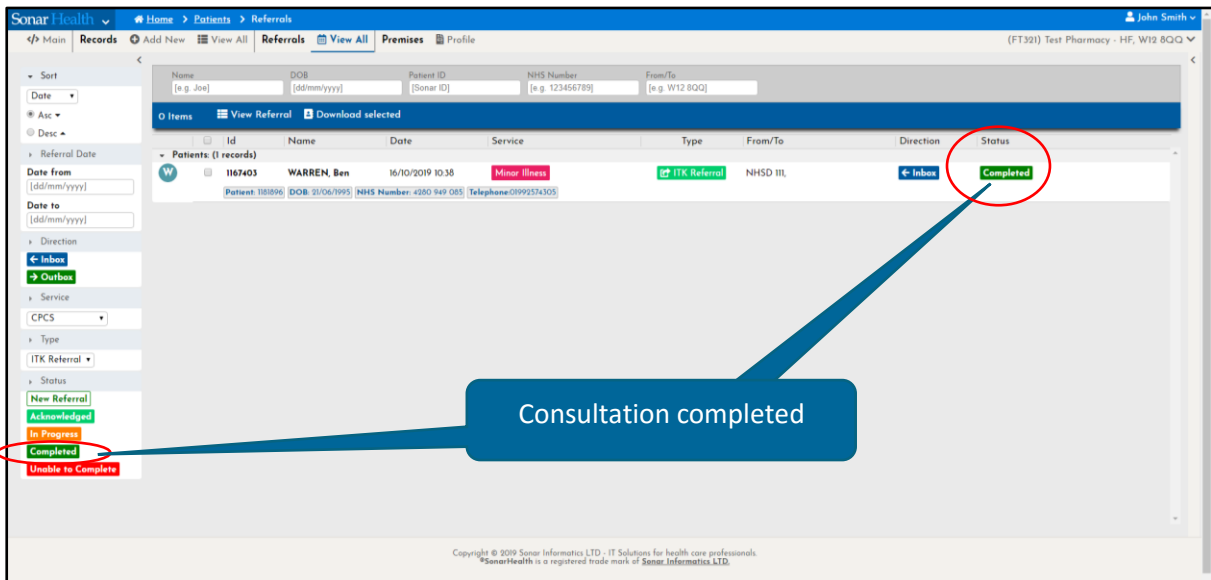
Click on <SUBMIT> to complete the consultation **SUBMIT**

Submit to finish the consultation

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

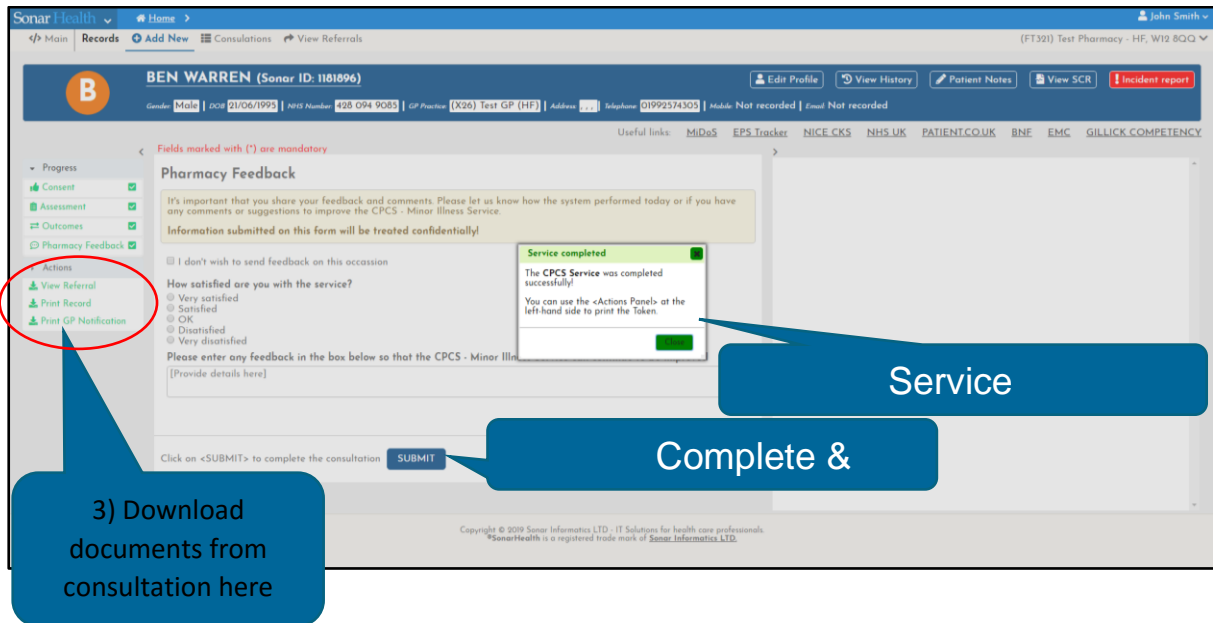


To check if the consultation was submitted successfully, select VIEW REFERRALS, and click on the label COMPLETED. The patient should be marked as COMPLETED.



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.

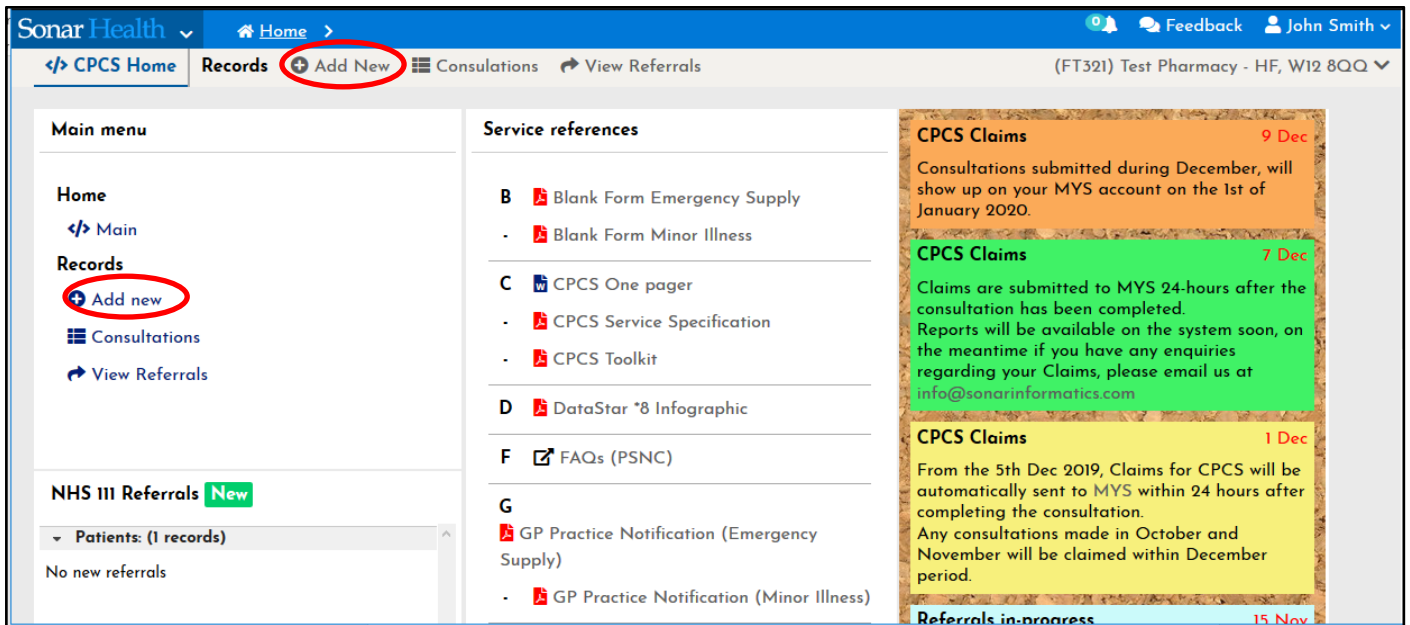


8. Adding a manual referral

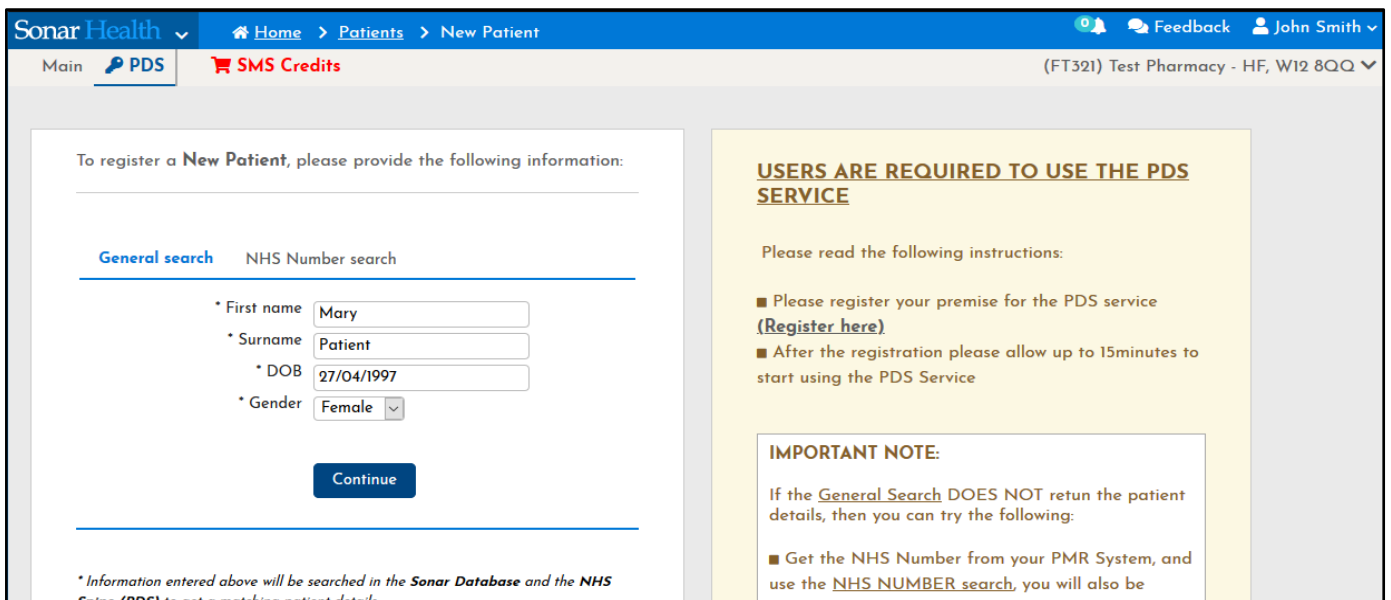
When an iTK message fails to send the referral from 111 to Sonar system, the referral needs to be entered manually. To do that, select ADD NEW on the top menu or left-hand side menu on the main screen of CPCS service and add the referral's information from the 111-referral file received via email.

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.

First Name Mary Test Surname E.S. Patient Middle name(s) <i>Not recorded</i>	Bachelor Name <i>Not recorded</i> Birth Name <i>Not recorded</i> Maiden Name <i>Not recorded</i> Other Previous Name <i>Not recorded</i>
--	---

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*

General Practice **X26-Test GP (HF)**

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.

MARY TEST E.S. PATIENT (Sonar ID: 1173868)

Edit Profile
View History
Patient Notes
View SCR
Incident report

Gender: Female | DOB: 27/04/1997 | NHS Number: 601 622 4197 | GP Practice: (X26) Test GP (HF) | Address: 24 Shenley Road, London, SE5 8NN | Telephone: 02076870397 | Mobile: 07960460173 | Email: Not recorded

Useful links: [MiDoS](#) | [EPS Tracker](#) | [NICE CKS](#) | [NHS UK](#) | [PATIENT.CO.UK](#) | [BNF](#) | [EMC](#) | [GILLICK COMPETENCY](#)

Fields marked with (*) are mandatory

Service Name **NHS 111 Report - Manual Referral**

* Date & Time

* Referred from

* Case Reference

* Case ID

* Encounter Disposition

* Upload NHS 111 Report Please upload the pdf file received from NHS 111 (click on browse)
 No file selected.

Click on <SUBMIT> to confirm details SUBMIT

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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-D20FB3A1234 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

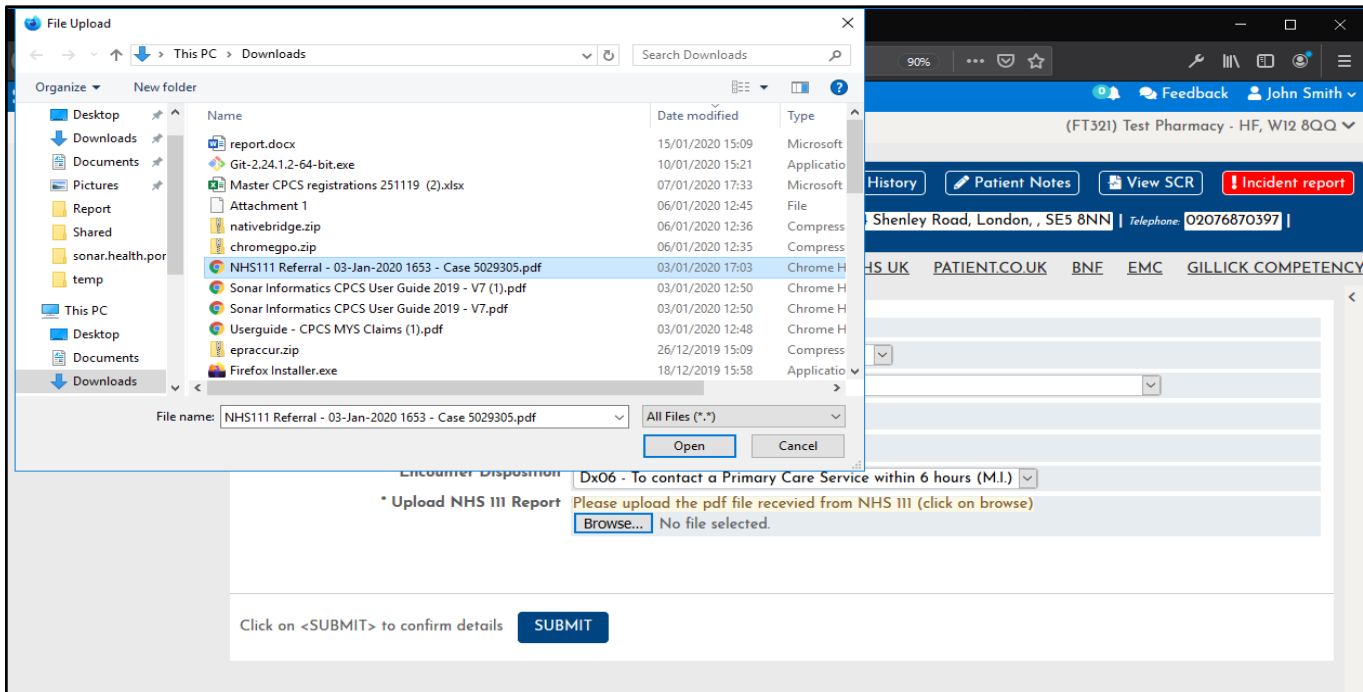
Case Reference: 02B08232-1234-426E-81DA-D20FB3A1234B

Case ID: 1234567

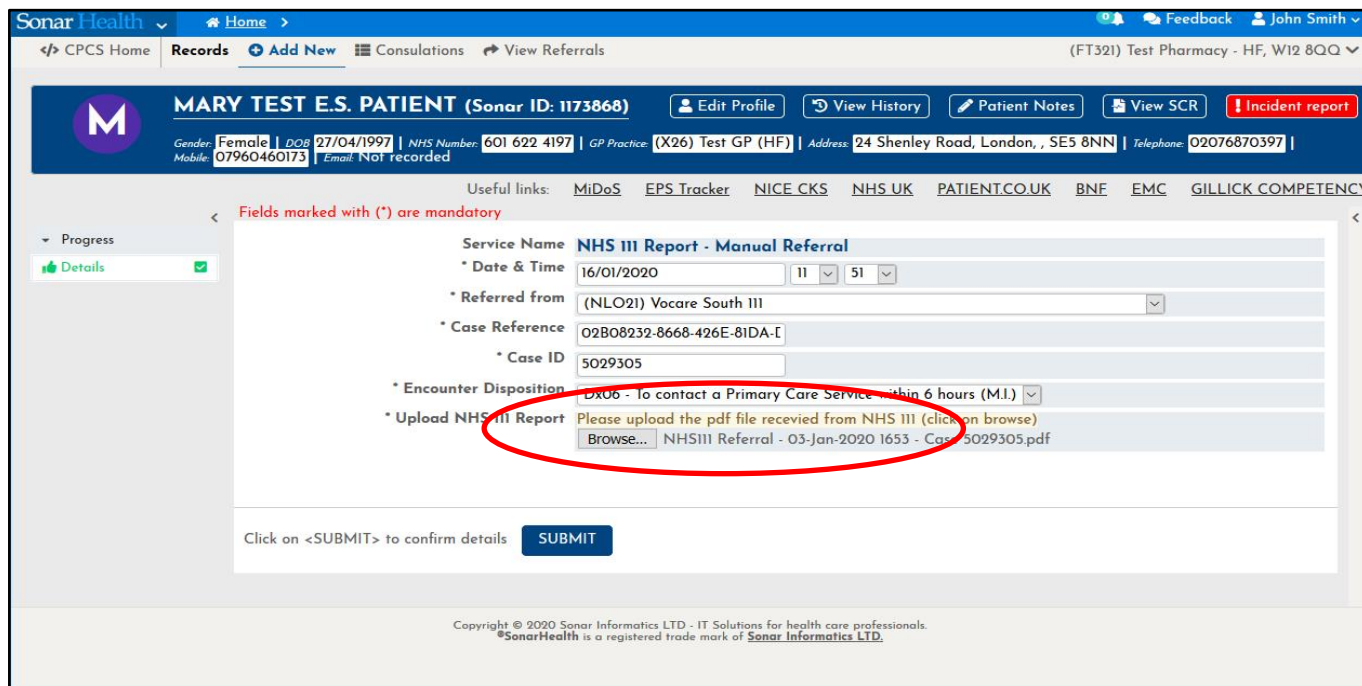
Dx Code (Encounter Disposition): To contact a Primary Care Service within 6 hours

8.3 Attaching the document sent from 111

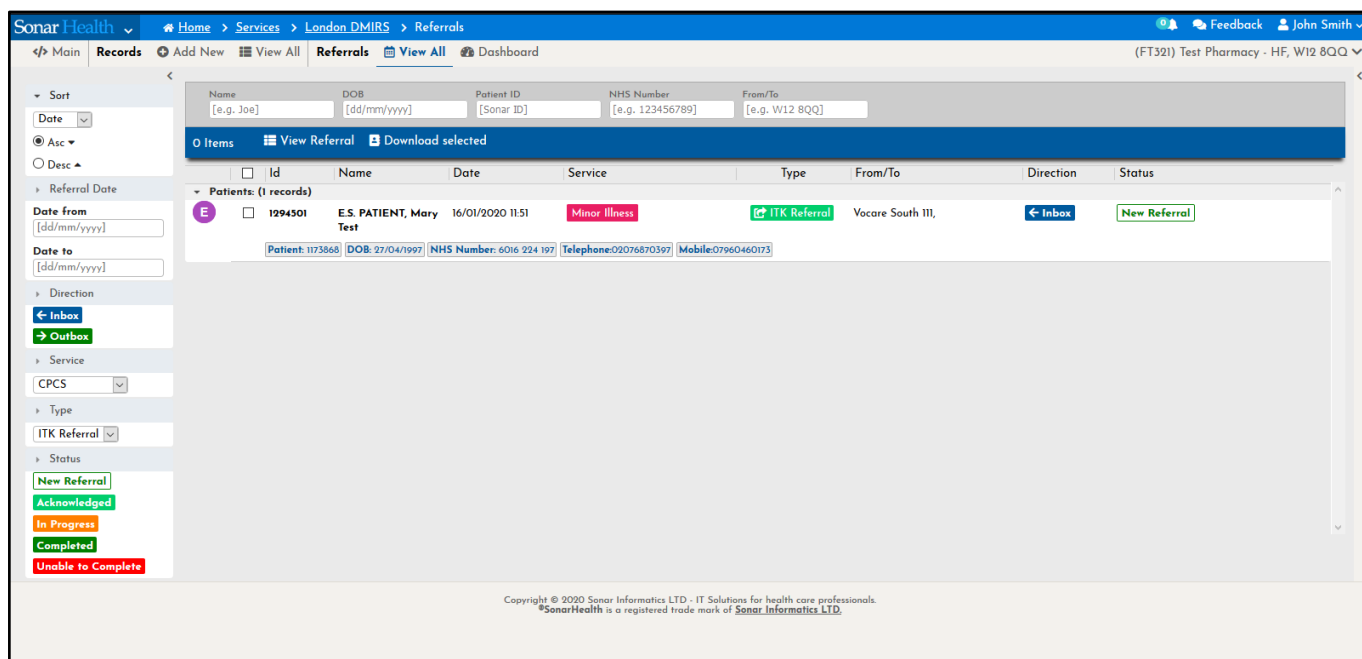
Attach the NHS 111 pdf file (file received by email) where it reads "UPLOAD NHS 111 REPORT".



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



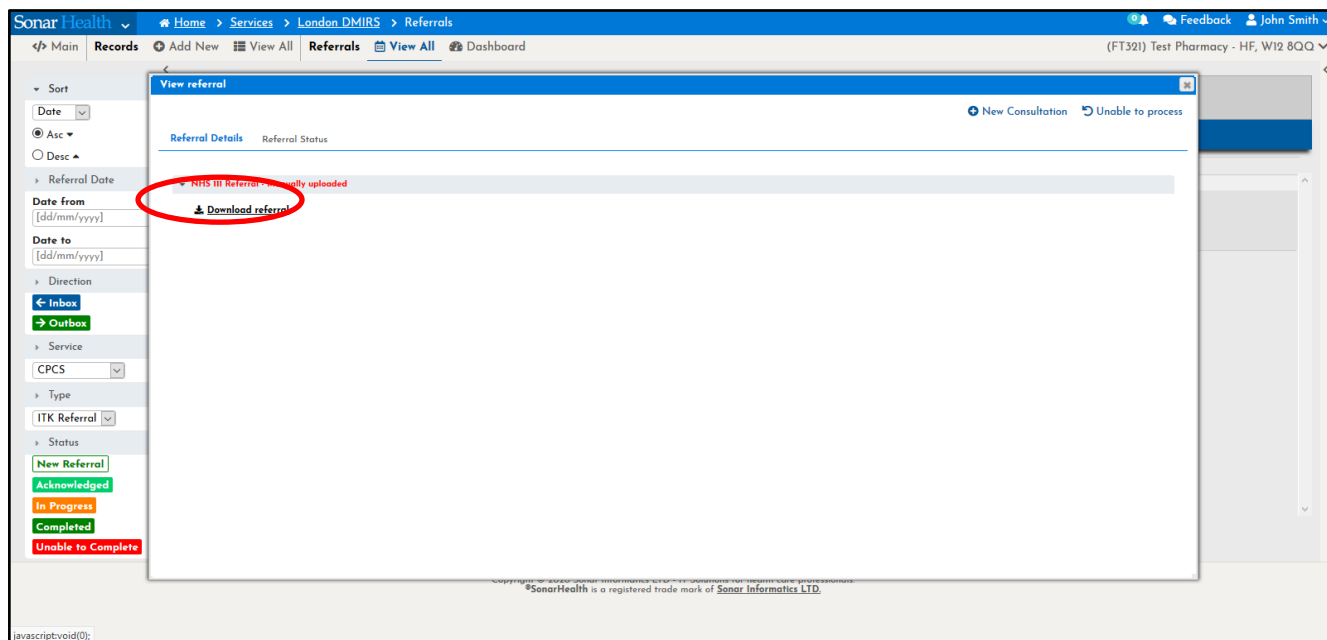
When the submission of data has been successful, the referral will be displayed as **NEW** on the main page of CPCS service.



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.

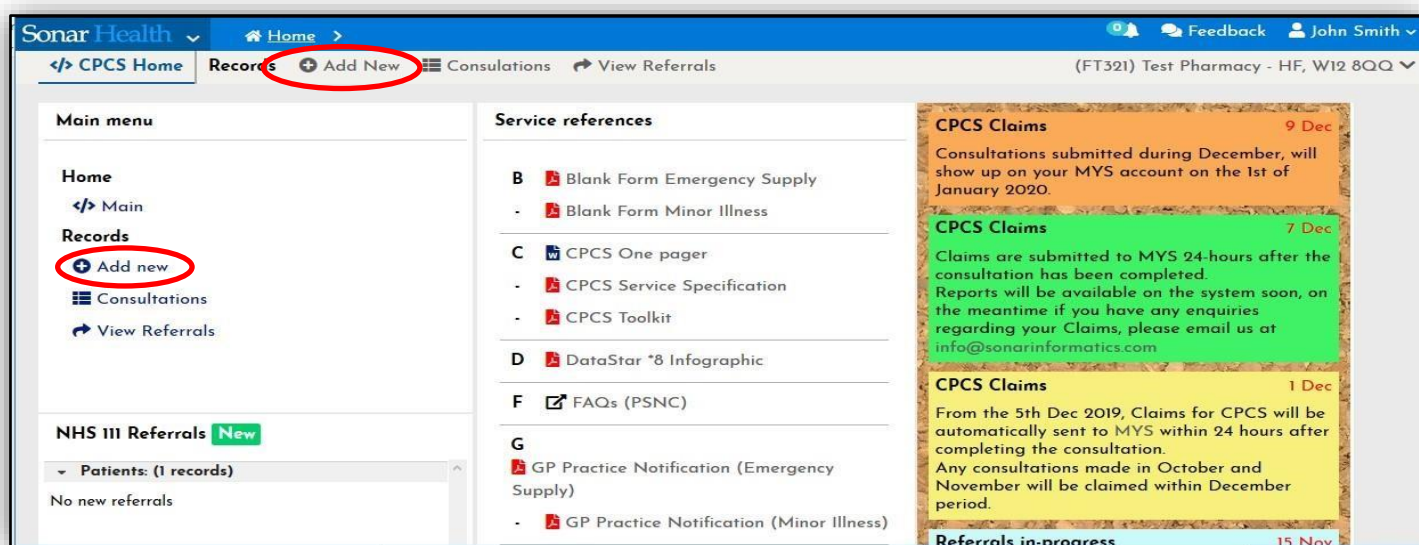


9. How to add a referral that has NOT been received by iTK message (Adding a manual referral)

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.

Sonar Health | Home > Patients > New Patient | Feedback | John Smith

Main | PDS | SMS Credits | (FT321) Test Pharmacy - HF, W12 8QQ

To register a **New Patient**, please provide the following information:

General search | NHS Number search

* First name
* Surname
* DOB
* Gender

Continue

** Information entered above will be searched in the Sonar Database and the NHS Spine (PDS) to get a matching patient details.*

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

IMPORTANT NOTE:

If the [General Search](#) DOES NOT return 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.

Batchelor Name *Not recorded*

Birth Name *Not recorded*

Maiden Name *Not recorded*

Other Previous Name *Not recorded*

First Name **Mary Test**

Surname **E.S. Patient**

Middle name(s) *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*

General Practice **X26-Test GP (HF)**

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.

The screenshot shows a web application interface for a patient named MARY TEST E.S. PATIENT (Sonar ID: 1173868). The patient's details are displayed at the top, including gender (Female), date of birth (27/04/1997), NHS number (601 622 4197), GP practice (X26 Test GP (HF)), address (24 Shenley Road, London, SE5 8NN), and telephone number (02076870397). A navigation bar includes links for Edit Profile, View History, Patient Notes, View SCR, and Incident report. Below the patient details, there are useful links for MiDoS, EPS Tracker, NICE CKS, NHS.UK, PATIENT.CO.UK, BNE, EMC, and GILLICK COMPETENCY. The main form area is titled 'NHS 111 Report - Manual Referral' and contains several mandatory fields marked with an asterisk (*):

- Service Name:** NHS 111 Report - Manual Referral
- Date & Time:** 16/01/2020, 11:51
- Referred from:** ---Select---
- Case Reference:** [Empty text box]
- Case ID:** [Empty text box]
- Encounter Disposition:** ---Select---
- Upload NHS 111 Report:** Please upload the pdf file received from NHS 111 (click on browse). [Browse... No file selected.]

At the bottom of the form, there is a 'SUBMIT' button and a note: 'Click on <SUBMIT> to confirm details'. The footer of the page contains copyright information: 'Copyright © 2020 Sonar Informatics LTD - IT Solutions for health care professionals. SonarHealth is a registered trade mark of Sonar Informatics LTD.'

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

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

<i>Encounter Type</i>	NHS111 Encounter
<i>Encounter Time</i>	03-Jan-2020, 16:53 to 03-Jan-2020, 17:01
<i>Case Reference</i>	02B08232-1234-426E-81DA-D20FB3A1234 B
<i>Case ID</i>	1234567
<i>Encounter Disposition</i>	To contact a Primary Care Service within 6 hours
<i>Care Setting Location</i>	Incident Location
	<i>Visit Address</i>
<i>Care Setting Address</i>	
<i>Care Setting Type</i>	
<i>Responsible Party</i>	Dr Jim Heptinstall - Medical Director, Vocare South 111

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

Referred From: **Vocare South 111**

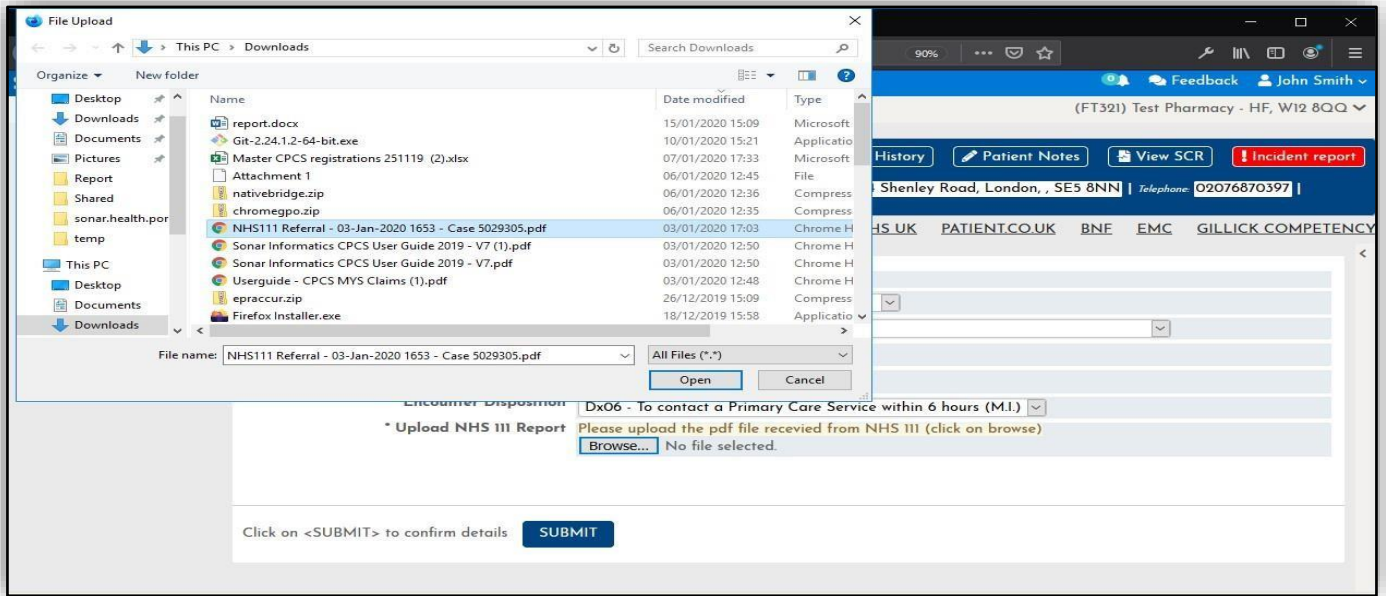
Case Reference: **02B08232-1234-426E-81DA-D20FB3A1234B**

Case ID: **1234567**

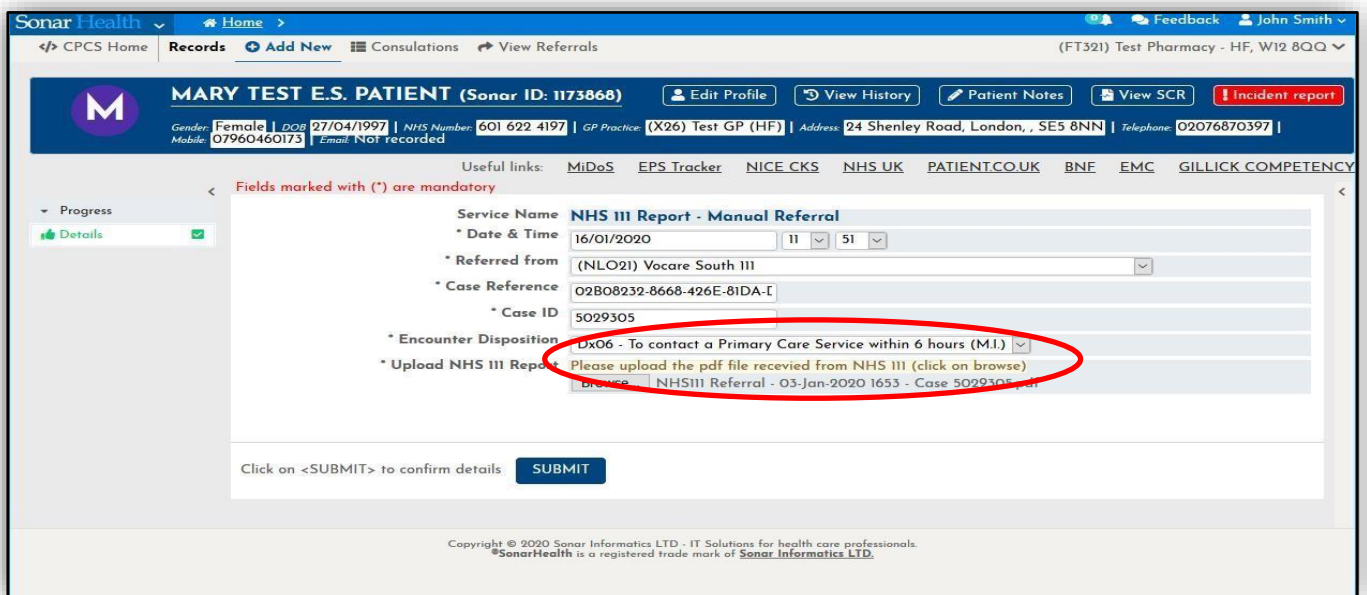
Dx Code (Encounter Disposition): **To contact a Primary Care Service within 6 hours**

9.3 Attaching the document sent from 111

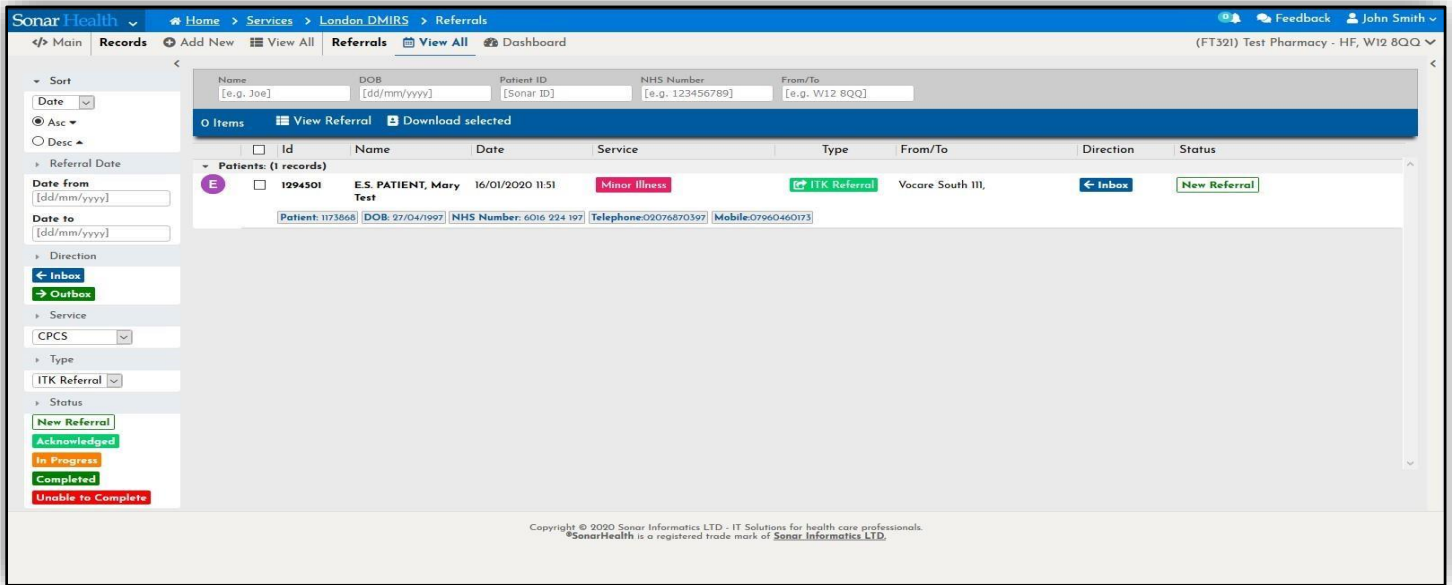
Attach the NHS 111 pdf file (file received by email) where it reads "UPLOAD NHS 111 REPORT".



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



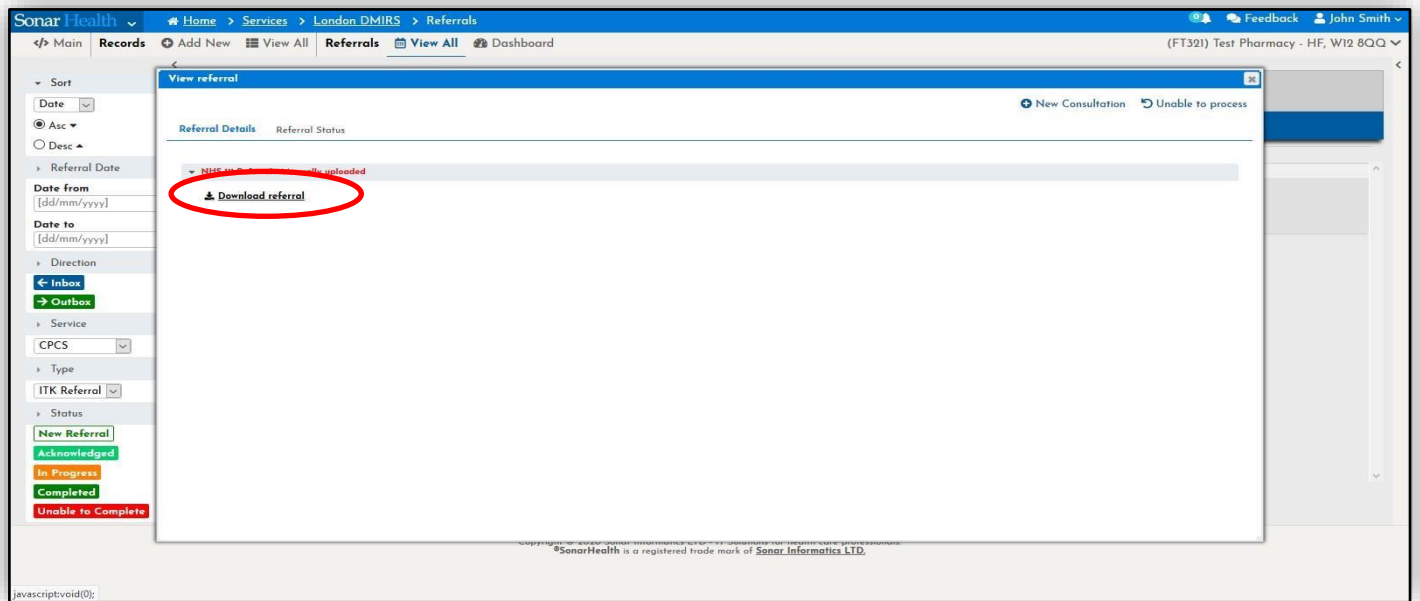
When the submission of data has been successful, the referral will be displayed as **NEW** on the main page of CPCS service.



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.

The screenshot shows the Sonar Health Referrals interface. The main table lists referrals with columns for Id, Name, Date, Service, Type, From/To, Direction, and Status. The 'From/To' column for the first three referrals is circled in red, showing 'NHS Digital (Online)'. The interface also includes a search bar, filters, and a sidebar with navigation options.

Id	Name	Date	Service	Type	From/To	Direction	Status
1296970	DX80 LAST, Dx80 first	22/01/2020 14:44	Emergency supply	ITK Referral	NHS Digital (Online)	Inbox	New Referral
1296978	DX86 LAST, Dx86 first	22/01/2020 15:01	Emergency supply	ITK Referral	NHS Digital (Online)	Inbox	New Referral
1296979	XXTESTPATIENT TAAE, Donotuse	22/01/2020 15:02	Emergency supply	ITK Referral	NHS Digital (Online)	Inbox	New Referral
1299102	DX80 LAST, Dx80 first	29/01/2020 01:27	Emergency supply	ITK Referral	NHS Digital (Online)	Inbox	New Referral

Type 1: Self-Referral

When patient had contacted NHS 111 by themselves.

This close-up shows a self-referral record for patient 1296979. The 'NHS Number' field is circled in red, indicating it is a self-referral. The record includes patient details, service type, and referral status.

1296979	XXTESTPATIENT TAAE, Donotuse	22/01/2020 15:02	Emergency supply	ITK Referral	NHS Digital (Online)	Inbox	New Referral
Patient: 1309829	DOB: 30/06/1948	NHS Number: 9990 500 045	Telephone: 07770728206	Case Ref No: 111-ONLINE-40D76			

Type 2: Third-Party

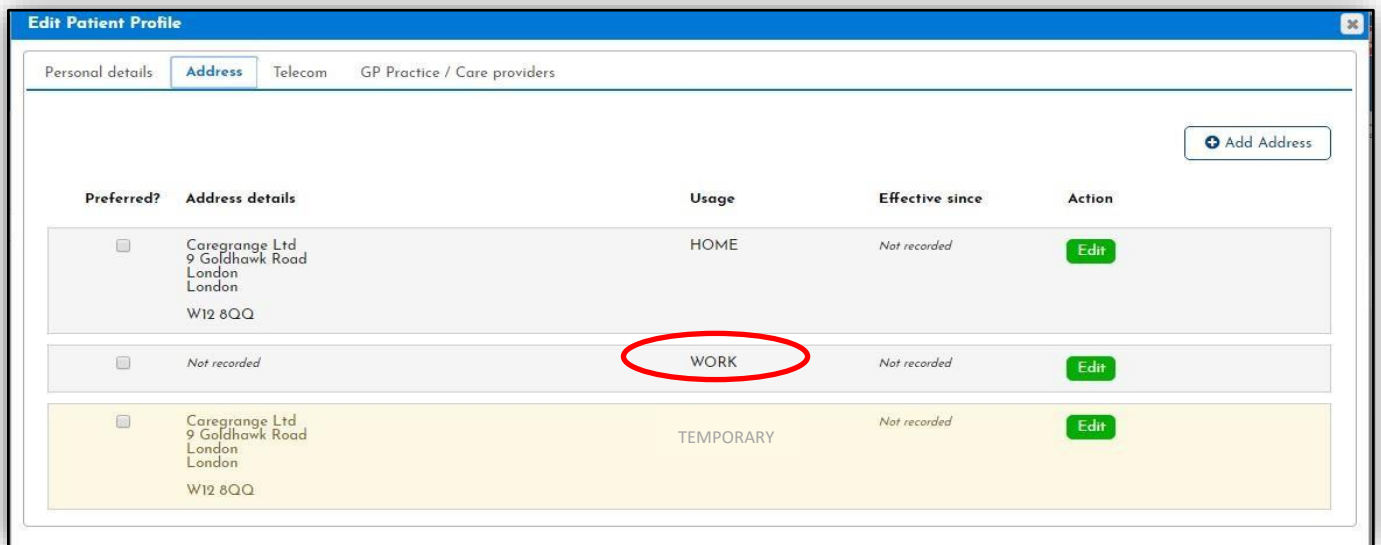
When someone had contacted NHS 111 on behalf of the patient. E.g. parents or carers.

This close-up shows a third-party referral record for patient 1299102. The 'Relative' field is circled in red, indicating it is a third-party referral. The record includes patient details, service type, and referral status.

1299102	DX80 LAST, Dx80 first	29/01/2020 01:27	Emergency supply	ITK Referral	NHS Digital (Online)	Inbox	New Referral
Patient: 1311978	DOB: 01/01/1971	NHS Number: [Redacted]	Relative: Test Carer Test Carer (Not Specified)	Telephone: 07770728206	Case Ref No: 111-ONLINE-2D4A7		

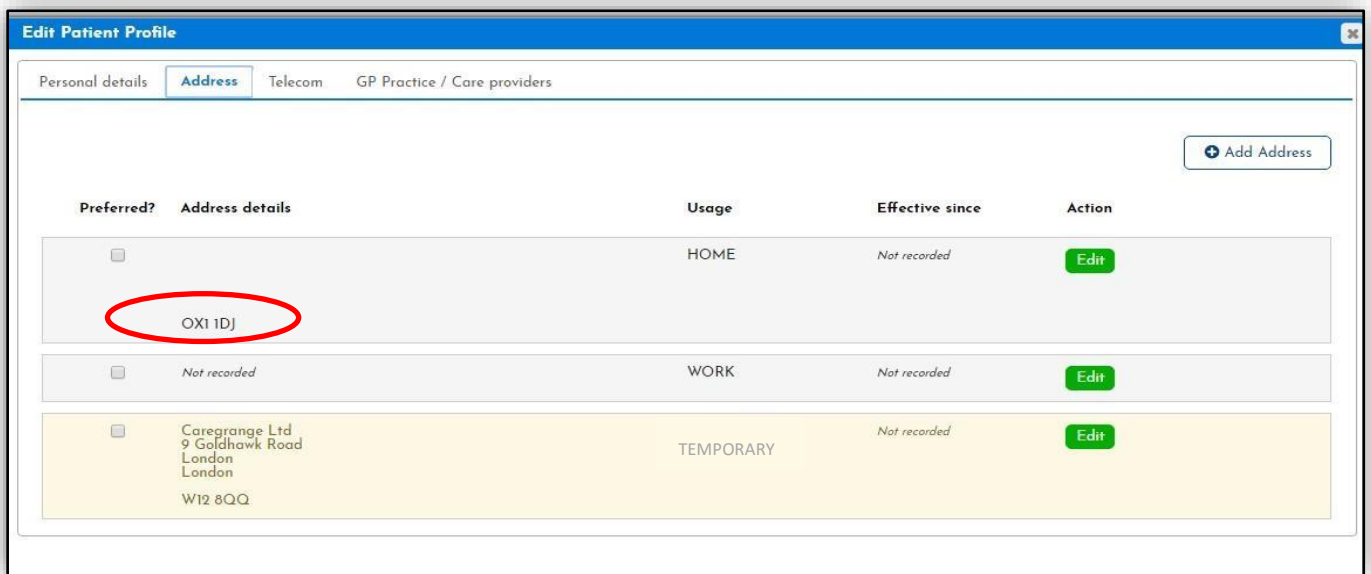
10.1 Location of the patient: Away from home

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.

1296979 XXTESTPATIENT 22/01/2020 15:02 Emergency supply ITK Referral NHS Digital (Online), Inboxes New Referral
Patient: 1309829 DOB: 30/06/1948 NHS Number: 9990 500 045 Telephone: 07770728206 Case Ref No: 111-ONLINE-40D76

1296978 DX86 LAST, 22/01/2020 15:01 Emergency supply ITK Referral NHS Digital (Online), Inboxes New Referral
Patient: 1309828 DOB: 01/01/1948 NHS Number: --- Case Ref No: 111-ONLINE-9F8FB

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.

Sonar Health Home > Services > CPCS (FT321) Test Pharmacy - HF, W12 8QQ

Main menu: Home, Main, Records, Add new, Consultations, View Referrals

NHS 111 Referrals (New): Patients: (1 records), No new referrals

Service references:

- B Blank Form Emergency Supply
- Blank Form Minor Illness
- C CPCS One pager
- CPCS Service Specification
- CPCS Toolkit
- D DataStar 78 Infographic
- F FAQs (PSNC)
- G GP Practice Notification (Emergency Supply)
- GP Practice Notification (Minor Illness)
- I Implementation checklist (Appendix B)
- Incident Form
- K Key contact details (Annex C)
- L Latin Abbreviations (Prescription directions)
- M MYS Claims - User guide
- P Patient Flow Diagram
- S Sample SOP (PSNC)
- U User guide

CPCS Claims: Consultations submitted during December, will show up on your MYS account on the 1st of January 2020. 9 Dec

CPCS Claims: 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. 7 Dec

CPCS Claims: From the 5th Dec 2019, Claims for CPCS will be automatically sent to MYS 24 hours after completing the consultation. Any consultations made in October and November will be claimed within December period. 1 Dec

Referrals in-progress: Pharmacies that provide CPCS are reminded to check for any referrals that have not been closed. 15 Nov

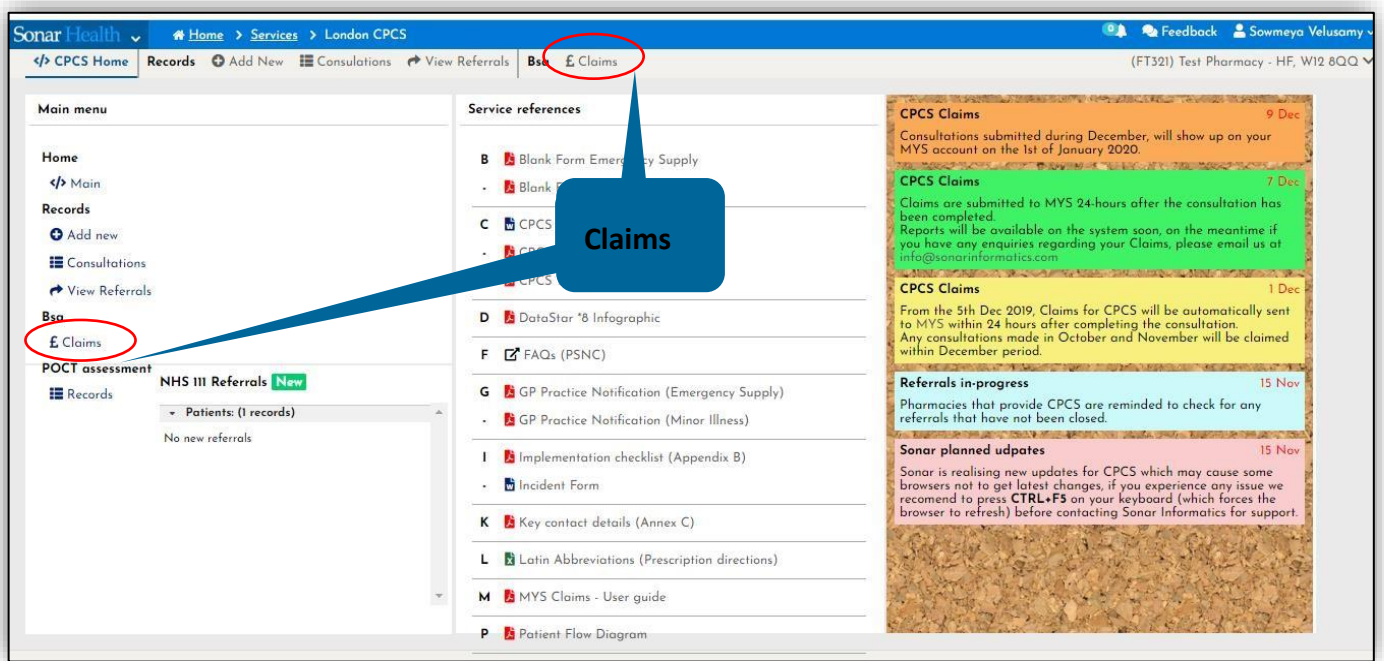
Sonar planned update: Sonar is realising new updates for CPCS which may cause some browsers not to get latest changes. We recommend you press CTRL+F5 on your keyboard (which forces the browser to refresh) before contacting Sonar for support. 15 Nov

MYS Claims User Guide

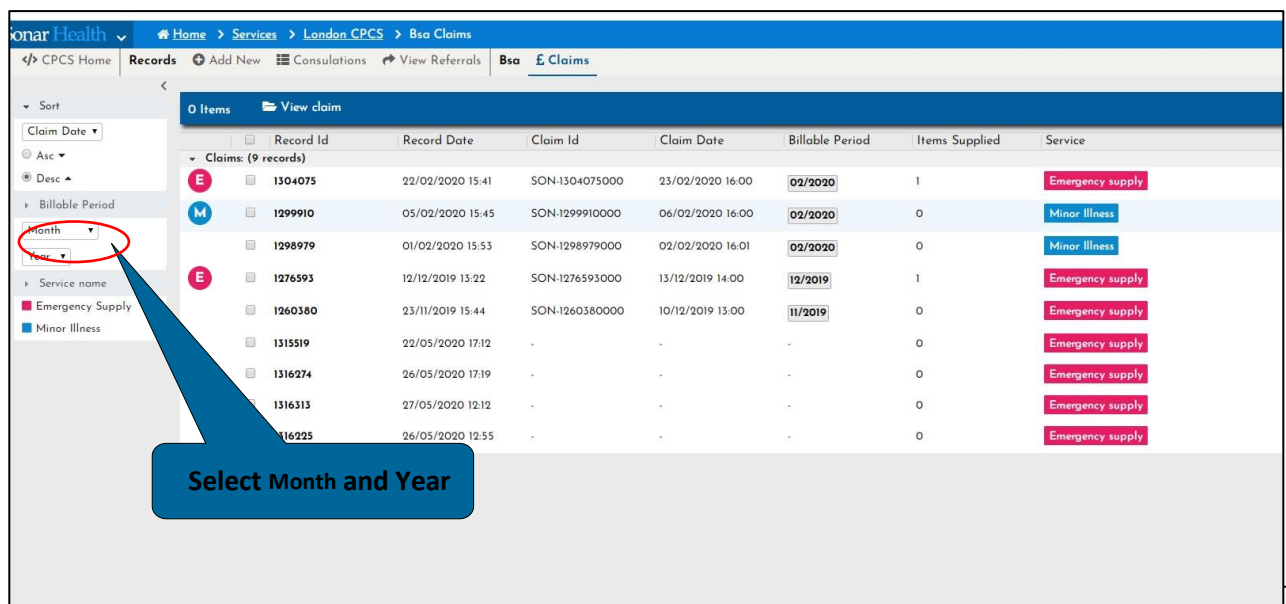
Updated notes regarding the Service

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.

The screenshot shows the Sonar Health interface with the following data in the 'Claims' table:

Record Id	Record Date	Claim Id	Claim Date	Billable Period	Items Supplied	Service
1304075	22/02/2020 15:41	SON-1304075000	23/02/2020 16:00	02/2020	1	Emergency supply
1299910	05/02/2020 15:45	SON-1299910000	06/02/2020 16:00	02/2020	0	Minor illness
1298979	01/02/2020 15:53	SON-1298979000	02/02/2020 16:01	02/2020	0	Minor illness

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

The screenshot shows the Sonar Health interface with a larger list of claims. A red circle highlights the 'View claim' button in the top right of the table area. A blue callout box with the text 'View an individual claim' points to this button.

The 'Claims' table contains the following data:

Record Id	Record Date	Claim Id	Claim Date	Billable Period	Items Supplied	Service
1304075	22/02/2020 15:41	SON-1304075000	23/02/2020 16:00	02/2020	1	Emergency supply
1299910	05/02/2020 15:45	SON-1299910000	06/02/2020 16:00	02/2020	0	Minor illness
1298979	01/02/2020 15:53	SON-1298979000	02/02/2020 16:01	02/2020	0	Minor illness
1276593	13/12/2019 13:22	SON-1276593000	13/12/2019 14:00	12/2019	1	Emergency supply
1260380	23/10/2019 13:00	SON-1260380000	10/12/2019 13:00	11/2019	0	Emergency supply
1315519	-	-	-	-	0	Emergency supply
1316274	-	-	-	-	0	Emergency supply
1316313	-	-	-	-	0	Emergency supply
1316225	26/05/2020 12:55	-	-	-	0	Emergency supply

View Claim details and Medicines Supplied

The screenshot shows the Sonar Health interface for viewing claim details. A table lists several claims with columns for Record Id, Record Date, Claim Id, Claim Date, Billable Period, Items Supplied, and Service. A modal window titled 'Bsa Claim details' is open over the first claim (Record Id: 1304075). The details include:

- Service: NHS Urgent Medicines Supply
- Claim Id: SON-1304075000
- Billable Period: 02/2020
- Patient: Barker William
- NHS number: 410 083 2788
- Medication supplied: Naproxen 500mg tablets (A A H Pharmaceuticals Ltd) 28 tablet 2 x 14 tablets
- Qty: 14 tablet(s)

A red circle highlights the 'Medication supplied' field in the modal, and a blue callout box labeled 'Medicines Supplied' points to it.

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.

The screenshot shows the Sonar Health interface for the CPCS Home page. The 'Add New' button is circled in red. The page includes a main menu, service references, and a section for CPCS Claims with several notices.

Service references:

- B Blank Form Emergency Supply
- Blank Form Minor Illness
- C CPCS One pager
- CPCS Service Specification
- CPCS Toolkit
- D DataStar *8 Infographic
- F FAQs (PSNC)
- G GP Practice Notification (Emergency Supply)
- GP Practice Notification (Minor Illness)

CPCS Claims Notices:

- 9 Dec: Consultations submitted during December, will show up on your MYS account on the 1st of January 2020.
- 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
- 1 Dec: From the 5th Dec 2019, Claims for CPCS will be automatically sent to MYS within 24 hours after completing the consultation. Any consultations made in October and November will be claimed within December period.

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

Sonar Health Home > Patients > New Patient Feedback John Smith

Main **PDS** **SMS Credits** (FT321) Test Pharmacy - HF, W12 8QQ

To register a **New Patient**, please provide the following information:

General search NHS Number search

* First name
 * Surname
 * DOB
 * Gender

Continue

* Information entered above will be searched in the **Sonar Database** and the **NHS Spline (PDS)** to get a matching patient details.

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

IMPORTANT NOTE:

If the **General Search** DOES NOT return 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	Bachelor Name <i>Not recorded</i>
Surname E.S. Patient	Birth Name <i>Not recorded</i>
Middle name(s) <i>Not recorded</i>	Maiden Name <i>Not recorded</i>
	Other Previous Name <i>Not recorded</i>

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*

General Practice **X26-Test GP (HF)**

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.

TEST PATIENTFIVE (Sonar ID: 1610885)

Gender: Female | DOB: 01/01/1900 | NHS Number: Not recorded | GP Practice: (X26a) Test GP (HF) | Address: Caregrange Ltd, 9 Goldhawk Road, W12 8QQ | Telephone: Not recorded | Mobile: Not recorded | Email: Not recorded

Useful links: MiDoS | EPS Tracker | NICE CKS | NHS UK | PATIENT.CO.UK | BNF | EMC | GILLICK COMPETENCE

Fields marked with (*) are mandatory

Service Name: CPCS Manual Referral (NHS III or GP)

Date & Time: 30/10/2020 14:48

Source of referral: GP

Referred from GP: (X26a) Test GP (HF), W12 8QQ
(X26a) Test GP (HF)
9 Goldhawk Road, London W12 8QQ

Reference Number: (If known)

Encounter Disposition: Dx06 - To contact a Primary Care Service within 6 hours (M.I.)

Additional details: [E.g. Conditions, Symptoms, etc]

Upload Attachment (If present): If an attachment has been received, Please upload it (click on browse)
Choose file | No file chosen

Click on <SUBMIT> to confirm details

SUBMIT

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

sonarhealth.org/v3/patients/referrals

Home > Tools > Referrals

Test Pharmacy - HF (W12 8Q)

Sort: Date (Asc)

Referral Date: [Date range]

Direction: Inbox, Outbox

Service: CPCS

Type: ITK Referral

Status: New Referral, Acknowledged, In Progress, Completed, Unable to Complete

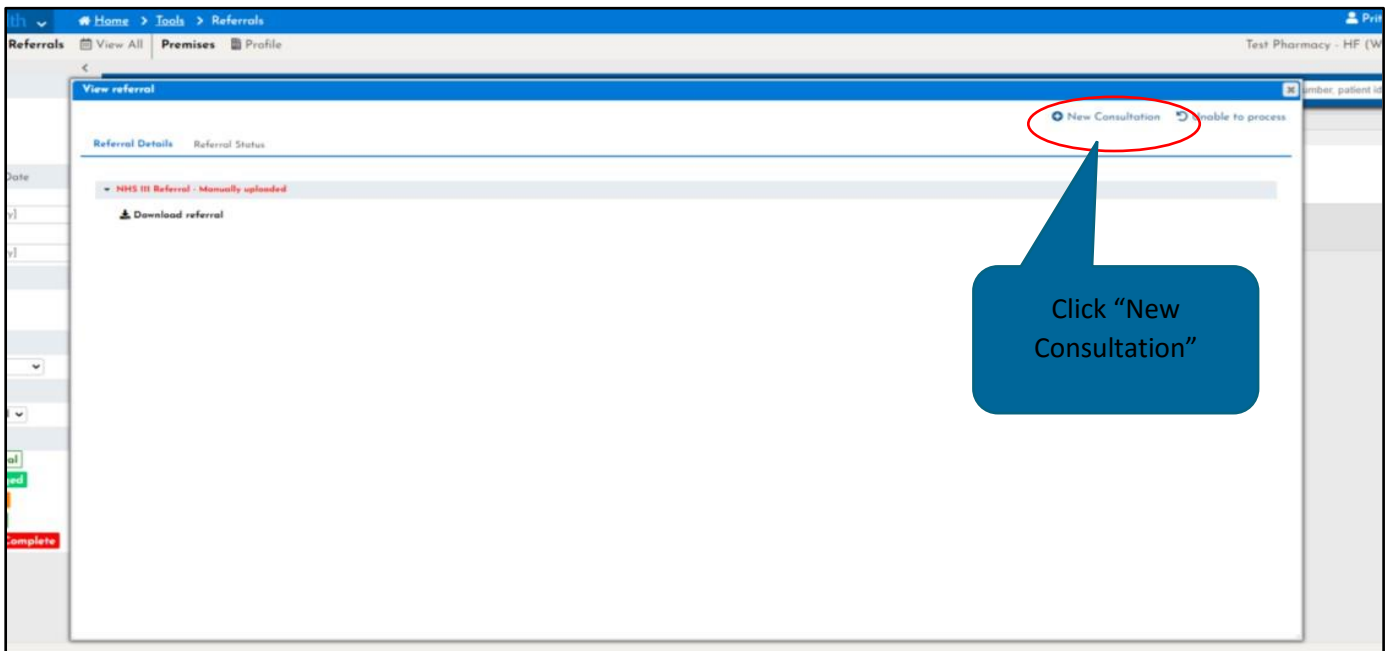
ID	Name	Date	Service	Type	From/To	Direction	Status
1331610	EMERGENCY 2 Sample	30/10/2020 20:30	Emergency supply	ITK Referral	NHS III Online (YDDF4)	Inbox	New Referral
13309936	PATIENTFIVE, Test	30/10/2020 14:48	Emergency supply	ITK Referral	Test GP (HF) (X26a), W12 8QQ	Inbox	New Referral

1) Tick the small square box next to the Record ID

Click “View Referral”

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”

Sonar Health | Home | Records | Add New | Consultations | View Referrals | Bsa | E. Claims | Test Pharmacy - HF (W12 8QQ) | Pristal Thind

TEST PATIENTFIVE (Sonar ID: 1610885) | Edit Profile | Patient Notes | View SCR | Incident report

Gender: Female | DOB: 01/01/1900 | NHS Number: Not recorded | GP Practice: [X26a] Test GP (HF) | Address: Caregrange Ltd, 9 Goldhawk Road., W12 8QQ | Telephone: Not recorded | Mobile: Not recorded | Email: Not recorded

Useful links: MiDoS | EPS Tracker | NICE CKS | NHS UK | PATIENT.CO.UK | BNF | EMC | GILLICK COMPETENCY

Fields marked with (*) are mandatory

Consent for service delivery (CPCS - Minor Illness)

The pharmacist to read following statement to patient:
***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

* Consent given? Yes

* Is the patient accompanied? No

Patient's signature (optional)

Click on <SUBMIT> to confirm details **SUBMIT**

Click "Submit"

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 *SonarHealth is a registered trade mark of Sonar Informatics LTD.

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 ID: 1610885) | Edit Profile | Patient Notes | View SCR | Incident report

Gender: Female | DOB: 01/01/1900 | NHS Number: Not recorded | GP Practice: [X26a] Test GP (HF) | Address: Caregrange Ltd, 9 Goldhawk Road., W12 8QQ | Telephone: Not recorded | Mobile: Not recorded | Email: Not recorded

Useful links: MiDoS | EPS Tracker | NICE CKS | NHS UK | PATIENT.CO.UK | BNF | EMC | GILLICK COMPETENCY

Fields marked with (*) are mandatory

Service Name: Minor Illness

* Date & Time: 30/10/2020 15:03

* Contact Method: Face to face

* Symptoms: Fever

* How long had symptoms?: 24 - 72 hours

* Presenting Complaint: Vomiting

* Allergies: [No Allergies declared (Tick if no allergies declared)]

Existing medical conditions: [No Allergies declared (Tick if no allergies declared)]

Actions taken to date: [Describe action taken by patient or carer]

Medication been taken: [e.g. Paracetamol 500mg tablets]

* Have any red flags been identified?: 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.

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.

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 that patient still has to collect their medication

Allergies: This should indicate why the patient is requesting an emergency supply. If no allergies declared, please tick the box **No allergies declared**.

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”

TEST PATIENTFIVE (Sonar ID: 1610885)

Gender: Female | DOB: 01/01/1900 | NHS Number: Not recorded | GP Practice: (X26a) Test GP (HF) | Address: Caregrange Ltd, 9 Goldhawk Road, W12 8QQ | Telephone: Not recorded | Mobile: Not recorded | Email: Not recorded

Useful links: MiDaS | EPS Tracker | NICE CKS | NHS.UK | PATIENT.CO.UK | BNF | EMC | GILICK COMPETENCY

Fields marked with (*) are mandatory

Condition	Advice provided	Actions
Vomiting	Advice only	...

Advice given: [Advice given details]

Clinical narrative: [Results of any examination, tests and relevant notes including any actions as a consequence of checking the SCR or other resource.]

* Is Sign-posting/Escalation required?
 Yes No

* Advice/Support provided
 How to best manage their condition *
 Advice on action to take if symptoms get worse *
 Printed leaflets supplied
 Patient referred to electronic information resource
 Managing future minor illnesses (It is not always necessary to call NHS 111)
[Describe other advice/support provided]

* Is GP Notification Required?
 Yes No

Notes/Comments to GP: Good

Time taken to complete consultation
Patient facing time: (minutes)
Non-patient facing time: (minutes)

Click on <SUBMIT> to confirm details

SUBMIT

Click “Submit”

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

TEST PATIENTFIVE (Sonar ID: 1610885)

Gender: Female | DOB: 01/01/1900 | NHS Number: Not recorded | GP Practice: (X26a) Test GP (HF) | Address: Caregrange Ltd, 9 Goldhawk Road, W12 8QQ | Telephone: Not recorded | Mobile: Not recorded | Email: Not recorded

Useful links: MiDaS | EPS Tracker | NICE CKS | NHS.UK | PATIENT.CO.UK | BNF | EMC | GILICK COMPETENCY

Fields marked with (*) are mandatory

Pharmacy Feedback

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 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 occasion

How satisfied are you with the service?
 Very satisfied
 Satisfied
 OK
 Dissatisfied
 Very dissatisfied

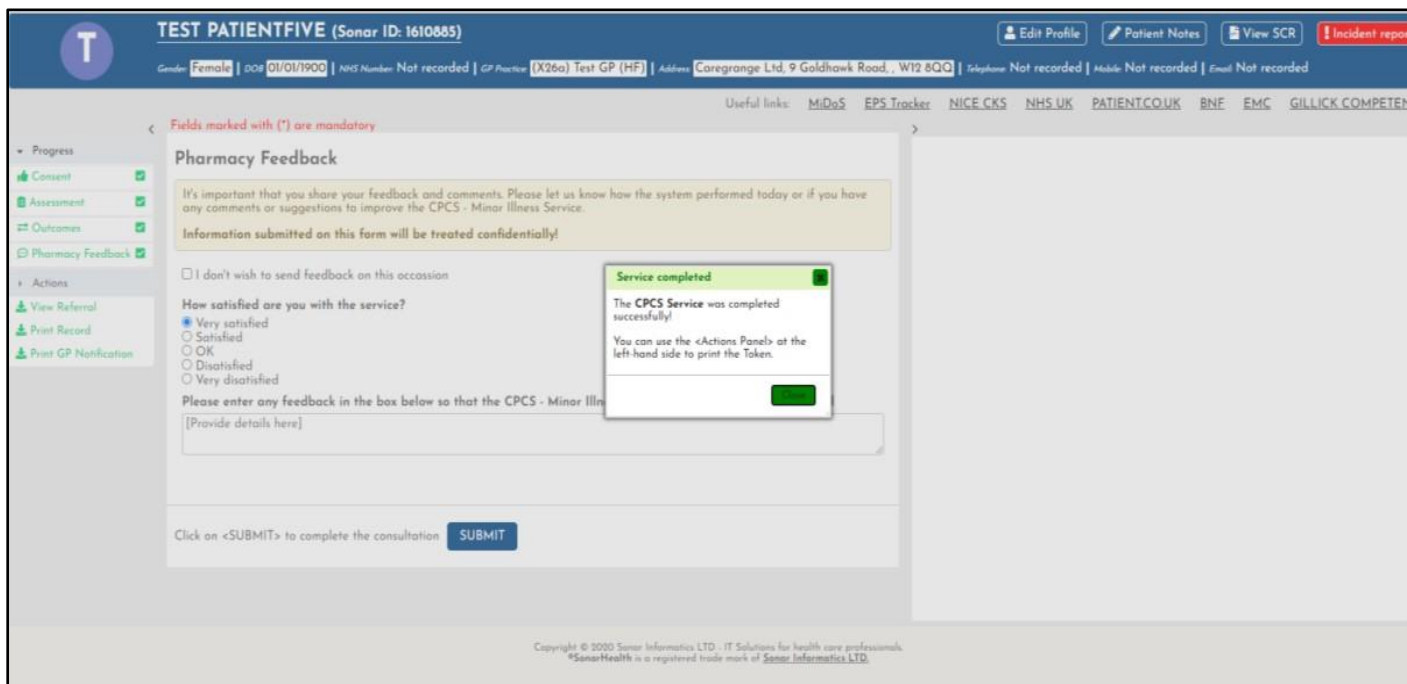
Please enter any feedback in the box below so that the CPCS - Minor Illness Service can continue to be improved
[Provide details here]

Click on <SUBMIT> to complete the consultation

SUBMIT

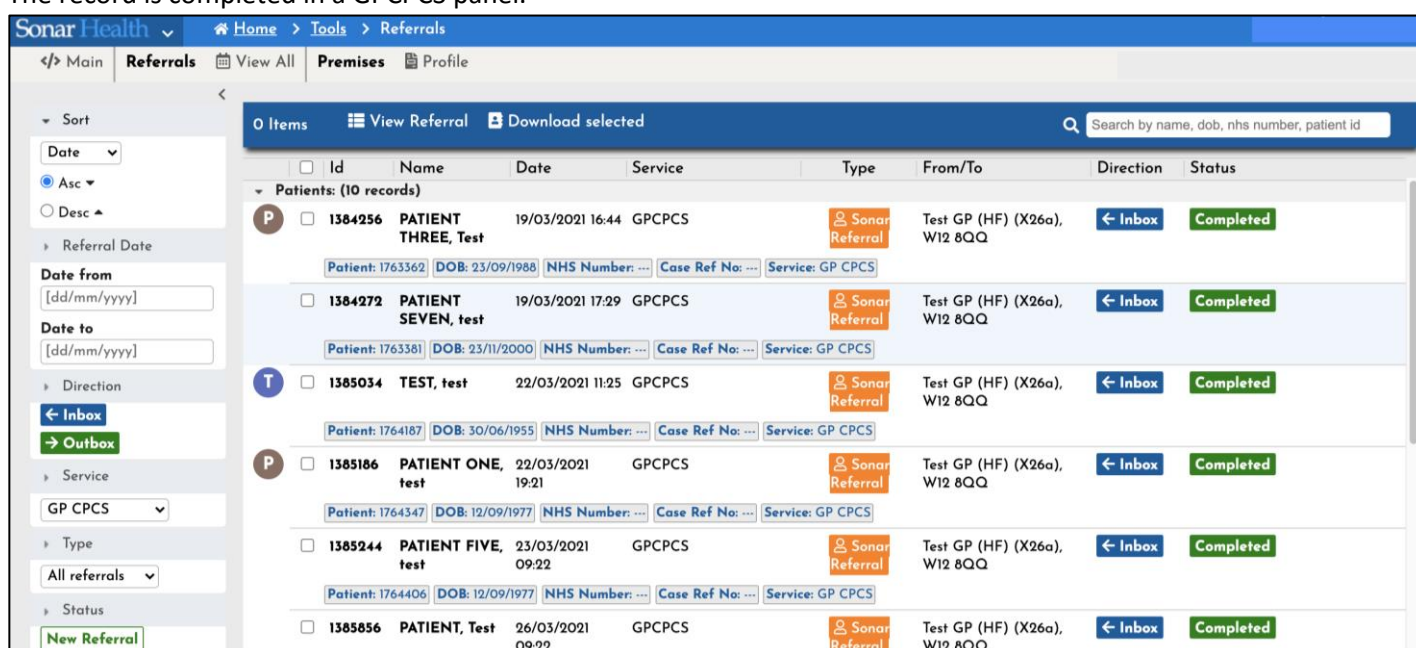
Click “Submit”

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

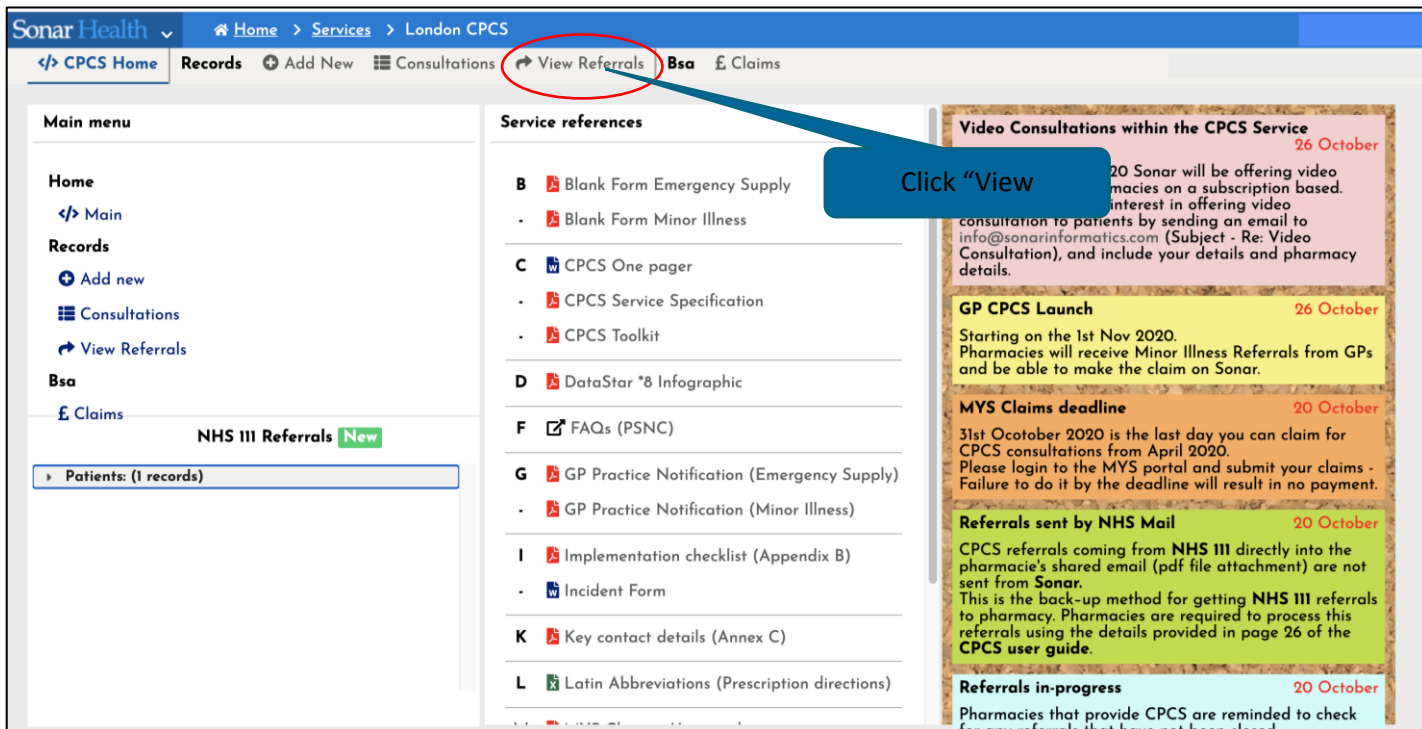
The record is completed in a GPCPCS panel.



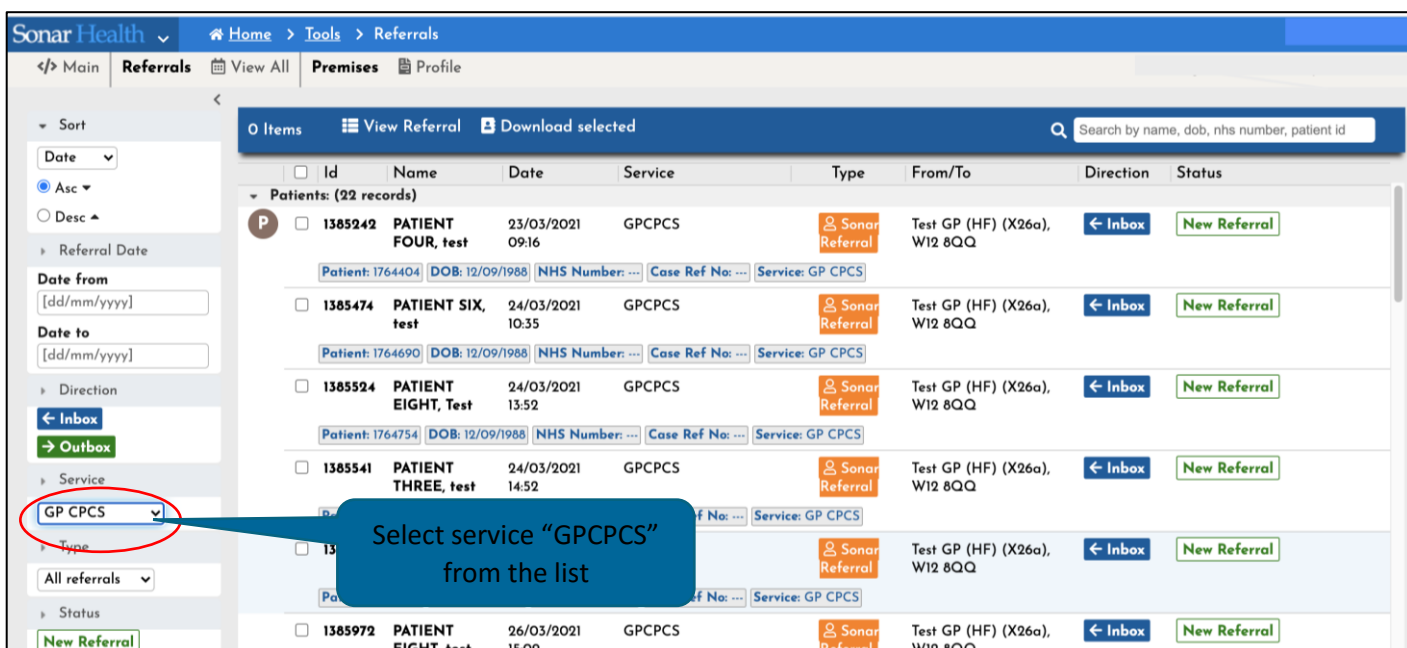
12.4 GPCPCS – New Referral from GP

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 will 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 as '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).