

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

Sonar Informatics | Sonar Health info@sonarinformatics.com

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

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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.

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← → ♂ ŵ	A https://www.sonarhealth.org				🖾	☆	=
		_	Sonar Healt	h	+) Login 🔹 New User? (Sign u		î
	Home	London Flu Service	London CPCS Service	GDPR, Privacy and Cookies	Contact Us		
General Data Protection Regulatio (GDPR) From 25 May 2018, <i>Data Controllers</i> : <i>Data Processors</i> will have to comply new EU Regulations (GDPR). By using SonarHealth you agree to o Privacy Notice and GDPR Statement Christmas and Holidays support Click here for details how to get supp during bank holidays.	n and with the pur	a			20		
		Welcom	ne to the Sonar Heal	thcare Network			
	We aim to provide a portal where Health Our vision is to improve patient outcome	are professionals can share cl by having clinical information	linical information. 1 available at any time, als	o to make more fluid the comm	unication in between Health care organisations.		
	If you are a Health care professional and don	't have yet access to Sonar, ple	ease request your login cr	edentials by clicking Here and fil	ll in your details in the form.		
	Announcements:						
	The registration process for the London Pha	rmacy Vaccination Service 201	19/20 is now open: Click	here to register			
	The registration process for the London DM	IRS is now open: Click here t	o register				~
Type here to search							

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.

Sonar	•) Login (♣ New User? (Sign up)
Home London Flu Service London CPCS Se	ervice GDPR, Privacy and Cookies Contact Us
Sign Up If you are a new user, feel free to fill-in the following form and be part of the Sonar Health advanced services like NMS, MUR, Stop Smoking, Repeat Prescriptions, and also some other	Care Network! By signing up you will have access to a range of free NHS enhanced and tools (Calendar, Library, etc) that will help you provide a better service to your patients.
Your Contact Details Please find your location by entering the name or postcode in the box below and select it fr bodow: Note here and free over your location name or postcode	om the list that comes up. If not on the list, please free-type your contact info in the boxes
First Name: Surname: Email: Mobile: Phone: By signing up to 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. VNHS Service alerts and service-related news, announcements and material Flu Training, travel clinics and vaccinations Other training opportunities Sonar newsletters
Please enter the text A Y F CIA in the box: SUVmit	

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 Con	tact us Cookie policy	Sign Nov user? (Sign	<u>1 up)</u>
First PCT	<u>R</u>		
Home Contact			_
Please call 0208 743 6924 or en Or you can use the Help /Login si	mail to info@sonarinformatics.com if your detail	you are unable to login. ils and somebody from our team will contact you shortly.	
Required browsers: Internet E	xplorer 8 or Above, FireFox, Google Ch	Chrome, Safari, Opera	
There is a period of 1 hour of in	activity before the web site logs you	u out.	
	Username Password Usgin Method	PIN Number Please provide the following digits of your PIN Number Sth 3rd 4th • • Login Eorgotten_password?	
User guides: - How to login to Sonar - Seasonal Flu - Pharmacy - Seasonal Flu - CPS User - London DMIRS - SCR 10 - SCR 1Click - Setup	<u>r User Guide Guide</u> Jick		

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: <u>www.sonarhealth.org</u>
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 acccount please provide the 5-digit activation code. The activation code was sent to:
The Premise's Shared Email orThe Alternative Email registered with Sonar
If the activation code was not received or you are not able to contact the premise's manager, please <u>contact us</u>
Activation Code 13693 Activate Account

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

******* PLEASE DO NOT REPLY TO THIS EMAIL *******/
Dear User:
The following user has requested access to your premise:
User name: firstname.lastname Email: <u>pharmacy123@mail.com</u>
Please provide them with the following activation code: 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 Please provide your password and PIN,	and then click on Login	Hide 🕄
Lo	User name Password Dgin Method PIN Number Please provide the following digits of your PIN Number Sth 3rd 4th T Login Login	

Access your CPCS Service

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

Sonar Health		Back to Services	Malerts	🗪 Feedback	🛔 Username 🕞 Logo	out ? Help
	# Home					Pharmacy 🗸
	NHS Services			Profile		
📫 Home 🛛 🖌	(Pharmacy)			Pharmacy		
£ Invoices <	Vaccination Pharmacy Service CPCS 2019/20					
🖾 My Messages 🛛 🔇						
📽 My Contacts 🔾		CPCS		Phone: Fax: Email:		
O Appointments <				<u>Edit profile</u>		
I NHS Directory <						
Read codes < browser				Notice board		
🔊 Library 🖌	Sonar Services					
که Blog	Private					
🗩 Forum <	PGDs Clinic	Rx Training				

Selecting the Service

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

Select Emergency Supply.

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

Sonar Health 🗸	😭 <u>Home</u> 💙 Ser	vices					💄 John	Smith 🗸
							(FT321) Test Pharmacy - HF, W12	800 🗸
All Service NHS CPCS	es [e.g. NMS, Malarone.] By nar	London PPV Service	Su National Flu Service	CPCS - Emergency upply & Minor Illnes	SS		

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".

\leftrightarrow \rightarrow C $(h$ sonarhealth.org		☆
Sonar Health 🗸 🐐 Home > Services > CPCS		14 ×
Add New Consultations View Referrals		Pharmacy 🗸
Main menu	Service references	CPCS Claims 9 Dec 1
Home ∲ Main New Referrals here	 B Blank Form Emergency Supply B Blank Form Minor Illness 	Consultation submitted during December, will show up on your MYS account on the 1st of Journary 2020. CPCS Claim 7 Dec Claims are submitted to MYS 24-hours after the consultation has been
Records Add new Consultations View Referrals	C CCS One pager S CPCS Service Specification CPCS Toolkir	Completed. Reports will be available on the system soon, on the meantime if you have any enquiries segarding your Claims, please email us at into@enamini immities.com CPCS Claims 10ec
New Referrals here	D DataStar *8 Infographic F Z FAQs (PSNC) G D GP Practice Notification (Emergency Supply)	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. Referrals: progress IS Nov Pharmacies are provide CPCS are reminded to check for any referrals that have not be used.
NHS 111 Referrals New Patients (1 records) Nr new referrals	GP Practice Notification (Minor Illness) Simplementation checklist (Appendix B) Bincident Form K S Key contact details (Annex C)	Sonar planney to the second se
	L E Latin Abbreviations (Prescription directions) M MYS Claims - User guide P P Patient Flow Diagram	CPCS Noticeboard
	S Sample SOP (PSNC) U B User guide	Guide

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



Patient Details

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



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 >	Servic	es > <u>CPCS</u> >	Records			
Main Records O	Add New	E Co	onsulations	View Referrals			
 ✓ Sort 	1 Items	Ċ	View record	Delete record			
Service Date V			Record Id	Name	Service Name	Service Date	Record Status
⊖ Asc ▼	 Patie 	nts: (3	2 records)				
Desc	C		1309216	LISTER, Horton	Emergency supply	15/03/2020 20:01	•
 Service date 			Patient Id: 132715	9 DOB: 20/06/1943 NHS Nui	mber: 969 096 4453 Submitted by: SMITH, John	Submitted on: 15/03/2020 19:59	
01/03/2020	W		1291339	WARREN, Ben	Emergency supply	15/03/2020 19:48	•
Date to [dd/mm/yyyy]		_	Patient Id: 1181896	6 DOB: 21/06/1995 NHS Num	nber: 428 094 9085 Submitted by: RECH, andreid	a Submitted on: 08/01/2020 13:35	
▹ Record Status	D		1309214	DX85 LAST, Dx85 first	Emergency supply	15/03/2020 19:40	•
In-progress			Patient Id: 131211	7][DOB: 01/01/1971][NHS Numl	ber:][Submitted by: SMITH, John] Submitted o	on: 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 (So	Edit P	rofile 🔊 \	/iew History)				
G	ender: <mark>Male</mark> DOB <mark>01/01/1971</mark> NHS Number: N	ot recorded GP Practice: Not record	led Address: 👝 Telephone: 🕻	7770728206	Mobile: Not	recorded Emai	I Not recorded	ł	
				Useful links:	<u>MiDoS</u>	EPS Tracker	NICE CKS	<u>NHS UK</u>	<u>P/</u>
<	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 Profil	e					×
Personal details	Address Telecom	GP Practice / Care providers				
						Add Address
Preferred?	Address details		Usage	Effective since	Action	
	Caregrange Ltd 9 Goldhawk Road London London W12 8QQ		HOME	Not recorded	Edit	
	Not recorded		WORK	Not recorded	Edit	
	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.

E	dit Patient Profil	e					×
	Personal details	Address Telecor	n GP Practice / Care providers				
							Add Address
	Preferred?	Address details		Usage	Effective since	Action	
				HOME	Not recorded	Edit	
	\langle	OXI IDJ					
		Not recorded		WORK	Not recorded	Edit	
		Caregrange Ltd 9 Goldhawk Road London London W12 8QQ		TEMPORARY	Not recorded	Edit	

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.



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



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.

Sonar Health 🗸		tome >	۵. ا
Main Records	O A	dd New 📰 Consulations 🕐 View Referrals	Pharmacy 💙
M	MA Gender Email	RY TEST E.S. PATIENT (Sonar ID: 1173866) Edit Profile [Zemail] 0:09 [27/0471997] NHS Mandare Coll 602 4197 GP Practice (X26) Test GP (HF) Addess 24 Shenley RC Ver recorded	D View History Patient Notes View SCR Incident report
	,	Useful links: <u>MiDoS</u> <u>EPS Tracker</u> <u>NIC</u>	CE CKS NHS UK PATIENT.CO.UK BNE EMC GILLIC.COMPETENCY
Progress Gonsent Consent Consent Asupply details Dutcomes Actions Vice Referred Print Record Print Token Print OP Notification	M 	Consent for service delivery. (CPCS - Emergency Supply) The pharmacist to read following statement to patient: Consent is required for the service provision and to share information about this consultation': a Consent for the pharmacy sharing information with the patient's GP practice, NHS England and the NHSBSA a Consent to a third person other than patient & pharmacist being present in consultation room (if applicable) a Consent to forward referral to another community pharmacy (if applicable) Consent to forward referral to another community pharmacy (if applicable) Consent to share? Yes * 's the patient' Yes *	 ♥ Date & Time By default the current date and time its up ayed. Use the date and time when the care atom with the patient took place. System does not allow future ♥ Contact met This should This should The consultation was completed as 1-2-1. ♥ Common state if the consultation was completed over the phone. The constant if the consultation was completed over the phone.
		Patient's signature (optional)	IDENT request te why the patient is requesting an emergency

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 🗸	希 <u>Home</u> >
Main Records	Add New E View All Referrals Diew All
P	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: <u>MiDoS</u> <u>EP</u>
	Fields marked with (*) are mandatory
 Progress 	New consultation No Intervention Made
Control Process reterral	Please review the 111 (ITK) Referral at the right-hand side panel, and select the appropriate service: Minor Illness: if you are treating a condition, e.g. Constipation 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</no>
	Available service
	Emergency Supply
	Click on <submit> to confirm details SUBMIT © Cancel</submit>

Filling the NEW CONSULTATION

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

Sonar Health 🗸 🛛 🐠 🖽	ome >	💄 John Smith 🗸
Main Records Ad	Id New III View All Referrols III View All	(FT 321) Test Pharmacy - HF, W12 8QQ 🗸
P Main Records O Ad Pogres C Progres C Supply defails Outcomes Pharmacy Feetback	Id New Week All ETER HUMPHREYS (Sonar ID: 1172865) Set Mall [cost [0:00:07:07]] Iver humber Not recorded [dir humber Not recorded] Addres [168 [libert Street, London, London, With Useful link: MIDoS Fields marked with (*) are mandatory Consent for service delivery. (Emergency, Supply - NUMSAS) The pharmacy in the service provision and to share information about this consultation room (if applicable) Consent to full episonal information with the patient's GP procise, NHS England and the NH5BSA is Consent to full episonal information with the patient's GP procise, NHS England and the NH5BSA is Consent to full episonal information with the patient's GP procise, NHS England and the NH5BSA is Consent to forward referred to enforte any parametry (if applicable) Consent to forward referred to enforte applicable) Consent to forward refererid	(FT521) Test Pharmacy - HF, W12 802 Edit Profile Vew Hatsoy Patient Notes: Vew SCR: Incident report CO induitive Disposed induitite Disposed induitite Disposed
	Click on «SUBMIT» to confirm details SUBMIT © Cancel	
	Copyright © 2019 Sanar Informatics LTD - IT Solutions for headth care pro SanarHeadth is a registered trade mark of <u>Sanar Informatics LT</u>	fruitonali. D

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

Sonar Health 🗸 🏾 🙍	Home >								🚢 John Smith 🗸
Main Records O	Add New III View All Referrals IView All	ew All						(FT321) Test Pharm	nacy - HF, W12 8QQ 🗸
P	PETER HUMPHREYS (Sonar Gender Mala 208 (0/09/1991) Alts Number N	ID: 1179885) ot recorded GP Pradae (X26) Test GP (HF) Address	168 Ilbert Street, London, London,	W10 4QD	Profile Telephone: 07	View History	Patient Notes	View SCR	Incident report
	Fields marked with (*) are mandatary Bervice Name * Date & Time * Consultation Type * Consultation Type * Resum for manuel * Allergies Existing medical conditions * Is there an electronic prescription * Has SCR been accessed?	Emergency Supply 24/0/2019 00 00 00 00 00 00 00 00 00 00 00 00 00	Orean nuck EURODE		Use the da System doo Contar This should In Person Over the still has to Reason This should Patients or	te and time when te es not allow future ct method reflect how the co is if the consultation phone: if the consultation phone: if the consultation of the consultation phone: if the consultation of the consultation phone if the consultation of the co	he consulta he consulta insultation table n was com table utation we ed batient in C are not	re patient took pla ted. 21. over the phone. N n emergency suppl p service schema.	ce.
	Click on «SUBMIT» to confirm details	SUBMIT Copyright 6 2013 *Bonumber	Select the allergy		Allerg This should If no allerg Medica Often used	ties d indicate why ti gies declared, pl al conditions I more broadly to	If the a liste PATIE	Illergy is d, add o NT NO	s not on TES

Checking EPS and SCR

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

Sonar Health V Main Records G	<mark># Home ></mark> ● Add New Ⅲ View All Referrals │ V	iew All				(FT321) Tes	<mark>≗ John Smith</mark> ~ t Pharmacy - HF, W12 8QQ ❤
Р	PETER HUMPHREYS (Sonar Gender: Male DOS 10/09/1991 NPIS Number: N	r ID: 1172885) het recorded GP Practice (X26) Test GP (HF) Address [168 Ilbert Street, London, Londo	n, W10 4QD	dit Profile 🔊 View	w History	Patient Notes 🔮 Vie v corded Email Not record d	SCR Incident report
	Fields marked with (*) are mandatory	Useful links. <u>MiDoS</u>	EPS Trad	ker <u>NICE-CKS N</u>	IHS UK PATIE	NT.CO.UK BNE EM	GILLICK COMPETENCY
 Progress 	Service Name * Date & Time	Emergency Supply		Patients on holiday	s in the UK are n	ot allowed in the service s	ma.
Assessment Assessment Supply details Dutcomes Pharmary Feedback	* Consultation Type * Reason for request * Allergies	Face to face + Other Allergy to loave dust note	-	Allergies This should indicat If no allergies decl	e why the patient ared, please tick	t is requesting an emerger the box <u>No allergies decla</u>	oply.
Actions View Referral Arithm Referral Arithm Record Arithm Print Token	Existing medical conditions * Is there an electronic prescription outstanding for this patient	No allergies declared (Tick if no allergies declared) [rg_ASTHMA] Que_ * No EST Tunkov (Constant to page and the declared)		C Medical cond Often used more bu distress, social prob in contact with the	litions roadly to refer to lems, or death to person.	any condition that causes the person afflicted, or sin	function, Iems for those
A Print GP Notification	* Has SCR been accessed?	Example of the second s		© Electronic pro Login to the EPS To prescription	escription serving and verify	vice (EPS) r if the patient has an ousto	ronic
	Click on <submit> to confirm details</submit>	FPS Tracker		ScR can only be ac You have to authen	record (scr 1-c ccessed using and tricate using	lick) View 9	SCR
		Copyright © 2 Sence					

Adding the supply

Select "Add medicine/device".

Sonar Health 🗸	# Home >	💄 John Smith 🗸
Main Records	O Add New III View All Referrals II View All	(FT321) Test Pharmacy - HF, W12 8QQ 🛩
	PETER HUMPHREYS (Sonar ID: 1172885)	🛓 Edit Profile 🔊 View History 🖋 Patient Notes 📓 View SCR 🚺 Incident report
	Gender Male DOB 10/09/1991 NHS Number: Not recorded GP Produce (X26) Test GP (HF) Address 168 Ilbert Street, London, London,	WIO 4QD Telephane 07387278089 Mabile Not recorded Email Not recorded
	Useful links <u>MiDoS</u> J	EPS Tracker NICE CKS NHS UK PATIENT.CO.UK BNE EMC GILLICK COMPETENCY
+ Progress	O Add medicine/device	0 Add medicine (doubles
d Consent		A vag medicine/device
Assessment I	No medicines or devices select	To add a new medicine or device click on <u>Add medicine/device</u> link
R Supply details] To add a new medicine or device click on <add me<="" th=""><th></th></add>	
≓ Outcomes [
@ Pharmacy Feedback (
 Actions 		
& View Referral	Select to add supply	
🛓 Print Record	Sciect to dud Supply	
📥 Print Token		
L Print GP Notification		

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

Sonar Health 🗸 🏾 👼	Home >		🚨 John Smith 🛩
<>> Main Records	Add New III View All Referrals	IIA	(FT321) Test Pharmacy - HF, W12 8QQ 🛩
P	PETER HUMPHREYS (Sonar I Gender Male DOS 1070971991 NEIS Number Not	D: 1172885) recorded GP Ponton [X26] Test GP [HF] Address [168 Ilbert Street, London, Lo	Edit Profile Oview History Patient Notes Twee SCR Incident report
Progress Content Content	Fields masked with (*) are mont nev Add medicine/device No medicines or devices selecte To add a new medicine or device click or	Drug picker morphy I precuranda and Markine misture BP 1950 Morphine sulfate Amg suppositories Morphine sulfate Omg suppositories Morphine sulfate Omg suppositories Morphine sulfate Omg suppositories Morphine hydrochloride Jöng suppositories Morphine hydrochloride Jöng suppositories	SELVE PATIENT.COUK BNE EMC GILLICK.COMPETENCY device re or device click on Add medicine/device link Select the supply
		T Morphine hydrochloride powder	

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

Sonar Health 🗸 👘 Home 🕻		👗 John Smith 🗸
Main Records O Add New III View All Referrals II View All	rw All	(FT321) Test Pharmacy - HF, W12 8QQ 🗸
PETER HUMPHREYS (Sonar	ID: 1172885)	🚨 Edit Profile 🕚 View History 🕜 Patient Notes 📑 View SCR 🚦 Incident report
Gender Male DOB 10/09/1991 NHS Number: N	ot recorded GP Practice (XOC) Test Structure 168 Ilbert Street, London, London	WID 40D Teleshane 07387278089 Mobile: Not recorded Email Not recorded
Cields much ad with (2) are monolatery	Drur picker	SUK PATIENT.CO.UK BNE EMC GILLICK COMPETENCY
Prevente Pre	Selected drug Morphine sulfate 10mg/5ml oral solution	D Amend
Add medicine/device	EMC Review Product SPC & PIL (opens an external web page)	/device
Accessment No medicines or device selecte	CD status Schedule S (CD Inv)	ne or device click on Add medicine/device link
R Supply details To add a new medicine or device click or	* Supplied to patient	•
≓ Outcomes	* Supplier	
Pharmacy Feedback	* Pack size	
Actions	• Qty ml(s)	
★ View Referral	* Dose [e.g. Twice a day or use abbreviations]	
▲ Print Record	To use Abbreviations: type the abbrev. and press space, e.g. bd	+ espace] = twice daily
🛓 Print Token	End Date [dd/mm/yyyy]	
L Print GP Notification	Duration (Daw)	
	Schedule 4 and 5 drugs can only be supplied for up to 5 days	
	Click on <submit> to confirm details SUBMIT</submit>	
		Fill in and submit
		total .
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Fill in the prescription payment options and supply collection as below.

Sonar Health 🗸 👘	Home >	🐣 John Smith 🗸
Main Records O A	Add New 🔠 View All Referrals 🖨 View All	(FT321) Test Pharmacy - HF, W12 8QQ 🗸
	PETER HUMPHREYS (Sonar ID: 1172885)	Edit Profile 🕥 View History 🖌 Patient Notes 🔮 View SCR Incident report
	Sender: Male DOB 10/09/1991 NHS Number Not recorded GP Proctice (X26) Test GP (HF) Address 168 Ilbert Street, London, London, W10 40	QD Telephane: 07387278089 Mobile: Not recorded Email: Not recorded
	Useful links: <u>MiDoS</u> <u>EPS Tr</u>	racker NICE CKS NHS UK PATIENT COUK BNE EMC GILLICK COMPETENCY
<	Fields marked with (*) are mandatory	>
+ Progress	• Add medicine/device	© Add medicine/device
🔹 Consent	• Marchine of the second section of the U.S. Constraints and the second section of the section	To add a new medicine or device click on Add medicine/device link
💼 Assessment 🛛 🖾	Supplied. Yes Dose: Twice a day (Dty: 100 ml(s)) Days of supply: 5 days	
R Supply details		
Cutcomes	* Does the patient pays for 💿 Yes	
D Findrinacy Feedback	Select exemption cotegory	
Actions View Referred	* Person collection supply	
& Print Record	A) Under 16 years of age B) 16 17 or 18 in full time advection	
🛓 Print Token	C) 60 years of age or over	
L Print GP Notification	D) Valid maternity exemption certificate E) Valid medical exemption certificate	
	F) Valid prescription pre-payment certificate	
	L) Named on a current HC2 charges certificate	Exemption
	Click on <submits confirm="" contraceptives<="" defaults="" free-of-charge="" prescribed="" th="" to="" was="" x)=""><th></th></submits>	
	 K) Income based inhered an a valid NHS Tax stadil exemption satisficate M) Entitled to as named on a valid NHS Tax stadil exemption satisficate 	options
	S) Has a partner who gets pension credit gurantee credit (PCGC)	

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.

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Main Records O A	add New Ⅲ View All Referrals 🗎 V	iew All					(FT321) Test Phar	macy - HF, W12 8QQ 🗸
	PETER HUMPHREYS (Sonar	ID: 1172885)		Edit Profile	S View History	Patient Notes	View SCR	Incident report
ه ال	iender: Male DOB <mark>10/09/1991</mark> NHS Number: N	ot recorded GP Proceice: (X26) Test GP (HF) Address: 168 Ilbert Street, Loi	ndon, London, W10 ·	4QD Telephone:	07387278089 Ma	ide: Not recorded Em	at Not recorded	
		Useful links:	MiDoS EPS Tro	acker NICE	CKS NHS UK	PATIENT.CO.UK	BNE EMC GI	LLICK COMPETENCY
<	Fields marked with (*) are mandatory			>				
 Progress 	* Consultation outcome	Medicine(s) supplied						A
🔹 Consent		 Medicine(s) not supplied Other 						
🖹 Assessment 🛛 🖬	* Is Sign-posting required?	No: Not required No: Not required						
🕏 Supply details 🛛 🖬		Yes: Patient signposted to GP in nours Ves: Patient signposted to GP OOH/integrated urgent care						
≓ Outcomes □	Clinical narrative/comments	 Yes: Other [Results of any examination, additional comments or relevant notes included) 	luding gay					
D Pharmacy Feedback		actions as a consequence of checking the SCR or other resource.]	A A					
Actions	* Is GP Notification Required?	Yes •						
A Print Record	Notes/Comments to GP	[Ontional notes or comments to be shared with GP]						
🛓 Print Token		[ophonical librics of comments to be sincired with of]	O					
🛓 Print GP Notification		time taken to complete consultation.						
	Patient facing time	5 (minutes)						
	Non-patient facing time	5 (minutes)						
		Total time taken: 10 (minutes)						
			Noto					
			Note	is to ti	ne GP			
	Click on <submit> to confirm details</submit>	SUBMIT						
								v
		Copyright © 2019 Sonar Informatics LTD - IT Solutions for	r health care professional					
		*SonarHealth is a registered trade mark of <u>Sonar</u>	r Informatics LTD					

Pharmacy Feedback

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

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> Main Records O	Add New III View All (FT321) Test Phormacy - HF, W12 SQQ V
Р	PETER HUMPHREYS (Sonar ID: 1172665) Sview History Patient Notes View SCR Incident report
4	Useful links: MiDos EPSTracker NICE CKS NHS UK PATIENTCOUK BNE EMC GILLICK COMPETENCY
Progress Consent Assessment	Pharmacy Feedback Pharmacy Feedback Pharmacy Feedback Pharmacy Feedback Pharmacy Feedback Pharmacy feedback and comments: Please let us know how the system performed today or if you have pharmacy feedback and comments: Please let us know how the system performed today or if you have pharmacy feedback
% Supply details ☑ ➡ Outcomes ☑ ☑ Pharmacy Feedback □	Information submitted on this form will be treated confidentially! I I don't wish to send feedback on this occassion
Actions View Referral Print Record Print Token	How satisfied are you with the service? Very satisfied Satisfied Satisfied OK Distatisfied OK Distatisfied Very distatisfied
Print GP Notification	Please enter any feedback in the box below so that the CPCS - Emergency Supply Service can continue to be improved [Provide details here] Submit to finish the
	Click on <submit> to complete the condutation SUBMIT Click on <submit consultation<="" td=""></submit></submit>
	Copyright © 2000 Sonar Informatics LTD - IT Solutions for health care preferenceds. #SonarHealth is a registered trade much of <u>Sonar Informatics LTD</u> .

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

ar Health 🧹 👘	Home >	johr
Main Records	Add New III View All Referrals II View All	(FT321) Test Pharmacy - HF, W12
P	PETER HUMPHREYS (Sonar ID: 1172885) Gender Male DOB (D/07/1997) Arts Number Not recorded GP Puctus (X26) Test GP (HF) Addres [168 Ilbert Street	Edit Profile ("View History Potient Notes) ("View SCR) Incident re London, London, WID 40D Jakobar (77357278056) Made Not recorded Smal Not recorded
<	Useful Fields marked with (*) are mandatory	links: MiDas EPSTracker NICECKS NHSUK PATIENT.COUK BNE EMC GILLICK.COMPE
Progress Consent Conse	Pharmacy Feedback It's important that you share your feedback and comments. Please let us know how the system performed t any comments or suggestions to improve the CPCS - Emergency Supply Service. Information submitted an this form will be treated confidentially! I don't wish to send feedback on this occassion How satisfied are you with the service? * Very satisfied * Satisfied * Satisfied * Satisfied * Satisfied * Satisfied * Very distantified * Very distantif	eday or if you have
	Click on <submit> to complete the consultation SUBMIT</submit>	Download documents from the

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 🗸 🛛 希	Home >
✓> Main Records ●	Add New 📰 Consulations 🕐 View Referrals
В	BEN WARREN (Sonar ID: 1181896) Gender. Male DOB 21/06/1995 NHS Number 428 094 9085 GP Practice (X26) Test GP (HF) Address, Tolephane 01992574305 Mabile: Not recorded
<	Useful links: MiDoS EPS Tracker Fields marked with (*) are mandatory
- Progress	New consultation No Intervention Made
🗘 Process referral	Please review the 111 (ITK) Referral at the right-hand side panel, and select the appropiate 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 C Cancel</submit>

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

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Main Records O Add	Id New 📰 Consulations 🕐 View Referrals	(FT321) Test Pharmacy - HF, W12 8QQ 🛩
B BI	EN WARREN (Sonar ID: 1181896) ale: Male act 2106/1995 Mrs Namber (238 094 9085 GP Parties (X26) Test GP (HF) Addem	Edit Profile O View History Patient Notes View SCR Incident report
Progress C Process referred	Fields marked with Consection New consultation No Intervention Mode Person use this toption if you are not able to parse the III (TK) Referrat. • Provide a reason as why you are not able to parse the III (TK) Referrat. • This action will close the episode • Reason • Details/Comments [Provide details here]	MDOS EPSTradeer NICECKS NHSUK PATIENICOUK BNE EMC GILLICK.COMPETENCY
	Copyright © 2019 Some informatics LTD : IT Solutions for keyl ⁹⁹ Semaritheadth is a registered toole mink of <u>Social Life</u>	the consultation

Filling the NEW CONSULTATION

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

Sonar Health 🗸 🚽	Home >	🐣 John Smith 🗸
Adin Records	Add New III Consulations III View Referrals	(FT321) Test Pharmacy - HF, W12 8QQ 🛩
В	BEN WARREN (Sonor ID: 1101090) Conder [Mid] 0.000 [21/05/1993] Note Number [228/094 9085] 0.0P Australia 0.0992574303 Number [228/094 9085] Value Number [228/094 9085]	Edit Profile Two Karavy Patient Notes Sex View Hatavy Patient Notes Sex View SCR Incident report
	Fields marked with (*) are mondatory	,
+ Progress	Consent for service delivery (CPCS - Minor Illness)	NHS 111 Referral
d Consent	The pharmacist to read following statement to patient:	 Patient's Reported Condition
Supply details	Consent is required for the service provision and to share information about this consultation : Consent for the pharmacy sharing information with the patient's GP practice, NHS England and the NHSBSA	■ hit nose 9 days ago on a piece of wood c/o still pain
≓ Outcomes □		Pathways Disposition
D Pharmacy Feedback D	Concert given? Ver • * Is the potient accompanied? Petter/r signature (optional) Click on cSUBMIT> to confirm details SUBMIT Concel	Consultation Summary Pathonys Assessment Advice Given
	Cassvisht @ 2019 Sanar Informatics LTD - iT Salutions for health care	arafessionals.
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Type the symptoms in the text box. To add PRESENTING COMPLAINTS, select ADD PRESENTING COMPLAINTS on the bottom right-hand side of the box.

Sonar Health 🗸 🛛 🚸 🖬	lome >							🚢 John Smith 🗸
Main Records O Ac	dd New 📰 Consulations 🏾 A View Refe	errals				(FT321) Test Pharr	macy - HF, W12 8QQ 🗸
B ^B	EN WARREN (Sonar ID: 11818 nder Male DOS 21/06/1995 NHS Number &	3966) 28 094 9085 GP Positive (X26) Test GP (HF) Address	Telephane 01992574305 Mobile No	Edit Profile	View History Not recorded	Patient Notes	View SCR	Incident report
< Progress	Fields marked with (*) are mandatory		Useful links: <u>MiDoS</u> <u>EPS T</u>	Tracker NICE (CKS NHS UK	PATIENT.CO.UK BM	E EMC GIL	
Consent Consent Assessment Concomes Pharmacy Feedback	* Contact Method * Symptoms	Minor Illness 08/11/2019 15 • 09 •Select clear and exact words or phrases to describe symptoms]		Date By default Use the do System do	& Time t the current date a ate and time when t bes not allow future	nd time is displayed. he consultation with th dates.	e patient took pl	ace.
Actions View Referral Print Record Print GP Notification	* How log had symptoms? * Protenting Complaint * Allergies	None selected [eg_Nuh]	Add.presenting.complaint(s)	Contac This should In Person Over the still has to	ct method d reflect how the cor a: if the consultation phone: if the consu collect their medica	sultation was complet was completed as 1-2- tation was completed tion	rd. I. over the phone. N	lote that patient
	ig medical conditions Actions taken to date Medication been taken	No allergies declared (Tick if no allergies declared) [eg. Autima] [Describe action taken by patient or carer]		This an If no allerg	ies by the p	atient is requesting an tick the box <u>No aller</u> e	emergency suppl ies declared	ly.
Type in sympto	oms confirm details	SUBMIT		€ F (i.e. in tl Or i	Selec prese	t here to nting coi	add th nplain	ie ts

Tick the complaints and select SUBMIT to continue.

	DMIRS Complaints			
	Please select presenting complaints (Tick all that apply)			Incident report
\sim	Acne, Spots and Pimples	Allergic Reaction	Ankle or Foot Pain or Swelling	rded
	Arm, Pain or Swelling	Athlete's Foot	Bites or Stings, Insect or Spider	LLICK COMPETENCY
	Blisters	Cold or Flu	Constipation	
Progress	Cough	Diarrhoea	Ear Discharge or Ear Wax	^
Consent	Earache	Eye, Painful	Eye, Red or Irritable	
Assessment	Eye, Sticky or Watery	Eye, Visual Loss or Disturbance	Eyelid Problems	lace.
Outromer	Failed Contraception	Hair loss	Head Lice	
ourcomes	Headache	Hearing Problems or Blocked Ear	Hip, Thigh or Buttock Pain or Swelling	
Pharmacy Feedback	Itch	Knee or Lower Leg Pain or Swelling	Limb, cold or colour change	
Actions	Lower Back Pain	Lower Limb Pain or Swelling	Mouth Ulcers	
View Referral	Nasal Congestion	Pain and/or Frequency Passing Urine	Rectal Pain, Swelling, Lump or Itch	
Print Record	Scabies	Shoulder Pain	Skin, Rash	Note that patient
Print GP Notification	Sleep Difficulties	Sore Throat and Hoarse Voice	Tattoos, Birthmarks or Moles	
	Tiredness (Fatigue)	Toe Pain or Swelling	Vaginal Discharge	
	Vaginal Itch or Soreness	Vomiting	Wound Problems	
	Wrist, Hand or Finger Pain or Swelling			ply.
	Other complaints: [Describe other of	omplaints]		
	Click on <submit> to confirm details SUBMIT © Ca</submit>	ncel		rough information

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.

R	BEN WARREN (Sonar ID: 118)	<u>896)</u>	🛓 Edit Profile 🛛 View History 🖉 Patient Notes 🚺 View SCR 🚺 Incident report
	Gender Male DOB 21/06/1995 NHS Number	428 094 9085 GP Proceiner (X26) Test GP (HF) Address	ot recorded Emuil Not recorded
	Fields marked with (*) are mandatory	Useful links: <u>MiDoS</u> <u>EPS 1</u>	Tracker NICE_CKS NHS.UK PATIENTC UK BNE EMC GILLICK.COMPETEN
Progress Consent Assetsment Outcomes	Service Name * Date & Time * Contact Method	Minor Illness 06/11/2019 15 • 09 • Face to face • •	♥ Date & Time By default the current date and time is a gaved. Use the date and time when the consult system does not allow future dates.
Pharmacy Feedback C Actions View Referral Print Record Print GP Notification) * How long had symptoms? * Presenting Complaint * Allergies	Four - Less than 24 hours • Cold or Flui • Cough • Exactle • Add presenting compliant(s)	Contact method npleted. This should reflect how the consultation npleted. In Person if the consultation was consultation 1-2-1. Over the phone if the consultation was still has to callect their medication ted over the phone. Note that patient
	Existing medical additions Activation for date	No. Mergies declared (Tick if no allergies declared) [rg_Athma] none	♥ Allergies This should indicate why the patient is If no allergies declared, please tick the <u>pleas declared</u>
	* Hay gs been identified?	leg Paracete	Red flags (i.e. symptoms that suggest information in the NICE F
Sele all	ect the ergy	Phormacist to advise patient: 'If your symptoms do not improve or become worse, then either came back to see me or seek advice from your GP.	Or is there another reason listed, add to 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.

		EN WARREN (Sonar ID: 11810	96)	Ledit Profile View History Patient Notes View SCR
	6	ender Male DOI 21/06/1995 NRS Number 4	28 094 9085 GP Positive (X26) Test GP (HF) Address, Tekyshowe 01992574305 Mub	ade Not recorded Email Not recorded
	<	Fields marked with (*) are mandatory	Useful links: <u>MiDoS</u> [EPS Tracker NICE CKS NHS.UK PATIENT.CO.UK BNE EMC GILLICK.COMPE
 Progress 		Clinical narrative	[Results of any examination, tests and relevant notes including any actions as a	Q Narrative
Consent		: Outroma	consequence of checking the SCR or other resource.]	Results of any examination, tests and relevant notes including any actions as a
Assessment		* Advise given details	Advice only •	consequence of checking the SCR or other resource.
C Pharmary Feed	back 🖸	Autrice given deruits	advice given text here	
 Actions 		* Advice/Support provided	How to best manage their condition "	♀ Outcome
A View Referral			Drited leaflets supplied	(i.e. symptoms that suggest a more serious illness) been identified through information
A Print Record			Managing future minor illnesses (It is not always necessary to call NHS III)	Or is there another reason to escalate the patient?
📥 Print GP Notifie	ation		[Describe other advice/support provided]	
		* Is C	Yes •	
		Notes/Comments to GP	notes to GP here	
			Time taken to complete consultation	
		Patient facing time	5 (minutes)	
		Non-patient facing time	5 (minutes)	
and and h		-	Total time taken: 10 (minutes)	
anu 2 D	oxes	>		
re mandat	tory	<submit> to confirm details</submit>	SUBMIT	

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.

	BEN WARREN (Sonar ID: 1181	396)	Edit Profile SView History Patient Notes View SCR Incident report
- 🙂 .	ender Male DOB 21/06/1995 NHS Number	128 094 9085 GP Prochee (X26) Test GP (HF) Additives Telephone 01992574305 1	Molule Not recorded Emol Not recorded
<	Fields marked with (*) are mandatory	Useful links: <u>MiDoS</u>	EPS.Tracker NICE.CKS NHS.UK PATIENT.CO.UK BNE EMC GILLICK.COMPETENS
Progress Consent	Clinical narrative	[Results of any examination, tests and relevant notes including any actions as a consequence of checking the SCR or other resource]	Narrotive Results of any examination, tests and relevant notes including any actions as a
Actions Pharmacy Feedback Actions Print Record Print GP: Notification	Medicine (given * Advice/Support provided	Advice & sale of medicine Advice & sale of medicine Advice medicine/device Advice medicine/device Advice Medicine/device Advice Medicine/device Advice Medicine/device Advice Medicine/device Advice Monoging Littlere misor Alleves (Describe ather advice/support provided)	hoose and add the medicine(s) by icking here.
	* Is GP Notification Required? Notes/Comments to GP	Yes • If	you DO NOT supply any medication,
	Patient facing time Non-patient facing time	Time taken to complete consultation V (5 (minutes) hi Total time taken: 10 (minutes) S (ou would still add what was discussed ere and then later select the 'not upplied' option.
	Click on «SUBMIT» to confirm details	SUBMIT	

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

Main Records	Add New III Consulations & View Refe	rals					(FT321) Test P	Pharmacy - HF, W12 8QQ 🗸 🔺
В	BEN WARREN (Sonar ID: 11818 Sender Male DOS 21/06/1995 NH5 Number 42	26) 18 094 9083 GP Proctoce (X26) Test GP (HF) Address	Telephone: 01992574305 M	Edit Profile	View History	Patient Note	es 🛛 📲 View SC	CR Incident report
Progress Accented Accented Accented Accented Accented Accented Accented Accented Print OP Nonflication	Fields marked with (*) are mandation Claical variative Outcome Med (ne(s) given * Advice/Support provided * Is GP Natification Returned? Notes/Comments to * Patient facing time Non-patient facing time	Drug picker paracetamol Paracetamol 500mg tablets Paracetamol 500mg tablet table Paracetamol 120mg/sml orel saluron paediatric Paracetamol 120mg/sml orel saluron paediatric Paracetamol 120mg/sml orel saluron sugar free Paracetamol 120mg suppositories Paracetamol 120mg/sml orel suspension paediatric	Useful links M.DoS	Select st	CECKS NHSUK	PATIENTCOUK tests and relevant m SCR or other resou o more serious illne nical Knowledge Sur to escalate the patie	ENE EMC otes including any recent solutions solutions minaries.	GILLICK COMPETENCY

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

B BEN WAR	Consulations (* View Reterrals REN (Sonar ID: 1181896) 28 [21/05/1993] Arts Number, #28 094 9085 GP Practice	(X26) Test GP (HF) Addess 97. Telgehow (21992574305 Mcdi	Edit Profile Diew H	(F132) Test Pharmacy - HF, W12 oC C V istory Patient Notes View SCR Incident report ed
Fields marker Progress Concert Aassumant Orbarders Phormosy Feedback Phormosy Feedback Phorm Reard Aprint GP Notification * Is G	d with (*) are mandatary. Claical narrative * Outcome Medicine(s) given Advice/Support provided P Notification Required? Note/Comments to GP	Useful links MIDDS J Processmal 300mg soluble tablets C R Reset Rodget SPC & PL (spens an external web page) R A H Pharmaceutical Lid A H Pharmaceutical Lid C Tablet(s) Table	PS.Tracker NICE_CKS NHS	LUK PATIENT.CO.UK BNE EMC GILLICK.COMPETENCY
Click on «SU	Patient facing time Nan-patient facing time Total time taken: 10 (m IBMIT> to confirm details	confirm details SUBMIT © Concel	Fill i a	n all sections nd submit

Pharmacy Feedback

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

Sonar Health 🗸 📑	Home >
Main Records OA	Add New 🚆 Consulations 🕐 View Referrals (FT321) Test Pharmacy - HF, W12 8QQ 🗸
В	BEN WARREN (Sonar ID: 1181896) Cander Male 0:07 20206/1993 Not Nucley [20:004 9053 0:7 Practice (X20) Test GP (HF) Addres [5,1] Septeme (01092574303 Male Not recorded 2:mat Not recorded
	Useful links: MIDOS EPS Tracker NICE CKS NHS UK PATIENT.CO.UK BNE EMC GILLICK COMPETENCY Fields marked with (1) 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!
Actions View Referral Print Record Print GP Notification	I don't wish to send feedback on this occossion How satisfied are you with the service? Very satisfied Very disatisfied Very disatisfied Very disatisfied Very disatisfied
	Please enter any feedback in the bax 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 on <submit> to complete the consultation</submit></submit>
	Consultation .
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≯ Main Records OA</th <th>Idd New 🗮 Consulations 🏕 View Referrals</th> <th></th> <th></th> <th></th> <th></th> <th></th> <th>(FT321) Test</th> <th>Pharmacy - HF, W12 8QQ 🗸</th>	Idd New 🗮 Consulations 🏕 View Referrals						(FT321) Test	Pharmacy - HF, W12 8QQ 🗸
Progress	SEN WARREN (Sonar ID: 1181896) ander Maße acts 20206/1993 Nets Nature #28.094.9083 at Printer (X20) Test GP Fields marked with (*) are mandatory Pharmacy Feedback	(HF) Addres Edgebore 0199257430 Useful links: <u>N</u>	Ledit Module Not recorde	Profile 🔊 V rd <i>Email</i> Not rec <u>NICE CKS</u>	Tiew History corded <u>NHS UK</u>	Patient Note	s Sview S BNE EMC	CR Incident report
Consent C	It's important that you share your feedback and comments. Please let us know any comments or suggestions to improve the CPCS - Minor Illaes Service. Information submitted on this form will be treated confidentially! I don't wish to send feedback on this accession How satisfied de cre you with the service? Yery satisfied Satisfied Satisfied Very stated Very satisfied Please enter any set this the box below so that the CPCS - Minor Illae [Provide details here]	how the system performed today or if Service completed The CPCS Service was completed successfully You can use the oddition Papelo at the left-band side to prior the Taken.	you have					
	Click on <submit> to complete the consultation SUBMIT</submit>	Downl documen consultati	load ts from on here					

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

Sonar Health 🗸	# Home > Patients > Referrals	🚊 John Smith 🗸 🍵
Main Records (Add New 📰 View All Referrals 🗇 View All Premises 🖺 Profile	(FT321) Test Pharmacy - HF, W12 8QQ 💙
✓ Sort Date ▼	Name DOIL Partnert (D NHS Mumker Frisme/En [rsJoe] (56/mm/yyyr) [Sonar D] [rs121456789] [rsW12 80Q]	<
● Asc ▼	O Items 🗮 View Referral 🖪 Download selected	
Desc Referral Date	Id Name Date Service Type From/To Patients (Lirecords)	Direction Status
Date from [dd/mm/yyyy]	W It67403 WARREN, Ben 16/10/2019 10:38 Minor Illness 07 TTK Referred NHSD III, Patters: DDB: 2000/0928 NHSE Number: 2009 09:051 Teleshare:090292/005 NHSD III,	Completed
Date to [dd/mm/yyyy]		
 Direction 		
← Inbox → Outbox		
 Service 		
CPCS •		
ITK Referral		
 Status 		
New Referral Acknowledged	Consultation completed	
In Progress Completed		
Unable to Complete		_
	Capyroide 8 2009 Sanat Informatica LTD. 11 Solutions for leading understands. Sanatheadth is a regardread trade mark of <u>Sanat</u> Informatica LTD.	

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.



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

Sonar Health 🗸 🚽	✿ <u>Home</u> > <u>Patients</u> > New Patient	🔍 🔍 Feedback 💄 John Smith 🗸
Main 🎤 PDS 🎽	SMS Credits	(FT321) Test Pharmacy - HF, W12 8QQ 🗸
To register a New P General search • F •	Patient, please provide the following information: NHS Number search First name Mary Surname Patient * DOB 27/04/1997 * Gender Female	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
	Continue	IMPORTANT NOTE: If the <u>General Search</u> DOES NOT return the patient details, then you can try the following:
* Information entered ab	bove will be searched in the Sonar Database and the NHS	Get the NHS Number from your PMR System, and use the <u>NHS NUMBER search</u> , you will also be

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

			Bachelor Name	Not recorded	1
	First Name Surname Middle name(s)	Mary Test E.S. Patient Not recorded	Birth Name Maiden Name Other Previous Name	Not recorded Not recorded Not recorded	
	Key details	Edit			
	Gender NHS Number DOB Time of Birth Country of Birth Language English Interpreter not required General Practice	F 6016224197 27/04/1997 Not recorded Not recorded d X26-Test GP (HF)			
C	ontinue with service >				

Manual CPCS referral form

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

	MAR	Y TEST E.S. PATIENT (Sonar ID: 1)	173868) 🔒 Edit I	Profile 🔊 V	/iew History	🖋 Patient Not	res 🛛 📲 View S	CR Incident report
	Gender: <mark>F</mark> Mobile: <mark>O</mark>	emale DOB <mark>27/04/1997 NH5 Number: </mark> 601 622 4197 7960460173 <i>Email:</i> Not recorded	GP Practice: (X26) Test (GP (HF) Addres	ss 24 Shenley	Road, London, , S	E5 8NN Telephon	e <mark>02076870397</mark>
	<	Useful links: Fields marked with (*) are mandatory	MiDoS EPS Tracker	NICE CKS	<u>NHS UK</u>	PATIENT.CO.UK	BNF EMC	GILLICK COMPETENCY
 Progress 		Service Name	NHS 111 Report - Ma	anual Referra	d			
🐞 Details		* 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 recevied fro	om NHS 111 (click on browse)		
			Browse No file sel	ected.				
		Click on <submit> to confirm details SUB</submit>	МІТ					
		Copyright © 2020 S ©SonarHealt	onar Informatics LTD - IT Solu th is a registered trade mark o	tions for health car f <u>Sonar Informati</u>	re professionals. ics LTD.			

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

Created	03-Jan-2020, 17:01		
Document Owner	Vocare South 111		
Authored by	- Call handler, SWL111 Vocare House (V 111) on 03-Jan-2020, 17:01	ocare Sout	h
Consent Status	Consent given for electronic record sharing		
Encounter Type	e NHS111 Encounter		_
Encounter Time	e 03-Jan-2020, 16:53 to 03-Jan-2020, 17:01		
Case Reference	e 02808232-1234 -426E-811 A-D20FB3A1234 B		
Case ID	1234567		
Encounter Disp	oosition To contact a Primary Care Service within 6 hours		
Care Setting Lo	ocation Incident Location		
	Visit Address		
	denes		
Care Setting Ad	duress		
Care Setting Ad Care Setting Ty	vpe		

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".

🍯 File Upload				×					- 🗆 ×
← → · ↑ ↓ > This PC	> Downloads	~ Ō	Search Downloads	م ر	90%	··· ⊌ ☆		ا عر	ı\ ⊡ ©
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📃 Desktop 🛷 ^ Nai	me		Date modified	Туре			(ET 701) Test		
👆 Downloads 🖈 🛛 🚮	report.docx		15/01/2020 15:09	Microsoft			(FISZI) lest i	narmacy	- HF, W12 000 V
🗄 Documents 🖈 🔥	Git-2.24.1.2-64-bit.exe		10/01/2020 15:21	Applicatio	_				
📰 Pictures 💉 🔯	Master CPCS registrations 251119 (2).xlsx		07/01/2020 17:33	Microsoft	History	🖋 Patient Not	es 🛛 🛃 View	SCR	Incident report
Report	Attachment 1		06/01/2020 12:45	File					
Shared	nativebridge.zip		06/01/2020 12:36	Compress	Shenley	Road, London, , Sl	E5 8NN Teleph	one: 02076	870397
sonar health nor	chromegpo.zip		06/01/2020 12:35	Compress					
temp	NHS111 Referral - 03-Jan-2020 1653 - Case 5029305.pdf		03/01/2020 17:03	Chrome H	<u>IS UK</u>	PATIENT.CO.UK	BNF EMO	<u>GILLI</u>	CK COMPETENC
i temp 💿	Sonar Informatics CPCS User Guide 2019 - V7 (1).pdf		03/01/2020 12:50	Chrome H					4
💻 This PC 🛛 🏮	Sonar Informatics CPCS User Guide 2019 - V7.pdf		03/01/2020 12:50	Chrome H					
📃 Desktop 🧕	Userguide - CPCS MYS Claims (1).pdf		03/01/2020 12:48	Chrome H					
🔮 Documents	epraccur.zip		26/12/2019 15:09	Compress	\sim				
🚽 Downloads	Firefox Installer.exe		18/12/2019 15:58	Applicatio 🗸				1	
* *				>					
File name:	NHS111 Referral - 03-Jan-2020 1653 - Case 5029305.pdf	~	All Files (*.*)	\sim					
			Open	Cancel					
	Encounter Disposition	Dx06 -	To contact a Primary	Care Servic	e within 6	hours (M.I.) 🗸			
	* Upload NHS 111 Report	Please u	pload the pdf file ree	cevied from	NHS 111 (c	ick on browse)			
		Browse	No file selected.						
	Click on SURMITy to confirm datails	літ							

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

Sonar Health	~ ☆ Ŀ	lome >					🤐 💊 F	eedback 🛛 🚨 John Smith 🗸
	Records	O Add New III Consulations ← View Refe	errals				(FT321) Test P	narmacy - HF, W12 8QQ 🗸
M	Gender: Fe Mobile: 07	/ TEST E.S. PATIENT (Sonar ID: 11 male 008 27/04/1997 NHS Number 601 622 4197 960460173 Email: Not recorded	173868) Ldit P	Profile 🏾 🔊 \ GP (HF) Addre	/iew History ss <mark>24 Shenley</mark>	Patient Not v Road, London, , S	es 🛃 View S	SCR Incident report
	<	Useful links: Fields marked with (*) are mandatory	MiDoS EPS Tracker	NICE CKS	<u>NHS UK</u>	PATIENT.CO.UK	BNF EMC	GILLICK COMPETENCY
✓ Progress		Service Name	NHS 111 Report - Mc	inual Referra	ıl			
ı Details		* Date & Time	16/01/2020	11 🗸	51 🗸			
		* Referred from	(NLO21) Vocare South	111			~	
		* Case Reference	02B08232-8668-426E-	BIDA-E				
		* Case ID	5029305					
		* Encounter Disposition	Dx06 - To contact a Pr	rimary Care Se	rvice within (6 hours (M.I.) 🗸		
		* Upload NHS 111 Report	Please upload the pdf	file recevied fro	om NHS 111 (click on browse))	
		56 99	BIONSE NHSIII Re	ferral - 03-Jan-	2020 1653 - (Case 5029305 pdf		
		Click on <submit> to confirm details SUB</submit>	MIT					
		Copyright © 2020 5 [©] SonarHeal	ənar Informatics LTD - IT Solut İh is a registered trade mark o	tions for health ca f <mark>Sonar Informat</mark>	re professionals. I cs LTD.			

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

Sonar Healt	h 🗸	☆ <u>Home</u> → <u>Ser</u>	vices > l	<u>.ondon DMIRS</u> > Refer	rals					🔍 🔍 Feedback	💄 John Smith 🗸
Main R	lecords	🖸 Add New 🔳	View All	Referrals 🛛 🛗 View Al	🕐 Dashboard					(FT321) Test Pharmacy -	HF, W12 8QQ 🗸
		<									<
✓ Sort		Name [e.g. Joe]	[dd/mm/yyyy]	Patient ID [Sonar ID]	[e.g. 123456789]	From/To [e.g. W12 8QQ]				
Date 🗸			H View	Poferral Download	relacted						
O Dars		Olfems	i view		selected						
Beferral Da	nte	Detients	Id	Name	Date	Service	Туре	From/To	Direction	Status	
Date from [dd/mm/yyyy]]		1294501	E.S. PATIENT, Mary Test	16/01/2020 11:51	Minor Illness	😭 ITK Referral	Vocare South 111,	← Inbox	New Referral	
Date to			Patient:	173868 DOB: 27/04/1997 NF	IS Number: 6016 224 197	Telephone:02076870397 Mobile:07	960460173				
[dd/mm/yyyy]]										
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Unable to Co	omplete										
					Copyright @ @Sc	9 2020 Sonar Informatics LTD - IT Solu narHealth is a registered trade mark (tions for health care profe of <mark>Sonar Informatics LTD</mark> ,	ssionals.			

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.

Sonar Health 🗸	# <u>Home</u> > <u>Services</u> > <u>London DMIRS</u> > Referrals	💷 🔍 Feed	dback 🛛 🔒 John Smith 🗸
Main Records	© Add New Ⅲ View All Referrals	(FT321) Test Pharm	macy - HF, W12 8QQ 🗸
✓ Sort	C View referral	×	<
Date 🗸	O New Consultation	n 🕲 Unable to process	
● Asc ▼	Referral Details Referral Status		
O Desc 🔺			
 Referral Date 	- NHE to - Manufacture and and - Manufacture a		^
Date from [dd/mm/yyyy]	▲ Download referral		
Date to [dd/mm/yyyy]			
 Direction 			
← Inbox			
▹ Service			
CPCS ~			
→ Туре			
ITK Referral 🗸			
→ Status			
New Referral Acknowledged In Progress Completed Unable to Complete			×
	[®] SanarHealth is a registered trade mark of Sanar Informatics (TD).		
javascript:void(0);			

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.

Sonar Health 🗸	₩ <u>Home</u>	> <u>P</u>	atients 🗲 l	Referrals						🚢 John Smith 🗸
Main Records	🔂 Add Ne	w	View All	Referrals 📋	View All Pr	emises 🖺 Profile				Test Pharmacy - HF (W12 8QQ) 🗸
	<									<
👻 Sort	N	ame	-1	DOB		Patient ID	NHS Number	From/To	12.8001	
Date 🔻	l	e.g. Jo	lej	[dd/mm/	ууууј	[Sonar ID]	[e.g. 123456	769] [e.g. W	12 8000]	
● Asc ▼	O Ite	ems	📰 View	Referral 📑 D	ownload selecte	2d				
Desc •	_		Id I	Name	Date	Service	Туре	From/To	Direction	Status
 Referral Date 	+ P	atien	ts: (4 records)						
Date from [dd/mm/yyyy]			1296970 I	DX80 LAST, Dx80 first	22/01/2020 14:44	Emergency supply	Referral	NHS Digital (Online),	← Inbox	New Referral
Date to			Patient: 1309	820 DOB: 01/01/19	NHS Number:	Case Ref No: 111-ONLI	NE-39810			
[dd/mm/yyyy]			1296978	DX86 LAST, Dx86 first	22/01/2020 15:01	Emergency supply	C ITK Referral	NHS Digital (Online),	← Inbox	New Referral
Direction			Patient: 1309	828 DOB: 01/01/19	NHS Number:	Case Ref No: 111-ONLIN	NE-9F8FB			
→ Outbox	8		1296979	KXTESTPATIENT TAAE,	22/01/2020 15:02	Emergency supply	C ITK Referral	NHS Digital (Online),	← Inbox	New Referral
Service				Donotuse					_	
CPCS •			Patient: 1309	829 DOB: 30/06/1	948 NHS Numbe	r: 9990 500 045 Telephone	: 07770728206 Case	Ref No: 111-ONLINE-40D76	5	
▶ Туре	D		1299102 I	DX80 LAST, Dx80 first	29/01/2020 01:27	Emergency supply	C ITK Referral	NHS Digital (Online),	← Inbox	New Referral
ITK Reterral 🔻			Patient: 13119	78 DOB: 01/01/197	NHS Number: -	Relative: Test Carer Test	Carer (Not Specified)	Telephone: 07770728206	Case Ref No: 111-	ONLINE-2D4A7
Status										

Type 1: Self-Referral

When patient had contacted NHS 111 by themselves.



Type 2: Third-Party

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



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 Profil	le				×
Personal details	Address Telecom GP Practice / Care provi	iders			
					• Add Address
Preferred?	Address details	Usage	Effective since	Action	
	Caregrange Ltd 9 Goldhawk Road London London Wia 800	HOME	Not recorded	Edit	
	Not recorded	WORK	Not recorded	Edit	
	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.

Edit Patient Profil	e					×
Personal details	Address Telecom GF	P Practice / Care providers				
						• Add Address
Preferred?	Address details		Usage	Effective since	Action	
			HOME	Not recorded	Edit	
\mathcal{C}	OVUD					
	OXI IDJ					
	Not recorded		WORK	Not recorded	Edit	
	Caregrange Ltd 9 Goldhawk Road		TEMPORARY	Not recorded	Edit	
	London London					
	W12 8QQ					
]

PDS Match

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

8	1296979 XXTESTPATIENT 22/01/2020 TAAE, 15:02 Donotuse	Emergency supply	Referral	NHS Digital (Online),	← Inbox	New Referral
	Patient: 1309829 DOB: 30/06/1944 NHS Numb	r: 9990 500 045 Plephone : 077707	28206 Case	Ref No: 111-ONLINE-40D76		



Printing Documents

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

Sonar Health 🗸 🏾 希	Home >	👗 John Smith 🗸
Main Records	Add New EConsulations Provide View Referrals	(FT321) Test Pharmacy - HF, W12 8QQ 🗸
В	BEN WARREN (Sonar ID: 1181896) Gande (Male 009 20/06/1993 1919 Nunder 428 094 9083 09 Paurice (X20) Test Gi	(HE) Address
	Fields marked with (*) are mandatory	Useful links: MiDos EPS Tracker NICE CKS NHS UK PATIENT.CO.UK BNE EMC GILLICK COMPETENCY
Progress Gonsent	Pharmacy Feedback	
Assessment Z determine Control Contro Control Control Control Co	It's important that you share your teedback and comments. Please let us kno any comments or suggestions to improve the CPCS - Minor Illness Service. Information submitted on this form will be treated confidentially!	w how the system performed today or it you have
 ⇒ Actions ▲ View Reierrol ▲ Print Record ▲ Print GP Notification 	I don't wish to send feedback on this occasion How satisfied are you with the service? Very satisfied Satisfied Satisfied OK Distantified Very distantified	Service completed The CPCS Service was completed successfully You can use the eActions Panels of the left hand use to point the Token.
	Predie enter any reedook in the look below so that the CPUS - Million III [Provide details here]	Service
	Click on <submit> to complete the consultation SUBMIT</submit>	Complete &
3) Do docum	pwnload ents from	- 209 Some Informatics IID - IT Solutions for investments. Health is a registered hode mark of <u>Same Informatics IID</u> .

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.

Records Wald New III Consulation	a r view seleridia	(F1321) Test Pharmacy - HF, W12 8Q
lain menu	Service references	CPCS Claims 9 Dec 1
Home I Main Records I Capaulations	B Blank Form Emergency Supply B Blank Form Minor Illness C B CPCS One pager • B CPCS Service Specification	Consultations submitted during December, will show up on your MVS account on the tot of January 2020. In the submitted during the submitted of the submitted to MVS 24-hours after the consultation has been completed. In the submitted to MVS 24-hours after the consultation has been completed. In the submitted to MVS 24-hours after the consultation has been any enguines regarding your Claims, please ensail us at info@beendinfermates.com
	CPCS Toolkir BaraStar '8 Infographic C F C FAQs (PSNC)	CPCS Claims 1 Dec From the 5th Dec 2019, CL mn for CPCS will be automatically sent to MVS 24 hours after completing the insultation. Any computations, mode in Vaber and November will be claimed within December protect
	G B GP Practice Notification (Emergency Supply) - B GP Practice Notification (Minor Illness)	Referrals in-progress 13 Nov Pharmacies that provide C have not been closed.
HS III Referrals New Patients: (1 records) io new referrals	- 🔓 Implementation checklist (Appendix B) - 🗳 Incident Form	Sonar is realising new upda to get latest change. If you CTRL-F3 on your keyboard contacting Sonar Informatic
	K Key contact details (Annex C) L Catin Abbreviations (Prescription directions) M M MYS Claims - User guide P Parient Flow Diagram	
	S Bample SOP (PSNC) U BUser guide MYS User	Claims 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 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 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 well be sent through the system and appear under 'New Referral' for you to complete correctly.

How do I use the test patients?

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

What is pharmacy feedback?

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

How do I print the token?

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

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

What's next after I print the token?

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

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

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

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

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

How do I claim for my CPCS consultations?

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

How much and when will I get paid for consultations?

Successfully completed Minor Illness consultations are paid at £14 per consultation. Successfully completed Emergency Supply consultations are paid at £14 per consultation plus the medication cost at tariff prices. Sonar will send the claim to the BSA via the MYS system, the pharmacist will accept the claim on behalf of the pharmacy, and the BSA will pay for that service on that month's statement. (The claim made in December for November will be paid on the 1st of Feb as with the November statement)