



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.

SONAR INFORMATICS CPCS

User Guide 2019/20 Version 1.2

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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 (pages 22-26) – updated by Andrea Rech, reviewed by Pritpal Thind
1.2	20/03/2020	Review and update 111 online, payments and claims, FAQs (pages 27-33), definition of an incident (page 30) – updated by Andrea Rech, reviewed by Pritpal Thind

Sonar Informatics CPCS User Guide 2019/20 – Table of Contents

Document control	1
Version History	1
USER GUIDE IMPORTANT UPDATES	4
Requesting Access & Logging into Sonar	4
The Website	4
Registering for an account.....	4
How to Login to Sonar	5
Getting the confirmation code for NEW accounts	5
Access your CPCS Service	7
Selecting the Service.....	7
Creating a New Consultation using the referral list	8
Patient Details.....	8
Editing Patient Profile	9
Location of the patient: Away from home.....	9
Location of the patient: Patient is at home	10
Starting a New Consultation.....	10
If a consultation is IN PROGRESS	12
What is an INCIDENT?	12
If there is an INCIDENT	12
Starting a NEW CONSULTATION – EMERGENCY SUPPLY	13
Filling the NEW CONSULTATION	13
Checking EPS and SCR.....	14
Adding the supply.....	15
Pharmacy Feedback.....	17
Starting a NEW CONSULTATION – MINOR ILLNESS.....	18
Filling the NEW CONSULTATION	19
Pharmacy Feedback.....	21
How to add a referral that has NOT been received by iTK message (Adding a manual referral)	22
Adding Patient’s details.....	22
Manual CPCS referral form	24
Attaching the document sent from 111	25
Submitting a new consultation form manual entry to the Sonar System	26
NHS 111 Online Referral.....	27
Type 1: Self-Referral.....	27
Type 2: Third-Party.....	27
Location of the patient: Away from home.....	28

Location of the patient: Patient is at home	28
Printing Documents.....	29
Payments & Claims.....	29
CPCS FAQs	30
How do I contact Sonar?.....	30
How do I gain or update my Sonar account details?.....	30
What if I or another pharmacist has lost our Sonar account details?	30
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 store assess?	30
How do I know if the pharmacy has a referral?	31
How do I contact the patient?	31
What do the different status headings mean?	32
How do I delete a consultation?	32
How do I use the test patients?	32
What is pharmacy feedback?	32
What's next after I print the token?	33
Do I get paid for consultations that I can't complete?	33
What do I do if I didn't supply a medication, do I still get paid?	33
How much and when will I get paid for consultations?	33

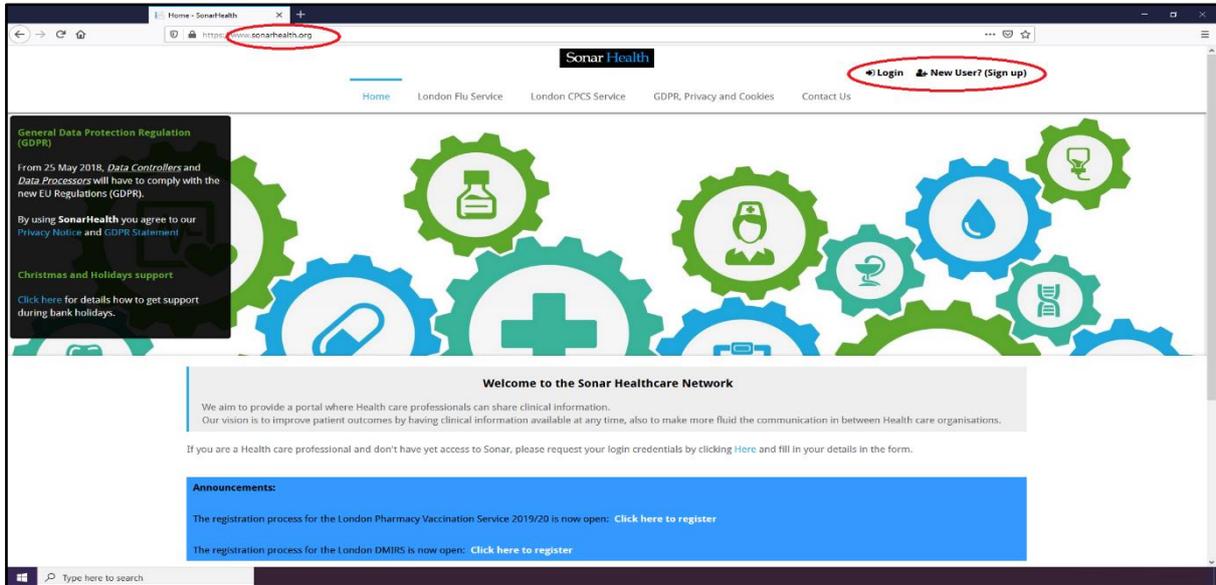
USER GUIDE IMPORTANT UPDATES

Please be aware of the last update on the user guide: 20.03.2020

Requesting Access & Logging into Sonar

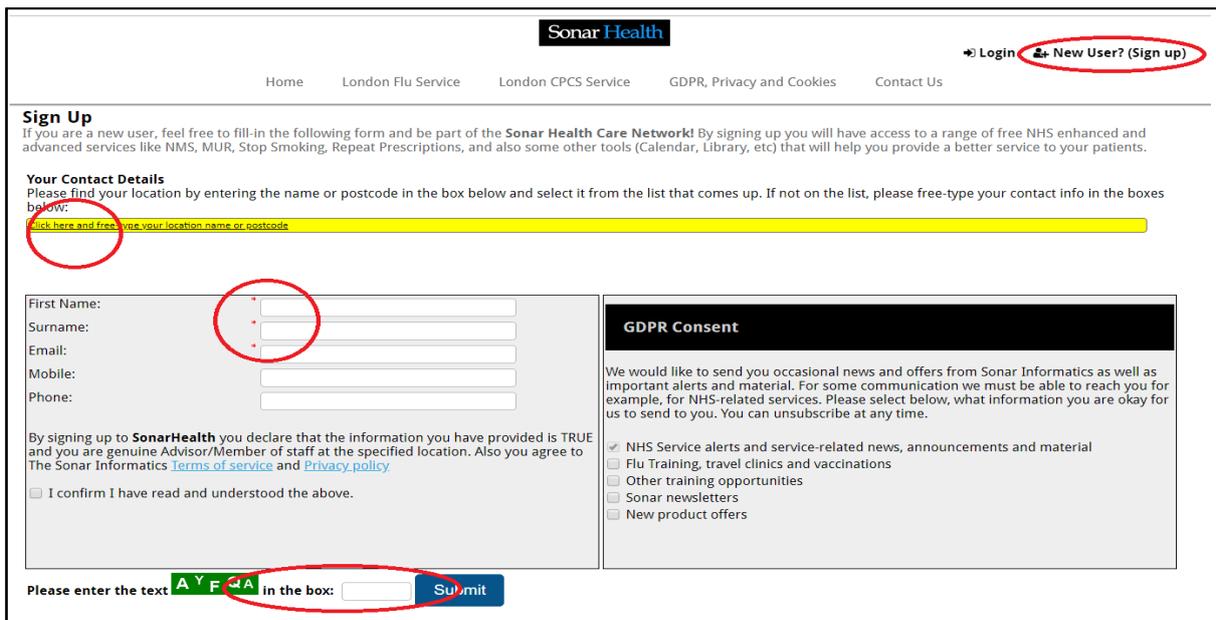
The Website

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.



Registering for an account

You can request an account by filling in the 'New User? (Sign Up)' form below. This is a manual 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.



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

[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](#)

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.

 **Your Account was Activated** [Hide](#) 

- Please provide your password and PIN, and then click on Login

User name

Password

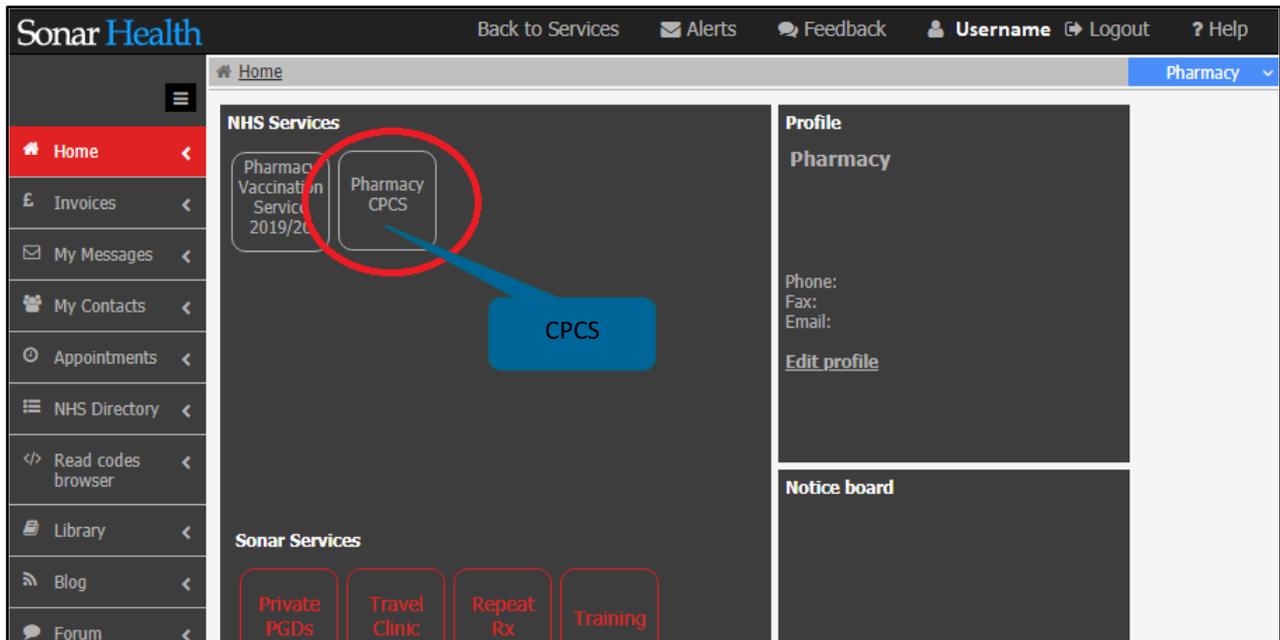
Login Method

Please provide the following digits of your PIN Number

5th 3rd 4th

Access your CPCS Service

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

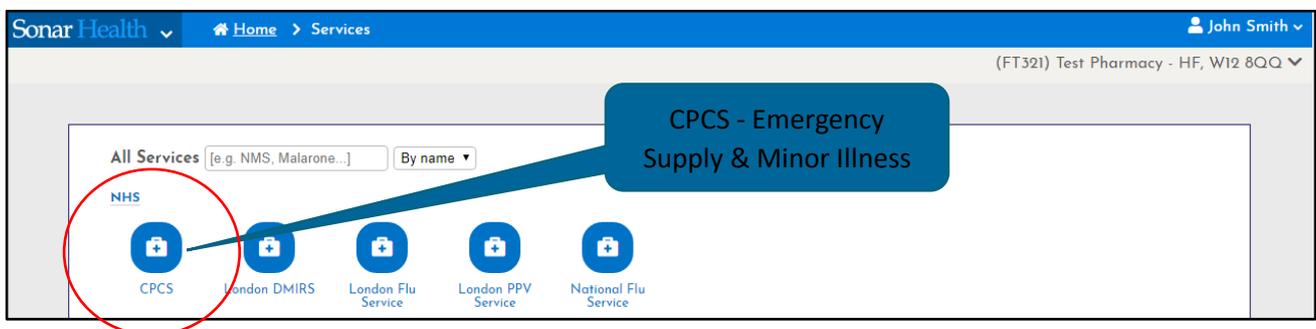


Selecting the Service

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.



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".

The screenshot shows the Sonar Health CPCS main page. The 'View Referrals' link in the top navigation bar is circled in red. A blue callout bubble points to it with the text 'View Referrals here'. Another blue callout bubble points to the 'Add new' link in the 'Records' section with the text 'New Referrals here'. A red circle highlights the 'NHS III Referrals' section, which shows 'No new referrals'. A blue callout bubble points to the 'User guide' link in the 'Service references' list with the text 'CPCS User Guide'. On the right side, a corkboard-style 'CPCS Noticeboard' contains several notices, with a blue callout bubble pointing to it with the text 'CPCS Noticeboard'.

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

The screenshot shows the 'View Referrals' page in the Sonar Health CPCS system. The 'View Referrals' link in the top navigation bar is circled in red. A blue callout bubble points to it with the text 'View All Referrals'. The 'View Referrals' link in the 'Main menu' is also circled in red.

Patient Details

At the bottom of the referral, you will be able to find the primary and most important information about the patient.

The patient details summary bar includes the following information: ID 1299239, DX80 LAST, Dx80 first, date 29/01/2020, time 14:29, status Emergency supply, ITK Referral icon, NHS Digital (Online), Inbox icon, Acknowledged status, Patient: 1312119, DOB: 01/01/1971, NHS Number: ---, Relative: Test Carer Test Carer (Not Specified), Telephone: 07770728206, Case Ref No: 111-ONLINE-834F6.

To access more in depth patient information, go to the main page of the CPCS, click "CONSULTATIONS", tick the square box next to the ID of the patient and then click "VIEW RECORD".

Sonar Health > Home > Services > CPCS > Records

Main | Records | Add New | **Consultations** | View Referrals

Sort: Service Date (Asc/Desc), Date to [dd/mm/yyyy], Record Status (In-progress)

1 Items | **View record** | Delete record

	Record Id	Name	Service Name	Service Date	Record Status
L	1309216	LISTER, Horton	Emergency supply	15/03/2020 20:01	●
W	1291339	WARREN, Ben	Emergency supply	15/03/2020 19:48	●
D	1309214	DX85 LAST, Dx85 first	Emergency supply	15/03/2020 19:40	●

As well as the consultation progress, you will be able to access all patient details clicking on “EDIT PROFILE” on to top right-hand site do the screen.

DX85 FIRST DX85 LAST (Sonar ID: 1312117) | **Edit Profile** | View History

Gender: Male | DOB: 01/01/1971 | NHS Number: Not recorded | GP Practice: Not recorded | Address: | Telephone: 07770728206 | Mobile: Not recorded | Email: Not recorded

Useful links: MiDoS | EPS Tracker | NICE CKS | NHS UK

Fields marked with (*) are mandatory

* Consultation outcome

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

Editing Patient Profile

You may serve a patient that are not on their home address or have insufficient information added.

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.

Edit Patient Profile

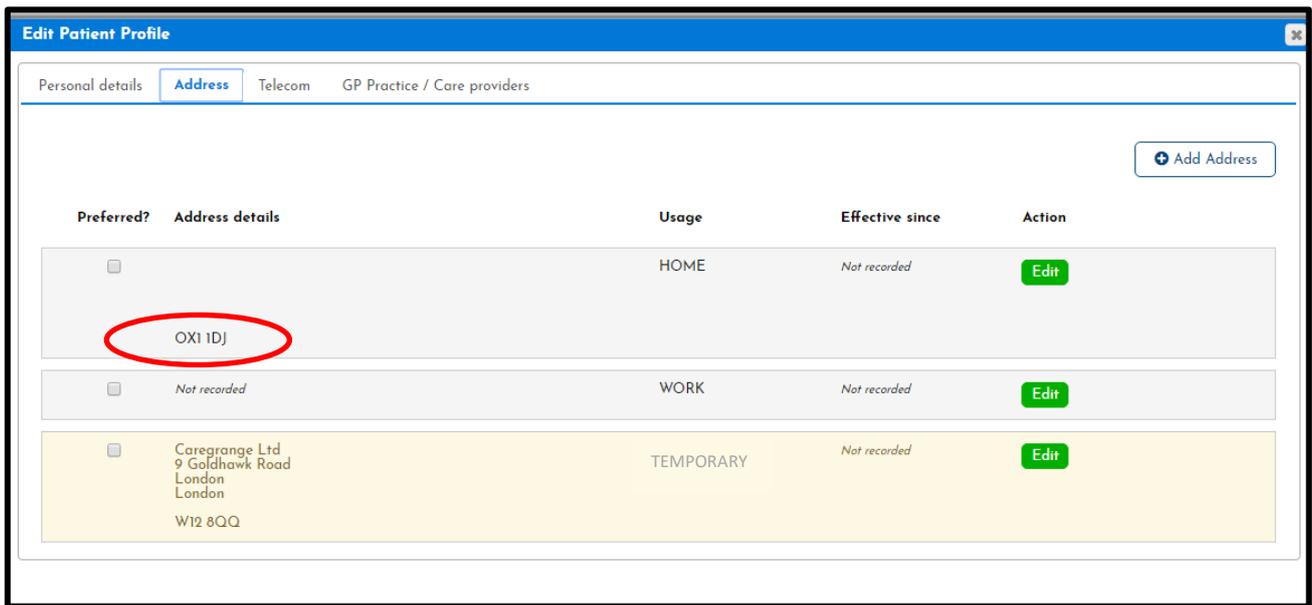
Personal details | **Address** | Telecom | GP Practice / Care providers

+ Add Address

Preferred?	Address details	Usage	Effective since	Action
<input type="checkbox"/>	Caregrange Ltd 9 Goldhawk Road London London W12 8QQ	HOME	Not recorded	Edit
<input type="checkbox"/>	Not recorded	WORK	Not recorded	Edit
<input type="checkbox"/>	Caregrange Ltd 9 Goldhawk Road London London W12 8QQ	TEMPORARY	Not recorded	Edit

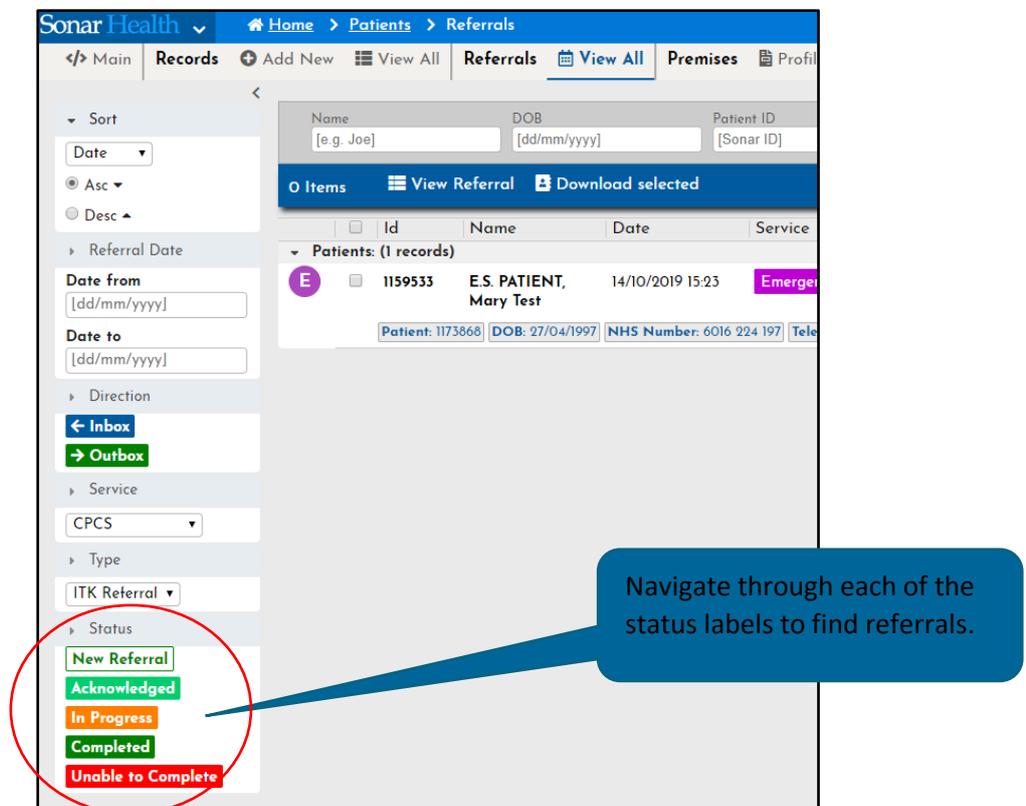
Location of the patient: Patient is at home

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.



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.

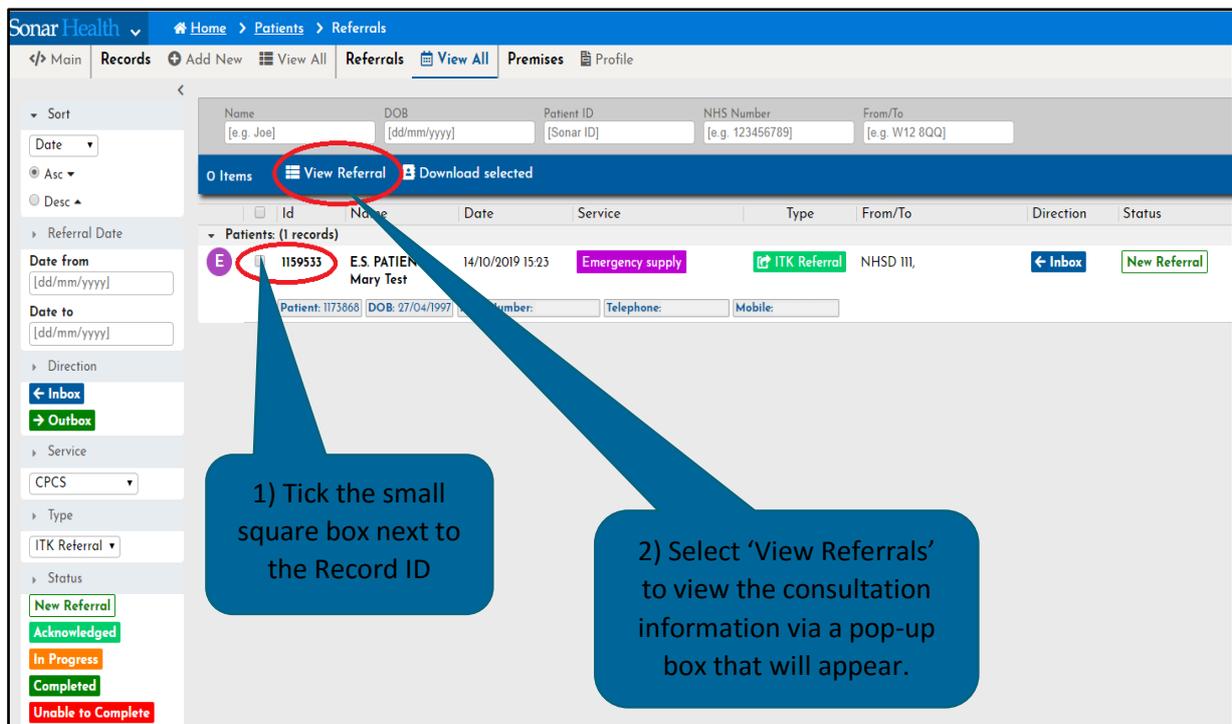


Status Explanations:

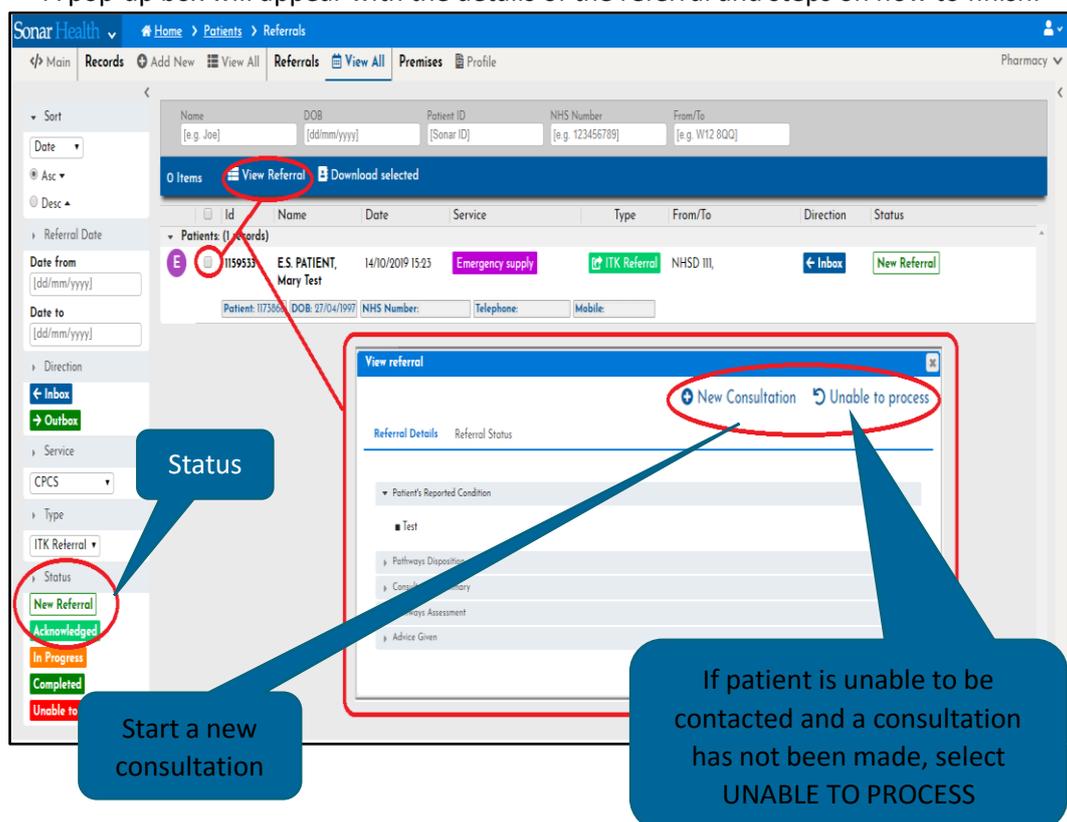
- **New Referral** – This is a new referral that has come into the pharmacy. It's pending to be looked at.

- **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).

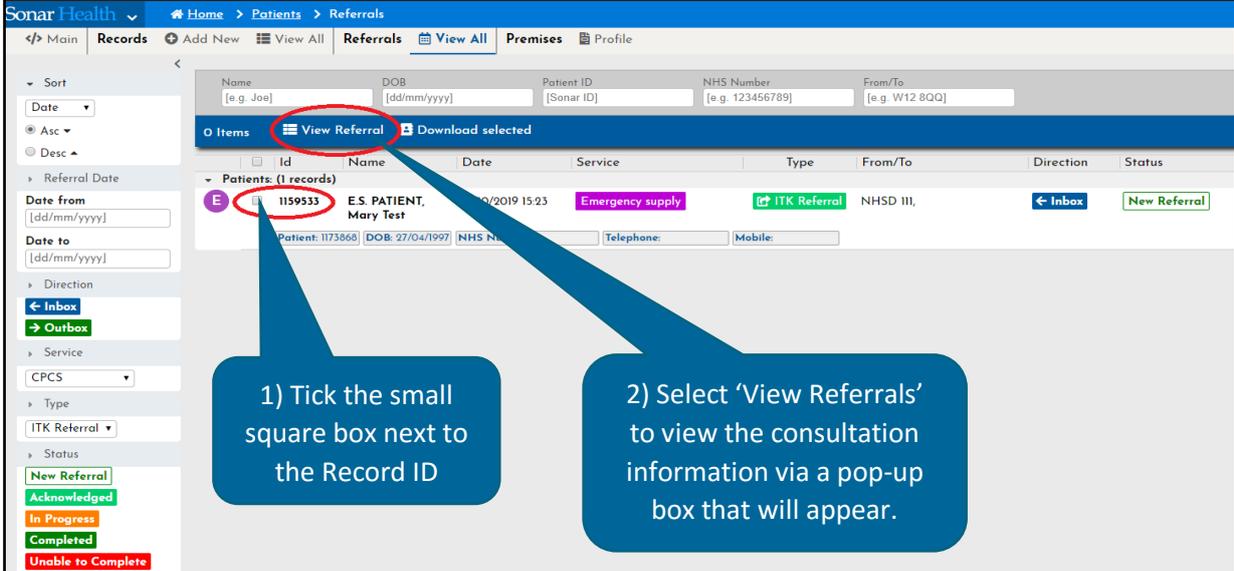


A pop-up box will appear with the details of the referral and steps on how to finish.



If a consultation is IN PROGRESS

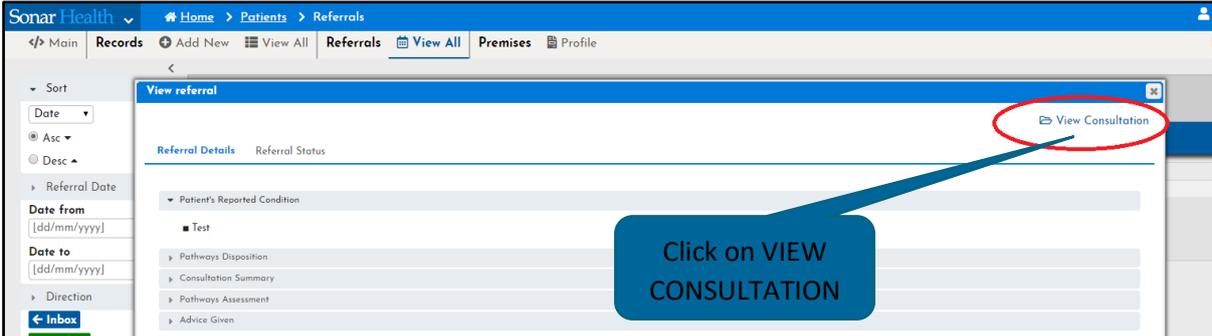
When the consultation has started and left unfinished, it will be labelled as IN PROGRESS. To continue with that consultation, tick the square box next to the ID of the patient, then select VIEW REFERRAL and a new pop up will appear.



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

2) Select 'View Referrals' to view the consultation information via a pop-up box that will appear.

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



Click on VIEW CONSULTATION

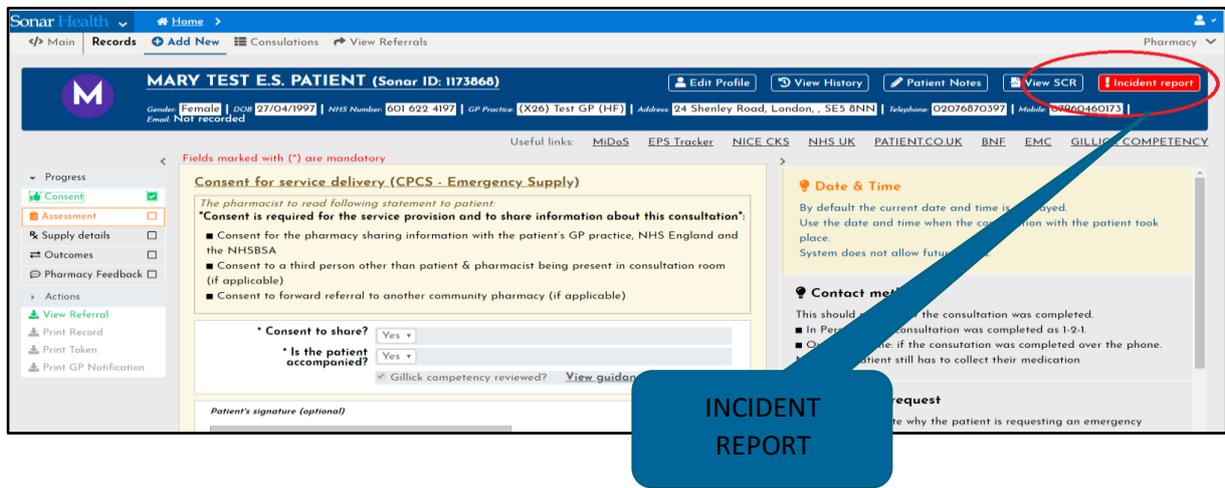
What is an INCIDENT?

An incident is a scenario where the service has not gone as intended. It can include an IT issue, an inappropriate referral, a failure of part of the system, or an issue you feel it needs to be feedback to NHSE/I or NHS 111.

If in doubt, please report it.

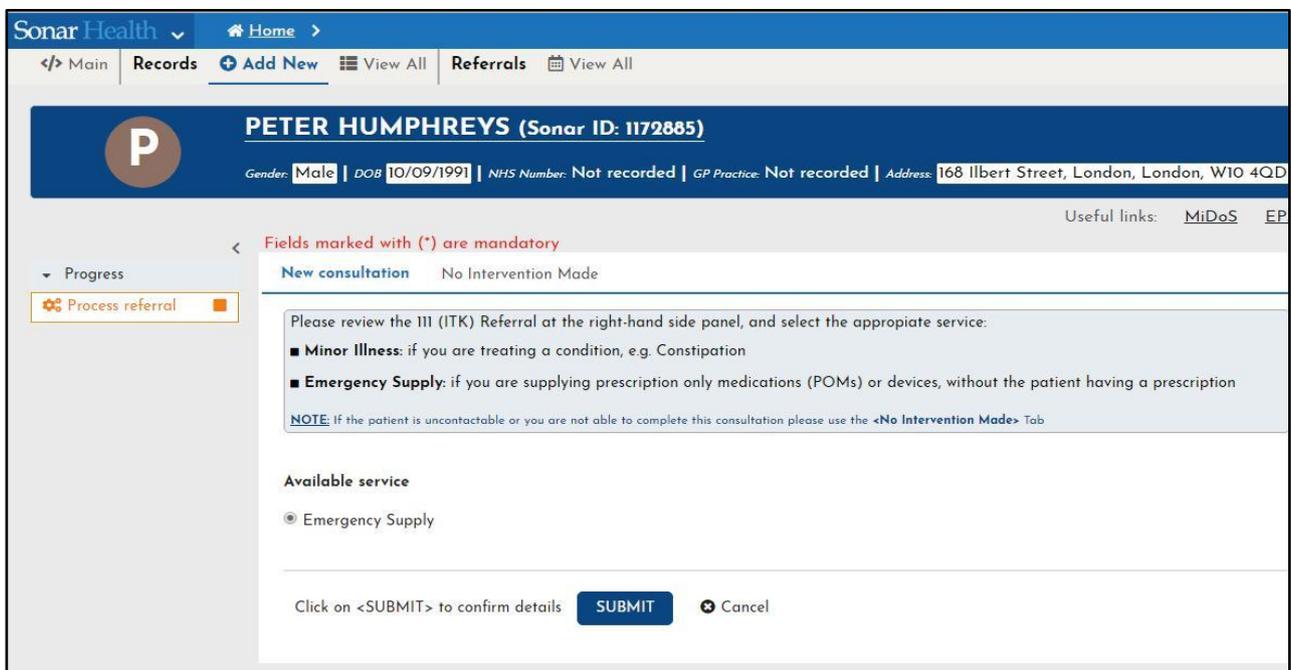
If there is an INCIDENT

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.



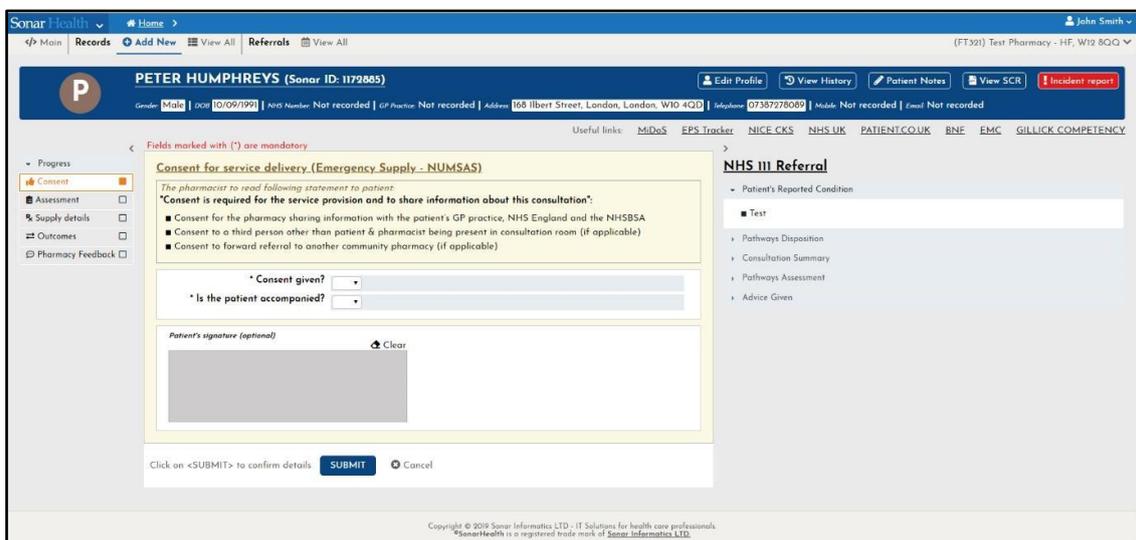
Starting a NEW CONSULTATION – EMERGENCY SUPPLY

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



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.

The screenshot shows the Sonar Health interface for patient PETER HUMPHREYS (Sonar ID: 1172665). The form is for an 'Emergency Supply' on 24/10/2019. The 'Allergies' field is highlighted with a red circle, and a blue callout box points to it with the text 'Select the allergy'. Another blue callout box points to the 'Patient Notes' button at the top right with the text 'If the allergy is not listed, add on PATIENT NOTES'.

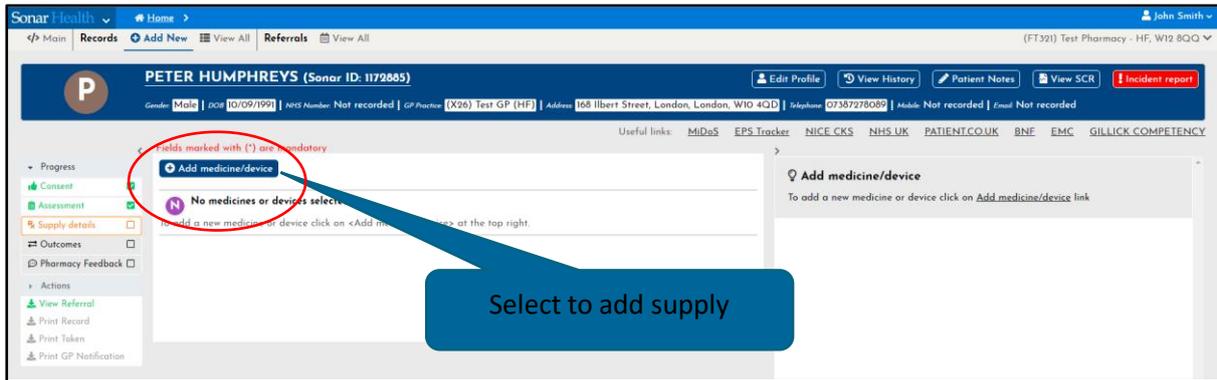
Checking EPS and SCR

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.

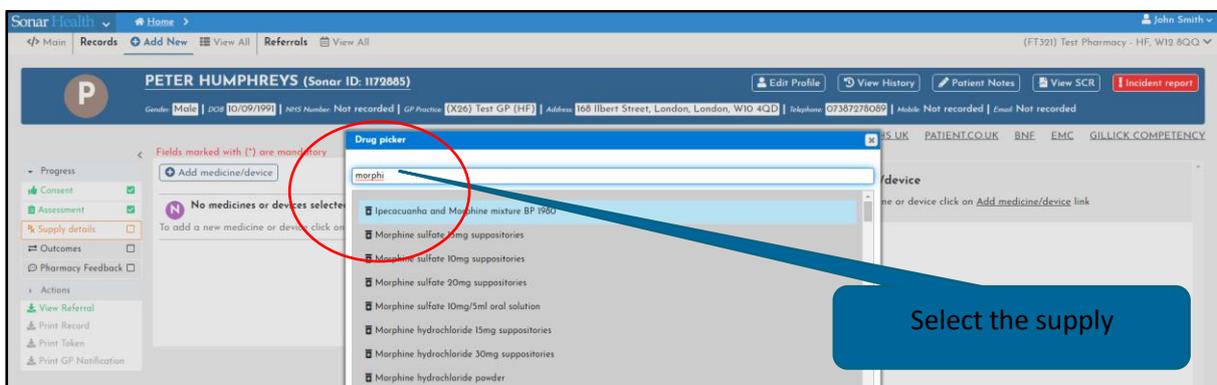
The screenshot shows the Sonar Health interface for patient PETER HUMPHREYS (Sonar ID: 1172665). The form is for an 'Emergency Supply' on 24/10/2019. The 'View SCR' button at the top right is highlighted with a red circle, and a blue callout box points to it with the text 'View SCR'. The 'EPS Tracker' field is also highlighted with a red circle, and a blue callout box points to it with the text 'EPS Tracker'.

Adding the supply

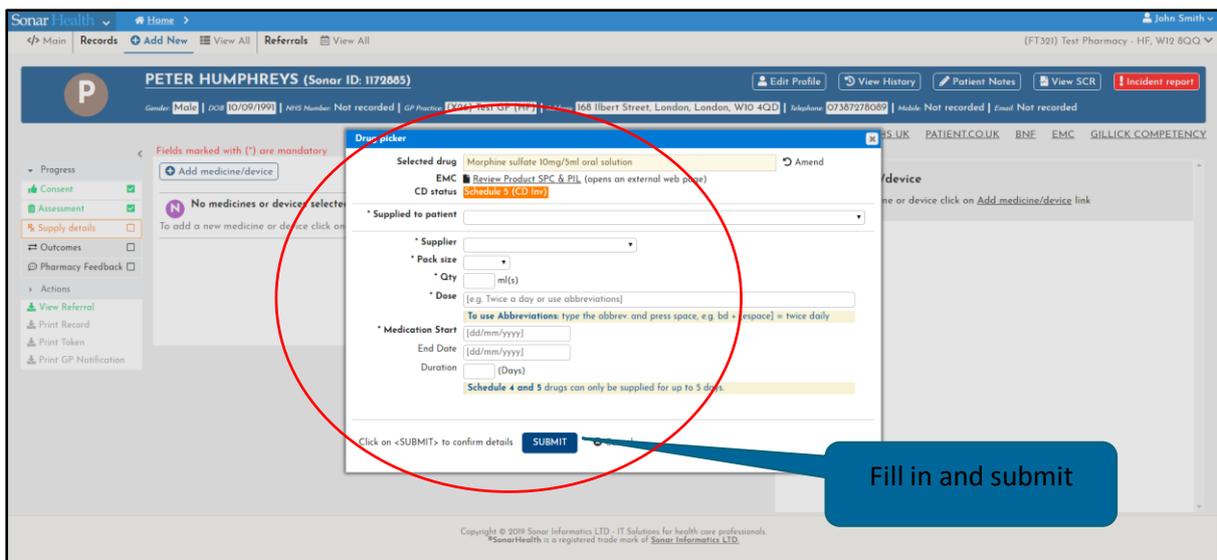
Select "Add medicine/device".



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.

The screenshot shows the Sonar Health interface for patient PETER HUMPHREYS (Sonar ID: 1172885). The main form displays a prescription for Morphine sulfate 10mg/5ml oral solution (A A H Pharmaceuticals Ltd) 100 ml. The form includes fields for 'Does the patient pay for prescriptions?' (Yes/No), 'Select exemption category' (a dropdown menu), and 'Person collecting supply'. The dropdown menu is open, showing options A through S. A blue callout box labeled 'Exemption options' points to the dropdown menu.

Fields marked with (*) are mandatory

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

* Person collecting supply

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
All income support or income-related employment and support allowance
K) Income based disability 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

Useful links: MiDoS EPS Tracker NICE_CKS NHS_UK PATIENT.CO.UK BNF EMC GILLICK_COMPETENCY

Add medicine/device

To add a new medicine or device click on Add medicine/device link

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.

The screenshot shows the final part of the Sonar Health consultation form for patient PETER HUMPHREYS (Sonar ID: 1172885). The form includes fields for 'Consultation outcome', 'Is Sign-posting required?', 'Clinical narrative/comments', 'Is GP Notification Required?' (set to Yes), 'Notes/Comments to GP', 'Time taken to complete consultation', 'Patient facing time', 'Non-patient facing time', and 'Total time taken'. A blue callout box labeled 'Notes to the GP' points to the 'Notes/Comments to GP' field.

Fields marked with (*) are mandatory

* Consultation outcome 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 actions 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

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Pharmacy Feedback

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

The screenshot shows the 'Pharmacy Feedback' form in the Sonar Health system. The form is titled 'Pharmacy Feedback' and includes a 'SUBMIT' button at the bottom. A red circle highlights the 'SUBMIT' button, and a blue callout box points to it with the text '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 'Pharmacy Feedback' form after submission. A 'Service completed' message is displayed, and the 'Print Token' option is highlighted in the left-hand side menu. A blue callout box points to the 'Print Token' option with the text 'Download documents from the consultation here'.

Starting a NEW CONSULTATION – MINOR ILLNESS

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

Sonar Health

Home >

Main Records Add New Consultations View Referrals

B BEN WARREN (Sonar ID: 1181896)

Gender: Male | DOB: 21/06/1995 | NHS Number: 428 094 9085 | GP Practice: (X26) Test GP (HF) | Address: [redacted] | Telephone: 01992574305 | Mobile: Not recorded

Useful links: MiDoS EPS Tracker

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

Selected service

Minor Illness

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

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.

Sonar Health

Home >

Main Records Add New Consultations View Referrals

B BEN WARREN (Sonar ID: 1181896)

Gender: Male | DOB: 21/06/1995 | NHS Number: 428 094 9085 | GP Practice: (X26) Test GP (HF) | Address: [redacted] | Telephone: 01992574305 | 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

New consultation **No Intervention Made**

Please use this option if you are not able to process the III (ITK) Referral:

- Provide a reason as why you are not able complete a consultation
- This action will close the episode

* Reason

Details/Comments
[Provide details here]

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

NHS III Referral

- Patient's Reported Condition
 - hit nose 9 days ago on a piece of wood c/o still pain
- Pathways Disposition
- Consultation Summary
- Pathways Assessment
- Advice Given

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Select if you were unable to complete the consultation

Filling the NEW CONSULTATION

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

The screenshot shows the 'Consent for service delivery (CPCS - Minor Illness)' form in the Sonar Health system. The form is for patient BEN WARREN (Sonar ID: 1161696). It includes a consent statement: "The pharmacist to read following statement to patient: 'Consent is required for the service provision and to share information about this consultation!'". Below this, there is a field for "Consent given?" with a dropdown menu set to "Yes", and a field for "Is the patient accompanied?". There is also a "Patient's signature (optional)" field with a "Clear" button. At the bottom, there is a "SUBMIT" button and a "Cancel" button. The interface also shows a sidebar with "Progress" steps: Consent, Assessment, Supply details, Outcomes, and Pharmacy Feedback. On the right, there is a section for "NHS 111 Referral" with a list of items: Patient's Reported Condition, Pathways Disposition, Consultation Summary, Pathways Assessment, and Advice Given.

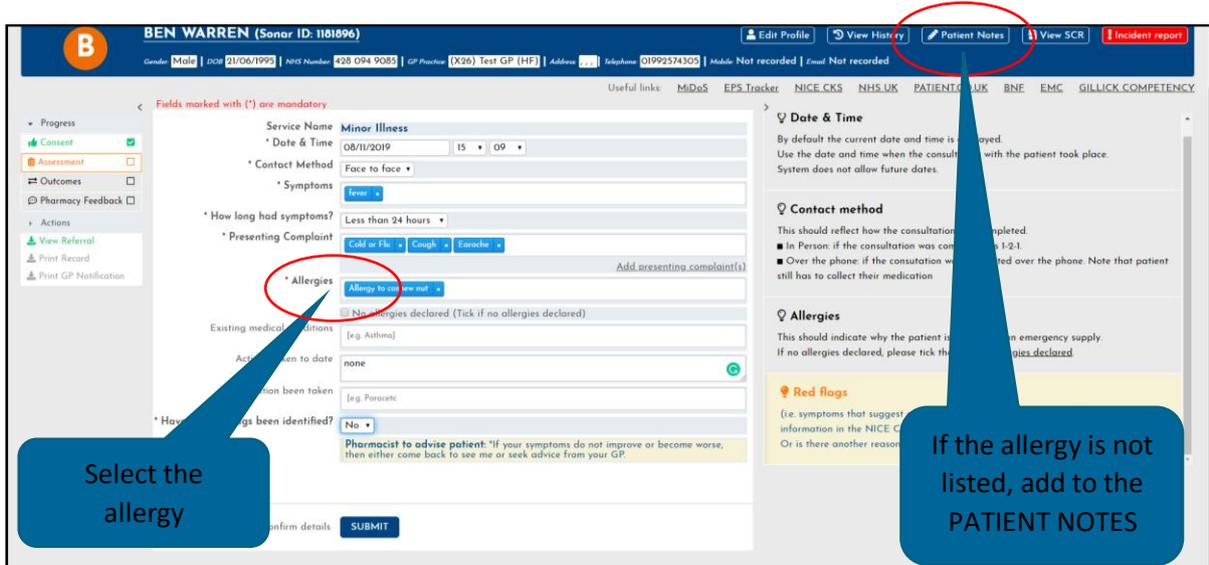
Type the symptoms in the text box. To add PRESENTING COMPLAINTS, select ADD PRESENTING COMPLAINTS on the bottom right-hand side of the box.

The screenshot shows the 'Minor Illness' form in the Sonar Health system. The form is for patient BEN WARREN (Sonar ID: 1161696). It includes fields for "Service Name" (Minor Illness), "Date & Time" (08/11/2019 15:09), "Contact Method" (Select...), "Symptoms" (Text box), "How long had symptoms?", "Presenting Complaint" (None selected), "Allergies" (No allergies declared), "Medical conditions", "Actions taken to date", "Medication been taken", and "Identified?". A blue callout box points to the "Symptoms" field with the text "Type in the symptoms". Another blue callout box points to the "Add presenting complaint(s)" button with the text "Select here to add the presenting complaints". The interface also shows a sidebar with "Progress" steps: Consent, Assessment, Outcomes, Pharmacy Feedback, and Actions. On the right, there is a section for "Date & Time" and "Contact method".

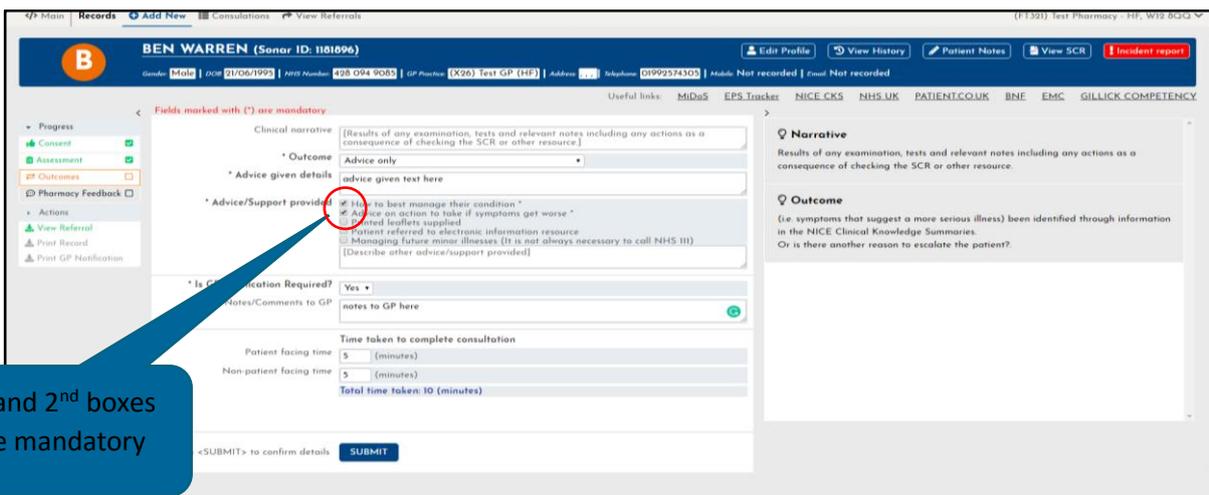
Tick the complaints and select SUBMIT to continue.

The screenshot shows the 'DMIRS Complaints' form in the Sonar Health system. The form is for patient BEN WARREN (Sonar ID: 1161696). It includes a list of complaints to be ticked: Acne, Spots and Pimples; Arm, Pain or Swelling; Blisters; Cough; Earache; Eye, Sticky or Watery; Failed Contraception; Headache; Itch; Lower Back Pain; Nasal Congestion; Scabies; Sleep Difficulties; Tiredness (Fatigue); Vaginal Itch or Soreness; Wrist, Hand or Finger Pain or Swelling; Allergic Reaction; Athlete's Foot; Cold or Flu; Diarrhoea; Eye, Painful; Eye, Visual Loss or Disturbance; Hair loss; Hearing Problems or Blocked Ear; Knee or Lower Leg Pain or Swelling; Lower Limb Pain or Swelling; Pain and/or Frequency Passing Urine; Shoulder Pain; Sore Throat and Hoarse Voice; Toe Pain or Swelling; Vomiting; Ankle or Foot Pain or Swelling; Bites or Stings, Insect or Spider; Constipation; Ear Discharge or Ear Wax; Eye, Red or Irritable; Eyelid Problems; Head Lice; Hip, Thigh or Buttock Pain or Swelling; Limb, cold or colour change; Mouth Ulcers; Rectal Pain, Swelling, Lump or Itch; Skin, Rash; Tattoos, Birthmarks or Moles; Vaginal Discharge; Wound Problems. There is also a text box for "Other complaints:". A blue callout box points to the "SUBMIT" button with the text "Click on <SUBMIT> to confirm details". The interface also shows a sidebar with "Progress" steps: Consent, Assessment, Outcomes, Pharmacy Feedback, and Actions. On the right, there is a section for "DMIRS Complaints".

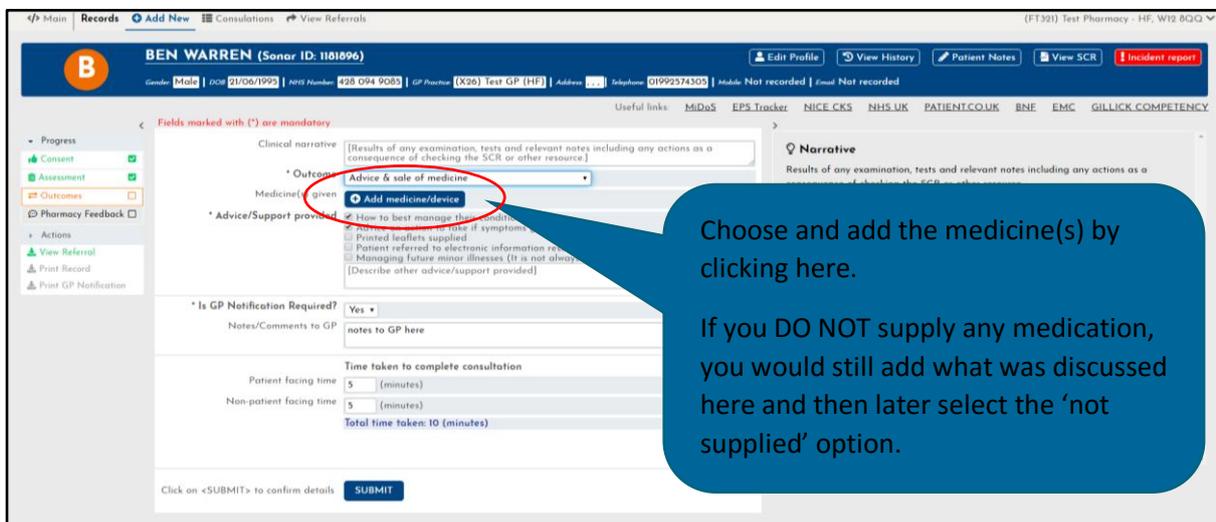
To add ALLERGIES, type in and select the relevant allergies in the drop down menu. If the allergy is not listed, this can be added in the patient notes.



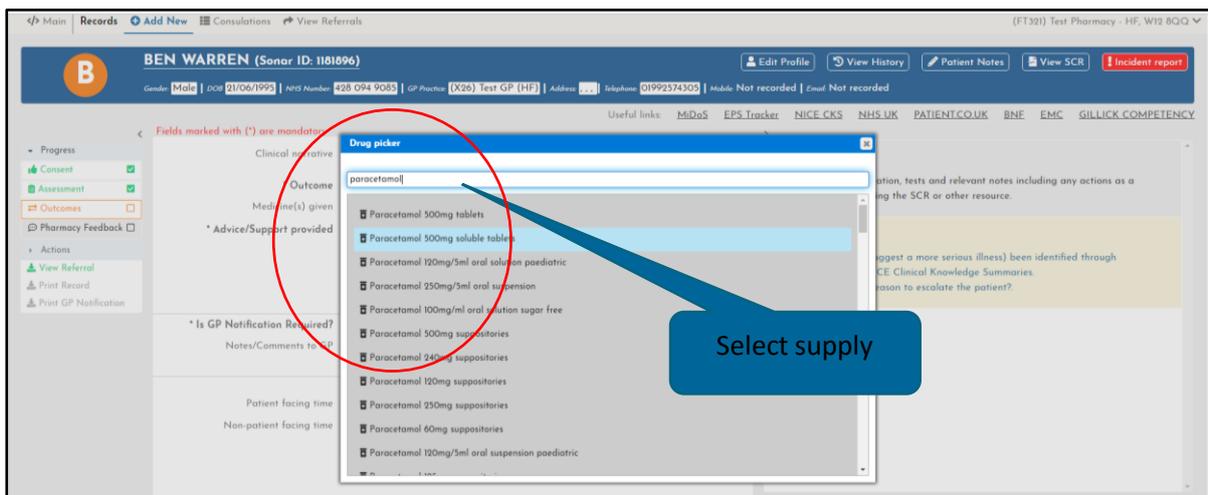
Fill in the outcome section with the information you have from the patient and the outcome from the consultation. Please note that under ADVICE/ SUPPORT PROVIDED, the 1st and 2nd boxes are mandatory.



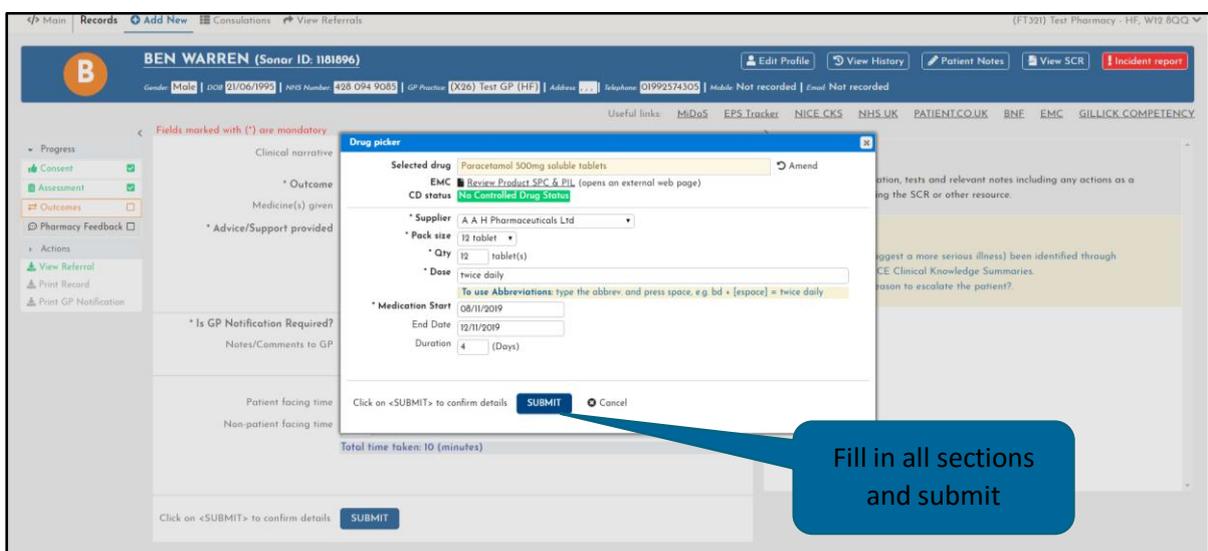
If the outcome was the sale of medicine to the patient (even if patient is exempt of paying), select the outcome ADVICE & SALE OF MEDICINE and add medicine/device by clicking the button below the box.



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

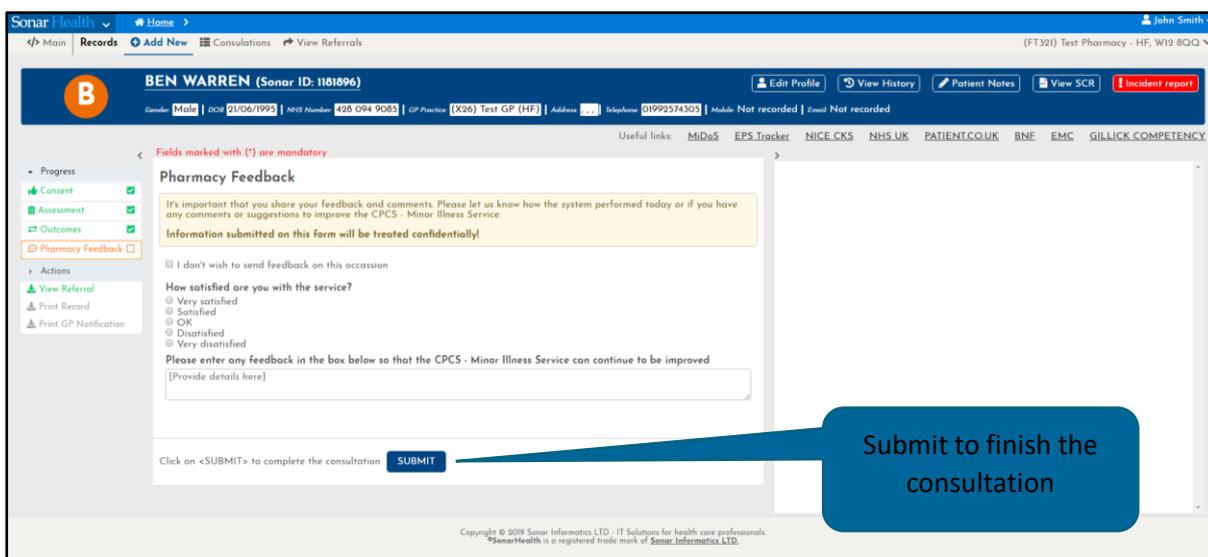


Fill in all the sections in the drug picker box and submit.

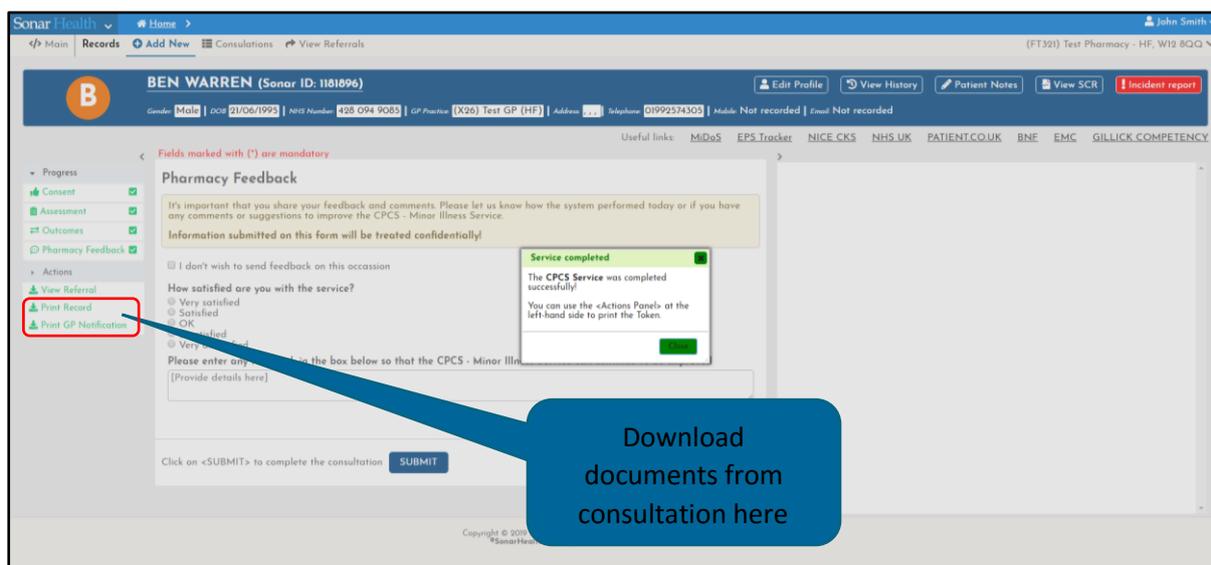


Pharmacy Feedback

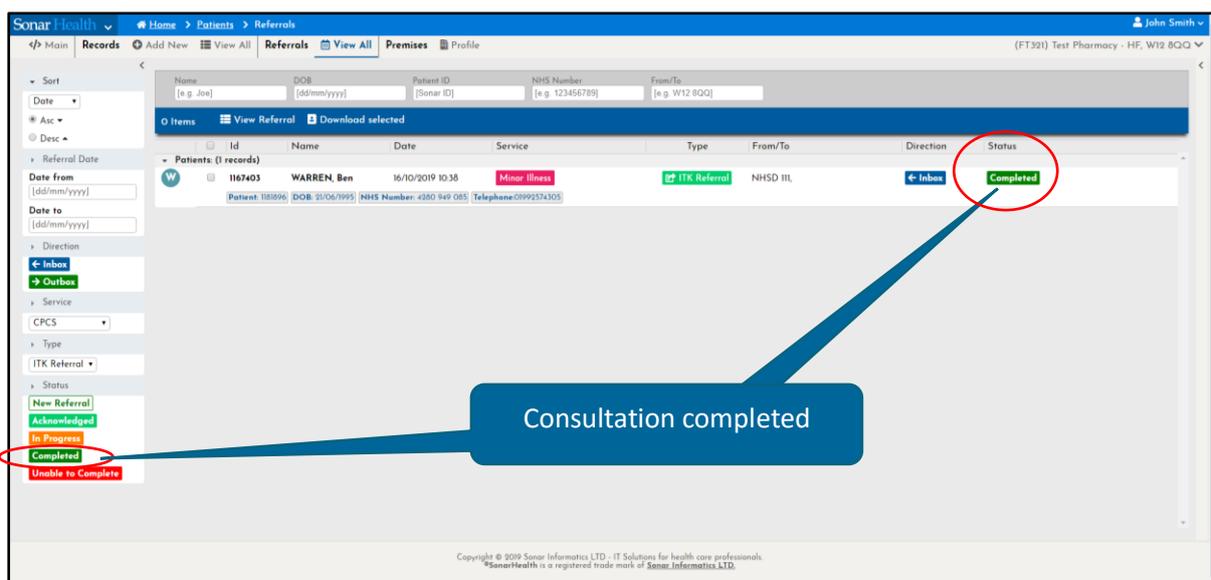
Please give us your feedback regarding your experience using the system so we can refine it.



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.



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

When a 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.

Adding Patient's details

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

Sonar Health Home > **Records** Add New Consultations View Referrals (FT321) Test Pharmacy - HF, W12 8QQ

Main menu

- Home
 - Main
 - Records**
 - Add New**
 - Consultations
 - View Referrals

NHS III 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 *8 Infographic
- F** FAQs (PSNC)
- G** GP Practice Notification (Emergency Supply)
 - GP Practice Notification (Minor Illness)

CPCS Claims 9 Dec

Consultations submitted during December, will show up on your MYS account on the 1st of January 2020.

CPCS Claims 7 Dec

Claims are submitted to MYS 24-hours after the consultation has been completed. Reports will be available on the system soon, on the meantime if you have any enquiries regarding your Claims, please email us at info@sonarinformatics.com

CPCS Claims 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.

Referrals in-progress 15 Nov

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

Sonar Health Home > Patients > New Patient (FT321) Test Pharmacy - HF, W12 8QQ

Main **PDS** SMS Credits

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

General search NHS Number search

* First name

* Surname

* DOB

* Gender

* 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.

First Name **Mary Test**

Surname **E.S. Patient**

Middle name(s) *Not recorded*

Birth Name *Not recorded*

Maiden Name *Not recorded*

Other Previous Name *Not recorded*

Key details

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)**

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](#) [GILICK COMPETENCY](#)

Fields marked with (*) are mandatory

Progress: [Details](#)

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

* Date & Time: 16/01/2020 11:51

* Referred from: ---Select---

* Case Reference:

* Case ID:

* Encounter Disposition: ---Select---

* Upload NHS 111 Report: Please upload the pdf file received from NHS 111 (click on browse)
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	111) on 03-Jan-2020, 17:01 - Call handler, SWL111 Vocare House (Vocare South 111)
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**

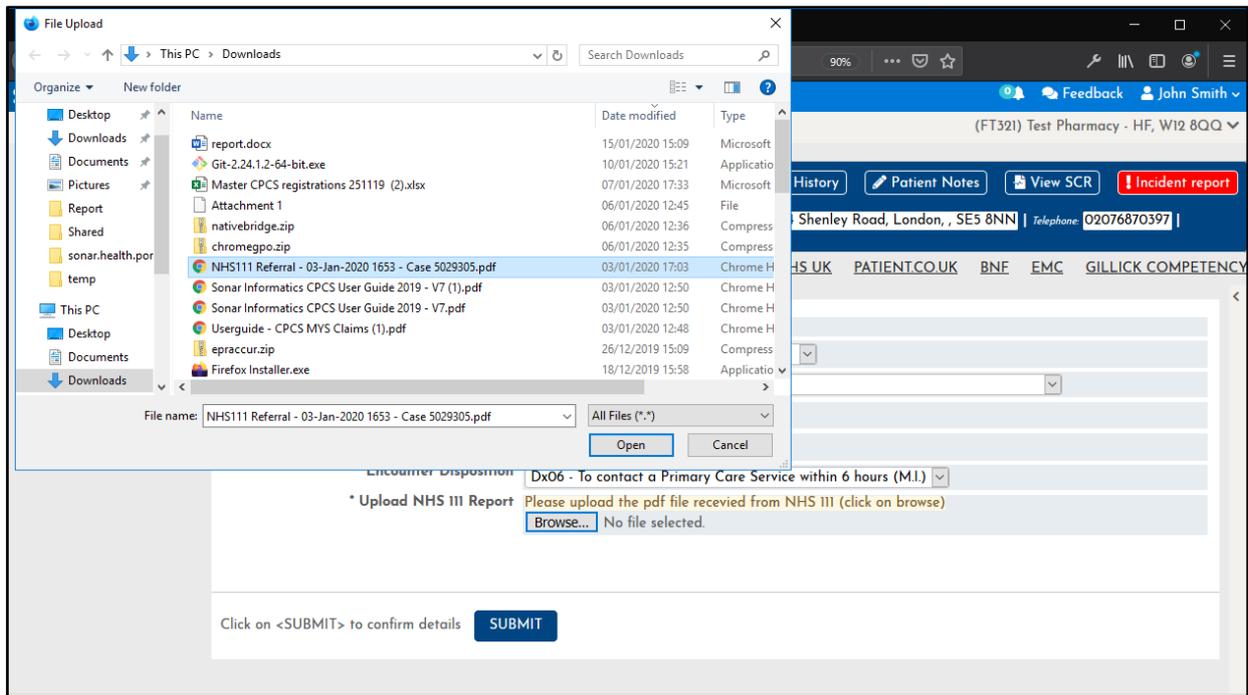
Case Reference: **02B08232-1234-426E-81DA-D20FB3A1234B**

Case ID: **1234567**

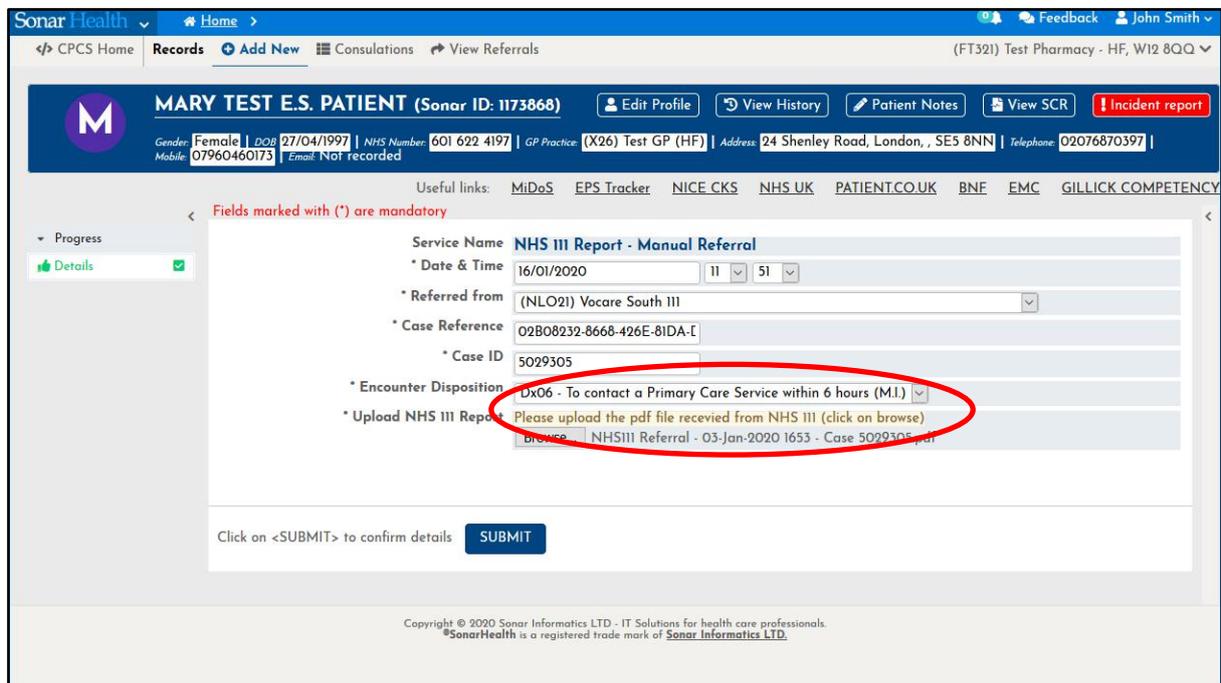
Dx Code (Encounter Disposition): **To contact a Primary Care Service within 6 hours**

Attaching the document sent from 111

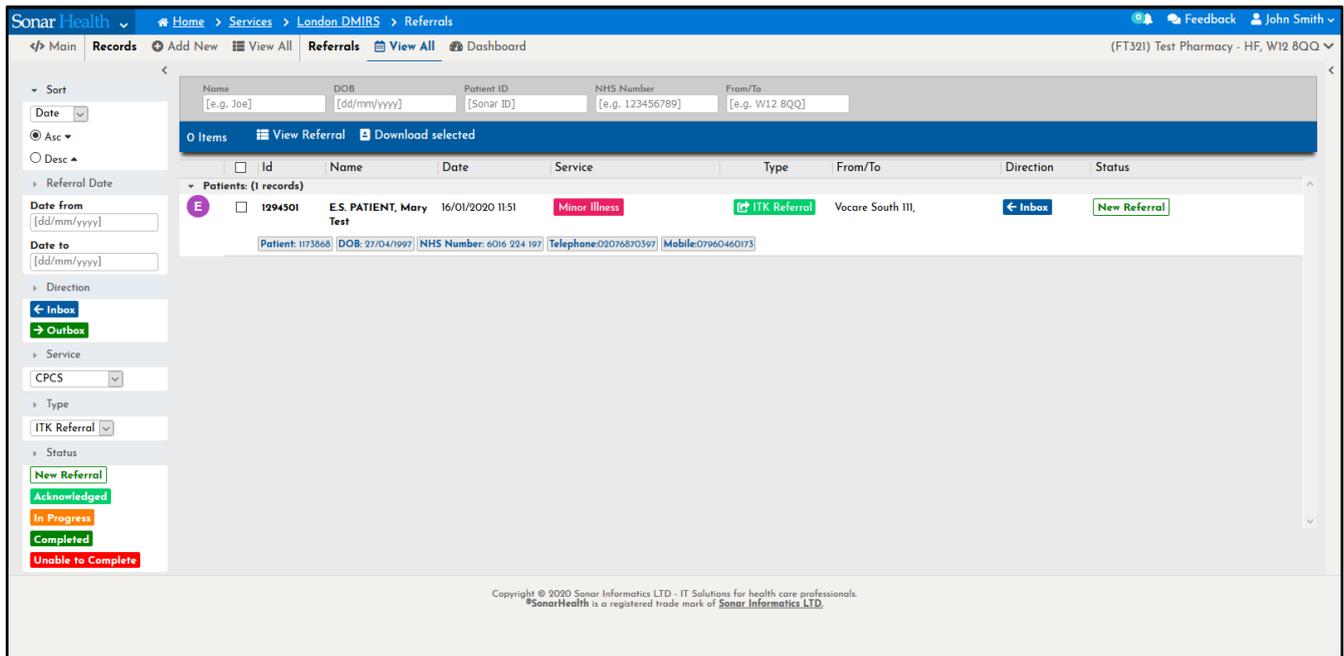
Attach the NHS 111 pdf file (file received by email) where it reads "UPLOAD NHS 111 REPORT".



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



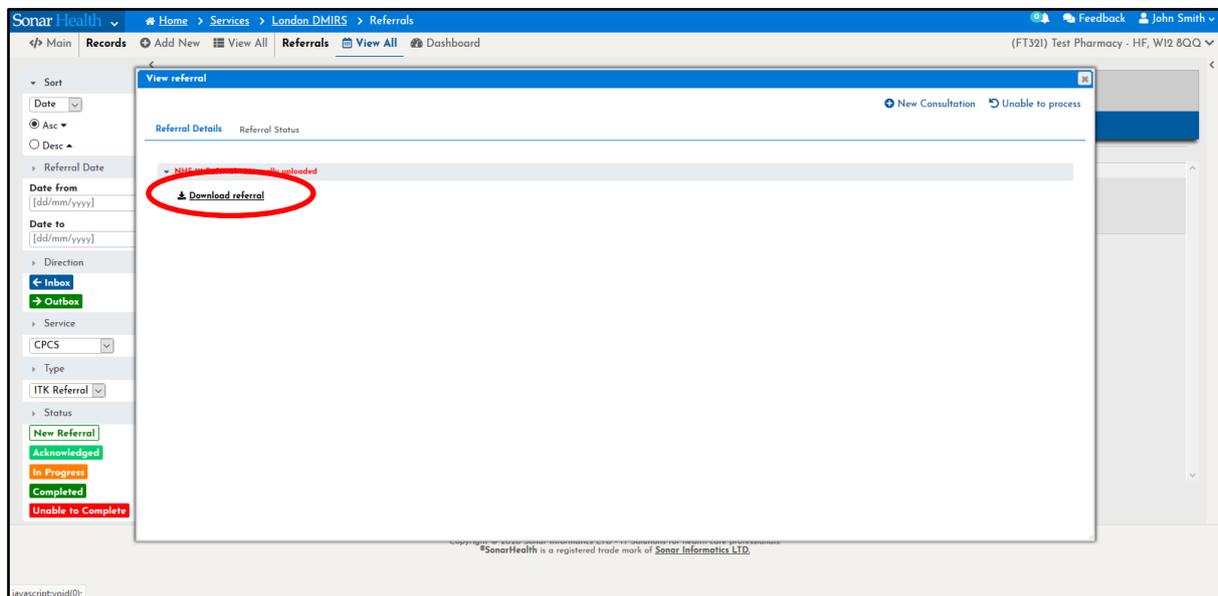
When the submission of data has been successful, the referral will be displayed as **NEW** on the main page of CPCS service.



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.



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 interface with a list of referrals. The 'From/To' column for the first two rows is circled in red, showing 'NHS Digital (Online)'. The interface includes a search bar, filters, and a table of referrals.

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 is a close-up of a referral record for a self-referral. The 'NHS Number' field is circled in red.

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 is a close-up of a referral record for a third-party referral. The 'Relative' field is circled in red.

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: ... Relative: Test Carer Test Carer (Not Specified) Telephone: 07770728206 Case Ref No: 111-ONLINE-2D4A7							

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.

Preferred?	Address details	Usage	Effective since	Action
<input type="checkbox"/>	Caregrange Ltd 9 Goldhawk Road London London W12 8QQ	HOME	Not recorded	Edit
<input type="checkbox"/>	Not recorded	WORK	Not recorded	Edit
<input type="checkbox"/>	Caregrange Ltd 9 Goldhawk Road London London W12 8QQ	TEMPORARY	Not recorded	Edit

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.

Preferred?	Address details	Usage	Effective since	Action
<input type="checkbox"/>	OX1 1DJ	HOME	Not recorded	Edit
<input type="checkbox"/>	Not recorded	WORK	Not recorded	Edit
<input type="checkbox"/>	Caregrange Ltd 9 Goldhawk Road London London W12 8QQ	TEMPORARY	Not recorded	Edit

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), Inbox 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), Inbox New Referral
Patient: 1309828 DOB: 01/01/1948 NHS Number: ... Case Ref No: 111-ONLINE-9F8FB

Printing Documents

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

3) Download documents from consultation here

Service Complete &

Payments & Claims

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.

MYS Claims User Guide

Updated notes regarding the Service

CPCS FAQs

Please refer to the answers of 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 store access?

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 access 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 process'. 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 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)