



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 2020/21 Version 1.3

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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 |
| 1.3 | 27/05/2020 | Review and update Claims for CPCS (Pages 31-34) – Updated by Sowmeya Velusamy, reviewed by Pritpal Thind |

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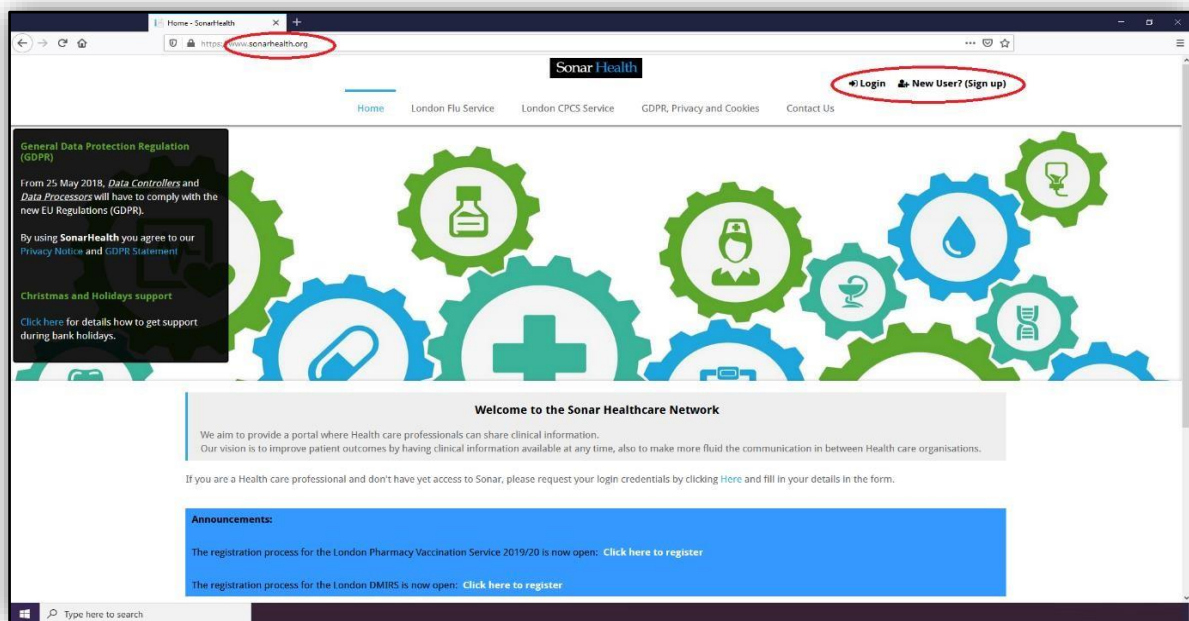
USER GUIDE IMPORTANT UPDATES

Please be aware of the last update on the user guide: 27.05.2020

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.

Sonar Health

[Login](#)
[New User? \(Sign up\)](#)

[Home](#)
[London Flu Service](#)
[London CPCS Service](#)
[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 Care Network!** By signing up you will have access to a range of free NHS enhanced and advanced services like NMS, MUR, Stop Smoking, Repeat Prescriptions, and also some other tools (Calendar, Library, etc) that will help you provide a better service to your patients.

Your Contact Details
Please find your location by entering the name or postcode in the box below and select it from the list that comes up. If not on the list, please free-type your contact info in the boxes below:

[Click here and free-type your location name or postcode](#)

First Name:
 Surname:
 Email:
 Mobile:
 Phone:

By signing up to **SonarHealth** you declare that the information you have provided is TRUE and you are genuine Advisor/Member of staff at the specified location. Also you agree to The Sonar Informatics [Terms of service](#) and [Privacy policy](#)

☐ I confirm I have read and understood the above.

GDPR Consent

We would like to send you occasional news and offers from Sonar Informatics as well as important alerts and material. For some communication we must be able to reach you for example, for NHS-related services. Please select below, what information you are okay for us to send to you. You can unsubscribe at any time.

☒ NHS Service alerts and service-related news, announcements and material
☐ Flu Training, travel clinics and vaccinations
☐ Other training opportunities
☐ Sonar newsletters
☐ New product offers

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

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? \(Sign up\)](#)

[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 - GP's 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:

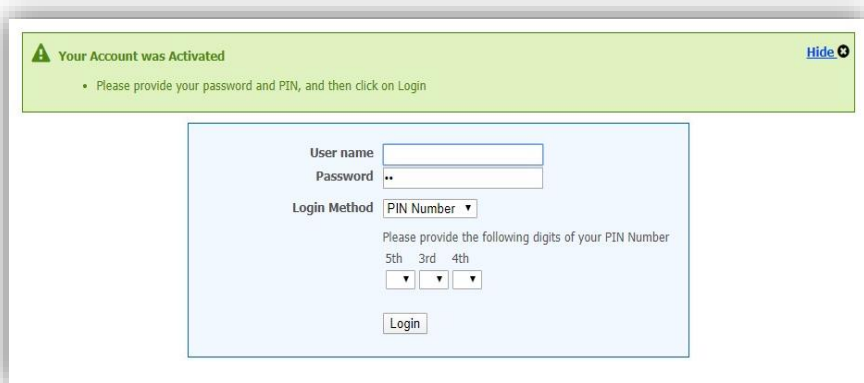
The following user has requested access to your premise:

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)**

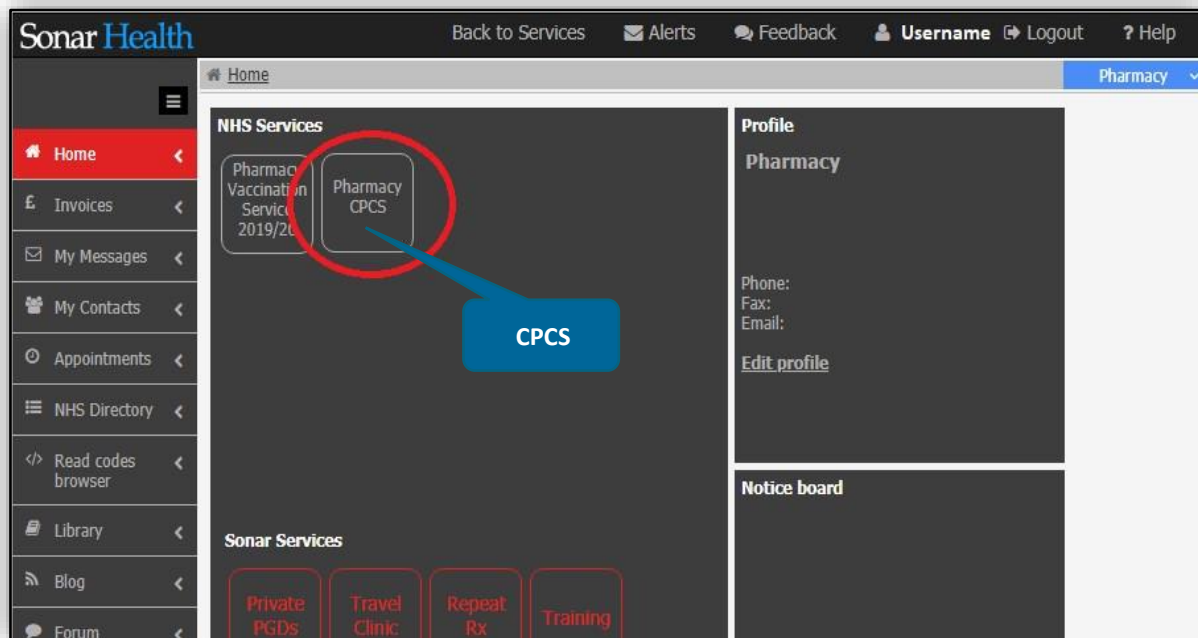
When the activation code is added, there will be no need to do it again. It is one-time activation only. Then you can login normally with your username, password and PIN.



A screenshot of a web interface for account activation. At the top, a green banner with a triangle icon says "Your Account was Activated" and includes a "Hide" link. Below the banner, a message states: "Please provide your password and PIN, and then click on Login". The main form area has a light blue background and contains the following elements: a "User name" input field, a "Password" input field with two asterisks, a "Login Method" dropdown menu currently set to "PIN Number", and a prompt "Please provide the following digits of your PIN Number". Below this prompt are three small dropdown menus labeled "5th", "3rd", and "4th". At the bottom of the form is a "Login" button.

Access your CPCS Service

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

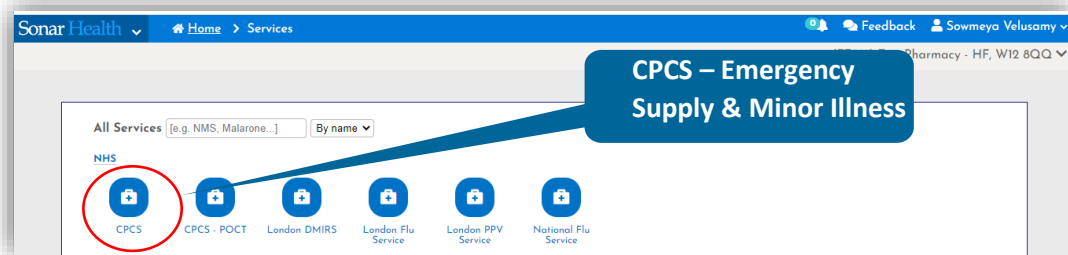


Selecting the Service

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.

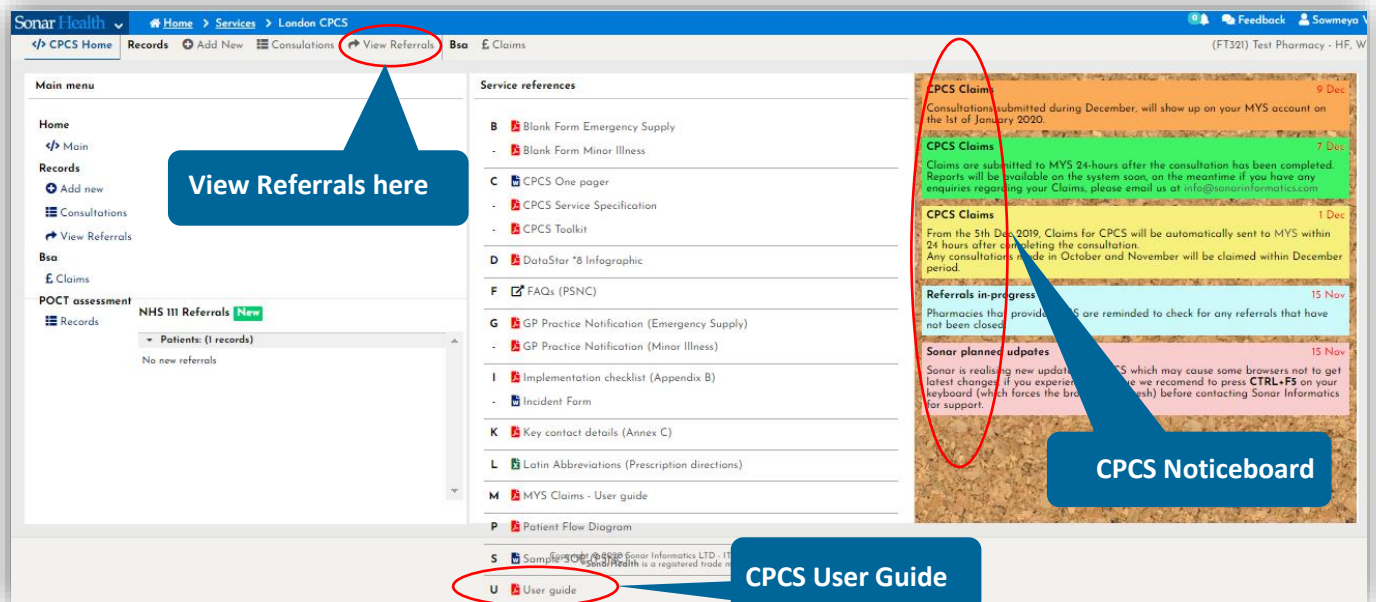
Select Emergency Supply.

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

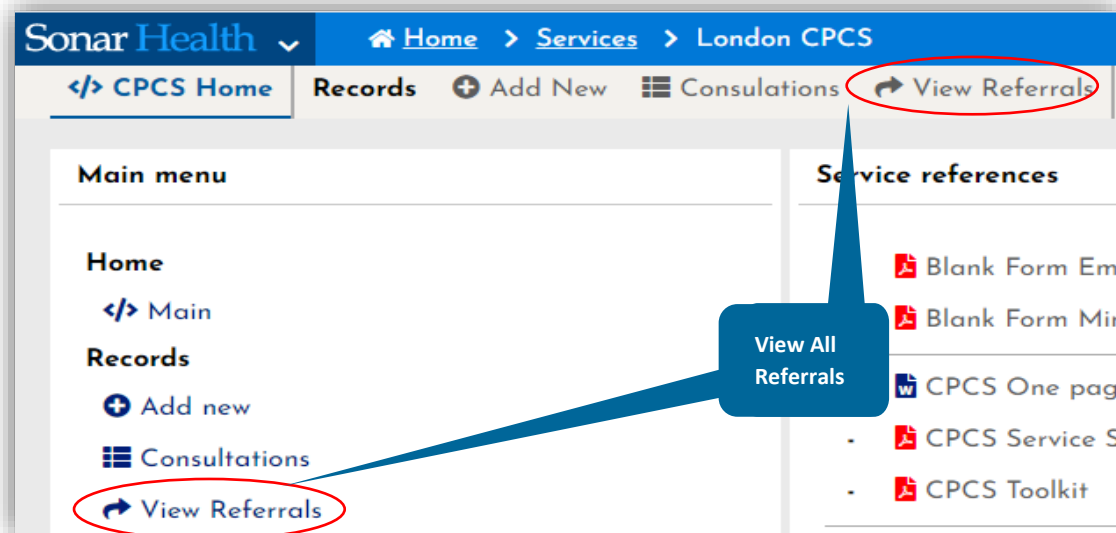


Creating a New Consultation using the referral list

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”.

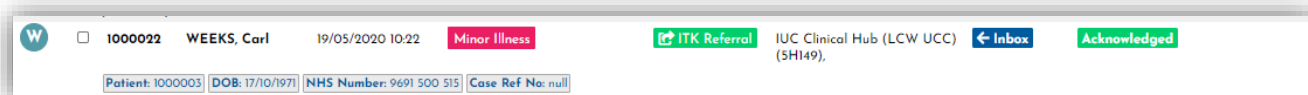


If there are no referrals on the main page, select VIEW REFERRALS to see the list of referrals.

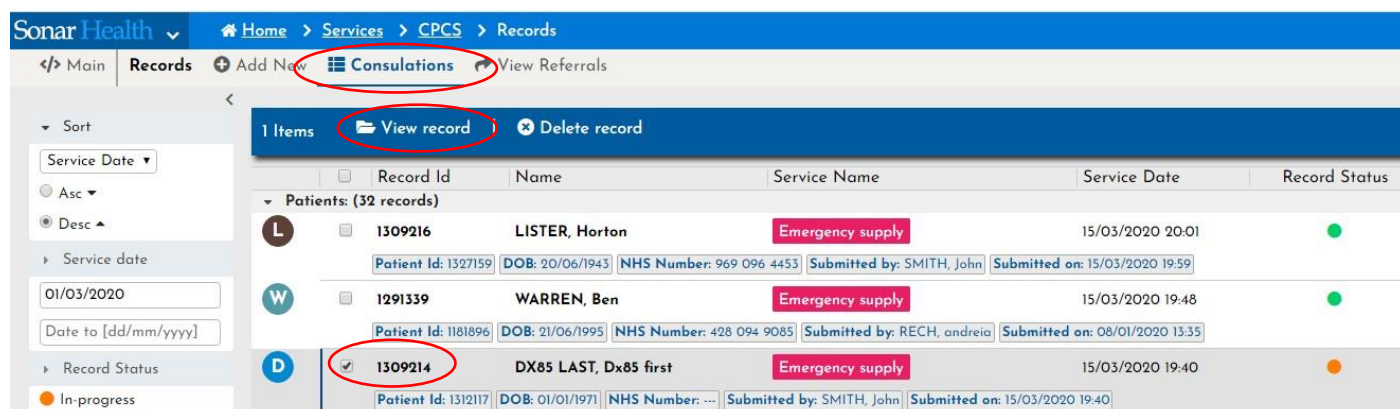


Patient Details

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”.



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

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

DEAN HATTON (Sonar ID: 1000001) | **Edit Profile** | View History | Patient Notes | View SCR | Incident report

Gender: Male | DOB: 30/11/1924 | NHS Number: 969 149 9827 | GP Practice: J82132 Testvale Surgery | Address: 10 THE PADDOCK, CALMORE, SO40 2SF | Telephone: Not recorded | Mobile: Not recorded | 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: New consultation | No Intervention Made

NHS III Referral

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

NHS III Referral - Manually uploaded

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"/> | Coregrange Ltd 9 Goldhawk Road London London W12 8QQ | HOME | Not recorded | Edit |
| <input type="checkbox"/> | Not recorded | WORK | Not recorded | Edit |
| <input type="checkbox"/> | Coregrange 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 Profile

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

[Add Address](#)

| 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 W12 8QQ | TEMPORARY AL | 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.

Sonar Health | Home > Patients > Referrals

Main | Records | Add New | View All | **Referrals** | View All | Premises | Profile

Sort: Date | Asc | Desc

Referral Date: Date from [dd/mm/yyyy] | Date to [dd/mm/yyyy]

Direction: [Inbox](#) | [Outbox](#)

Service: CPCS

Type: ITK Referral

Status: [New Referral](#) | [Acknowledged](#) | [In Progress](#) | [Completed](#) | [Unable to Complete](#)

0 Items | View Referral | Download selected

| Id | Name | Date | Service |
|---------|-------------------------|------------------|---------|
| 1159533 | E.S. PATIENT, Mary Test | 14/10/2019 15:23 | Emerger |

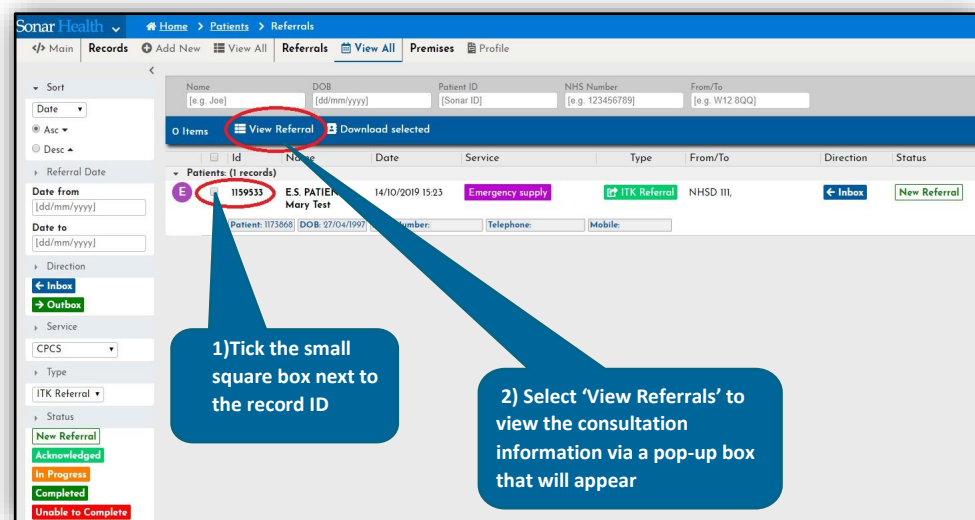
Patient: 1173868 | DOB: 27/04/1997 | NHS Number: 6016 224 197 | Tele

Navigate through each of the status labels to find referrals.

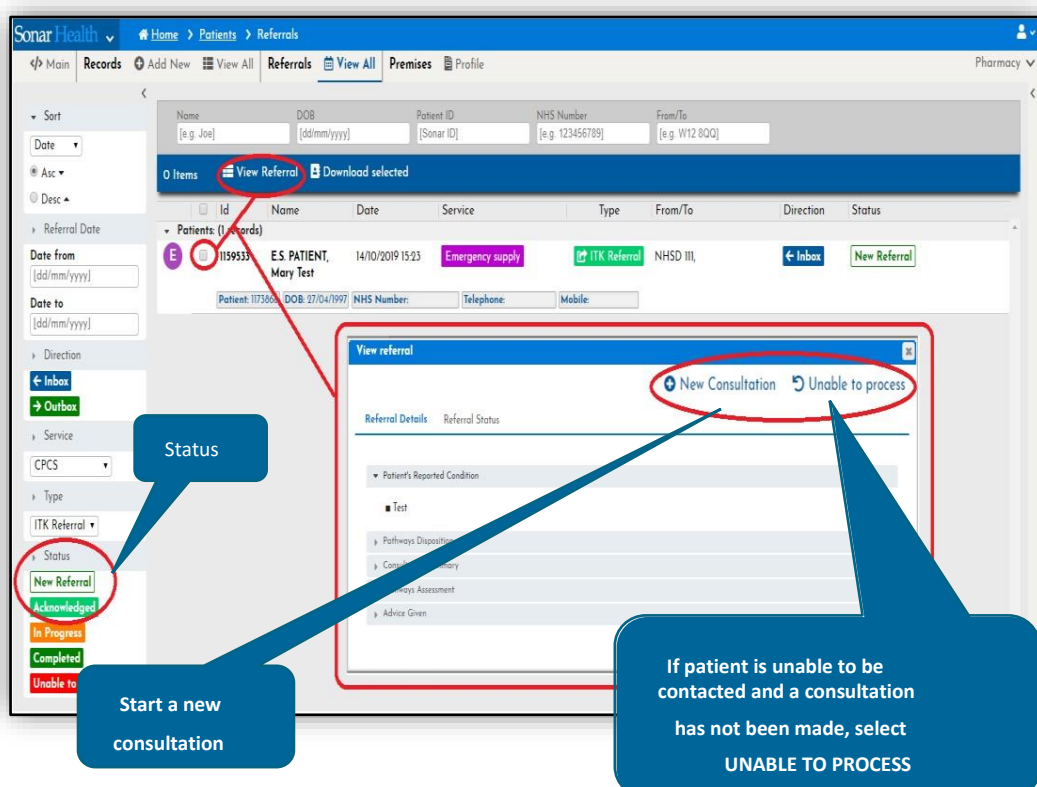
Status Explanations:

- **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).

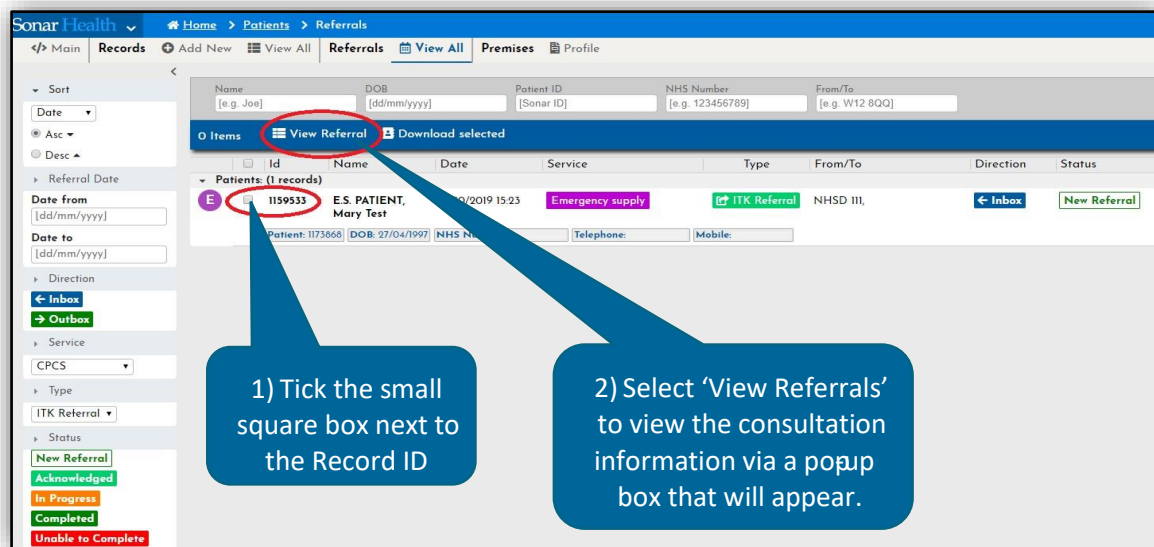


A pop-up box will appear with the details of the referral and steps on how to finish.

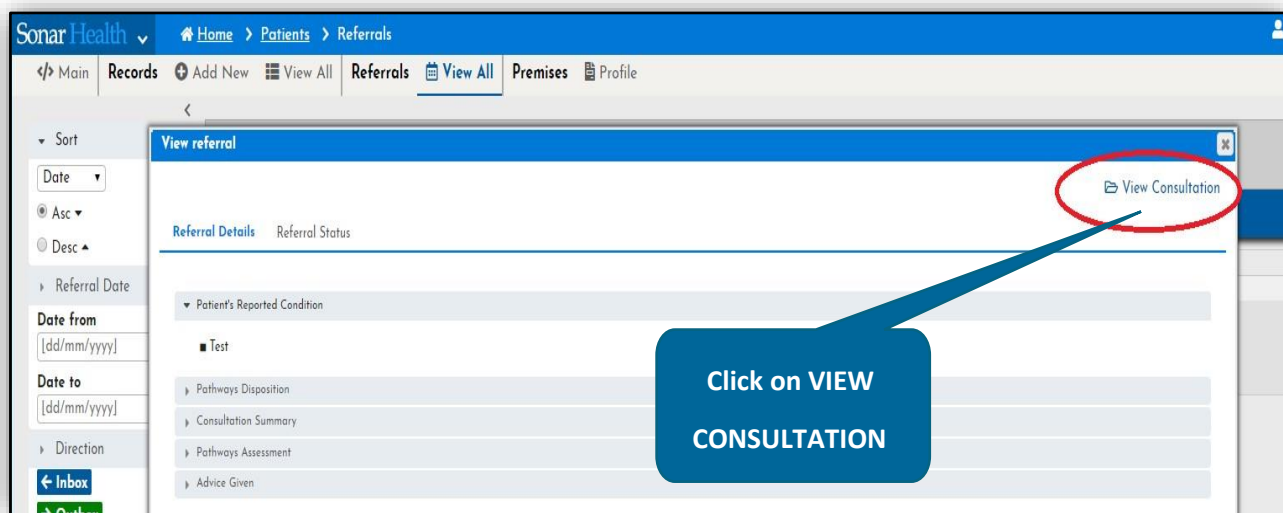


If a consultation is IN PROGRESS

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.

The screenshot shows the Sonar Health interface for a patient named MARY TEST E.S. PATIENT (Sonar ID: 1173868). The top navigation bar includes buttons for 'Edit Profile', 'View History', 'Patient Notes', 'View SCR', and 'Incident report'. The 'Incident report' button is highlighted with a red circle. A blue callout box with the text 'INCIDENT REPORT' points to this button. The main content area displays a 'Consent for service delivery (CPCS - Emergency Supply)' form with various checkboxes and a 'SUBMIT' button.

Starting a NEW CONSULTATION – EMERGENCY SUPPLY

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

The screenshot shows the Sonar Health interface for a patient named PETER HUMPHREYS (Sonar ID: 1172885). The top navigation bar includes buttons for 'Add New', 'View All', and 'Referrals'. The main content area displays a 'New consultation' form with a 'SUBMIT' button highlighted. The form includes a section for 'Available service' where 'Emergency Supply' is selected. The 'SUBMIT' button is highlighted with a blue box.

Filling the NEW CONSULTATION

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

Sonar Health | Home | Main | Records | Add New | View All | Referrals | View All | (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 Practice: Not recorded | Address: 168 libert Street, London, London, W10 4QD | Telephone: 07357278089 | Mobile: Not recorded | Email: Not recorded

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

Fields marked with (*) are mandatory

Consent for service delivery (Emergency Supply - NUMSAS)

The pharmacist to read following statement to patient:
 "Consent is required for the service provision and to share information about this consultation":
 ■ Consent for the pharmacy sharing information with the patient's GP practice, NHS England and the NHSBSA
 ■ Consent to a third person other than patient & pharmacist being present in consultation room (if applicable)
 ■ Consent to forward referral to another community pharmacy (if applicable)

* Consent given?
 * Is the patient accompanied?

Patient's signature (optional) Clear

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

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

Sonar Health | Home | Main | Records | 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

Gender: Male | DOB: 10/09/1991 | NHS Number: Not recorded | GP Practice: [X26] Test GP (HF) | Address: 168 libert Street, London, London, W10 4QD | Telephone: 07357278089 | Mobile: Not recorded | Email: Not recorded

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

Fields marked with (*) are mandatory

Emergency Supply

Service Name: Emergency Supply
 * Date & Time: 24/10/2019 00:00
 * Consultation Type: Face to face
 * Reason for request: Other
 * Allergies:

Existing medical conditions:
 * Is there an electronic prescription outstanding for this patient?
 * Has SCR been accessed?

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

Use the date and time when the consultation with the patient took place. System does not allow future dates.

Contact method
 This should reflect how the consultation was completed.
 ■ In Person: if the consultation was completed in person.
 ■ Over the phone: if the consultation was completed over the phone. Note that patient still has to collect their medication.

Reason for request
 This should indicate why the patient is requesting an emergency supply. Patients on holidays in the UK are not eligible for the service schema.

Allergies
 This should indicate why the patient has allergies. If no allergies declared, please leave blank.

Medical conditions
 Often used more broadly than allergies.

Select the allergy

If the allergy is not listed, add on PATIENT NOTES

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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.

PETER HUMPHREYS (Sonar ID: 1172885)

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

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

Fields marked with (*) are mandatory

Service Name: **Emergency Supply**

* Date & Time: 24/10/2019 00:00

* Consultation Type: Face to face

* Reason for request: Other

* Allergies: [Allergy to house dust mite](#)

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

* Is there an electronic prescription outstanding for this patient? [EPS Tracker](#) (please verify if patient has got an outstanding electronic prescription)

* Has SCR been accessed? Yes

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

View SCR

EPS Tracker

Adding the supply
Select "Add medicine/device".

PETER HUMPHREYS (Sonar ID: 1172885)

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

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

Fields marked with (*) are mandatory

Add medicine/device

No medicines or devices selected

To add a new medicine or device click on <Add medicine/device> at the top right.

Select to add supply

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

PETER HUMPHREYS (Sonar ID: 1172885)

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

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

Fields marked with (*) are mandatory

Add medicine/device

No medicines or devices selected

To add a new medicine or device click on <Add medicine/device> at the top right.

Drug picker

morphine

- Ipecacuanha and Morphine mixture BP 1980
- Morphine sulfate 10mg suppositories
- Morphine sulfate 10mg suppositories
- Morphine sulfate 20mg suppositories
- Morphine sulfate 10mg/5ml oral solution
- Morphine hydrochloride 15mg suppositories
- Morphine hydrochloride 30mg suppositories
- Morphine hydrochloride powder

Select the supply

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

The screenshot shows the 'Drug picker' form in the Sonar Health system. The patient's name is PETER HUMPHREYS (Sonar ID: 1172885). The form includes fields for 'Selected drug' (Morphine sulfate 10mg/5ml oral solution), 'EMC' (Review Product SPC & PIL), 'CD status' (Schedule 5 (CD 1mg)), 'Supplier', 'Pack size', 'Qty', 'Dose', 'Medication Start', 'End Date', and 'Duration'. A red circle highlights the 'SUBMIT' button, and a blue callout box points to it with the text 'Fill in and submit'.

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

The screenshot shows the 'Add medicine/device' form in the Sonar Health system. The patient's name is PETER HUMPHREYS (Sonar ID: 1172885). The form includes fields for 'Morphine sulfate 10mg/5ml oral solution (A A H Pharmaceuticals Ltd) 100 ml', 'Does the patient pay for prescriptions?', 'Select exemption category', and 'Person collecting supply'. A red circle highlights the 'Exemption options' list, and a blue callout box points to it with the text 'Exemption options'.

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

The screenshot shows the Sonar Health interface for patient PETER HUMPHREYS (Sonar ID: 1172885). The 'Progress' sidebar on the left includes 'Consent', 'Assessment', 'Supply details', 'Outcomes', and 'Pharmacy Feedback'. The main form area is titled 'Fields marked with (*) are mandatory'. Under the 'Actions' section, the 'Is GP Notification Required?' field is circled in red. A blue callout box with the text 'Notes to the GP' points to this field. Below this field is a text area for 'Notes/Comments to GP'. Other fields include 'Consultation outcome', 'Sign-posting required', 'Clinical narrative/comments', 'Time taken to complete consultation', 'Patient facing time', and 'Non-patient facing time'. A 'SUBMIT' button is at the bottom.

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 includes a message: 'It's important that you share your feedback and comments. Please let us know how the system performed today or if you have any comments or suggestions to improve the CPCS - Emergency Supply Service. Information submitted on this form will be treated confidentially!'. Below this, there are radio buttons for 'I don't wish to send feedback on this occasion' and 'How satisfied are you with the service?'. The 'How satisfied' section has five radio button options: 'Very satisfied', 'Satisfied', 'OK', 'Dissatisfied', and 'Very dissatisfied'. A text area for 'Please enter any feedback in the box below so that the CPCS - Emergency Supply Service can continue to be improved. [Provide details here]' is provided. At the bottom, a 'SUBMIT' button is circled in red. A blue callout box with the text 'Submit to finish the consultation' points to this button. The 'Progress' sidebar on the left is visible, with 'Pharmacy Feedback' highlighted.

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

PETER HUMPHREYS (Sonar ID: 1172885)

Gender: Male | DOB: 10/09/1991 | NHS Number: Not recorded | GP Practice: (X26) Test GP (HF) | Address: 168 Ilbert Street, London, London, W10 4QD | Telephone: 07357278089 | Mobile: Not recorded | Email: Not recorded

Pharmacy Feedback

It's important that you share your feedback and comments. Please let us know how the system performed today or if you have any comments or suggestions to improve the CPCS - Emergency Supply Service.

Information submitted on this form will be treated confidentially!

I don't wish to send feedback on this occasion

How satisfied are you with the service?

- ☐ Very satisfied
- ☐ Satisfied
- ☐ OK
- ☐ Dissatisfied
- ☐ Very dissatisfied

Please email your feedback in the box below so that the CPCS - Emergency Supply Service can be improved

(Provide details here)

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

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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.

HEIDI FAWKES (Sonar ID: 1000000)

Gender: Female | DOB: 13/03/2008 | NHS Number: 969 150 0280 | GP Practice: (J82132) Testvale Surgery | Address: 1 DENBIGH CLOSE, TOTTON, SO40 7QD | Telephone: Not recorded |

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**

NHS III Referral

NHS III Referral - Manually uploaded

Download referral

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 | Records | **Add New** | Consulations | View Referrals | Bsa | Claims | (FT321) Test Pharmacy - HF, W12 8QQ

HEIDI FAWKES (Sonar ID: 1000000) | Edit Profile | View History | Patient Notes | View SCR | Incident report

Gender: Female | DOB: 13/03/2008 | NHS Number: 969 150 0280 | GP Practice: (J82132) Testvale Surgery | Address: 1 DENBIGH CLOSE, TOTTON, SO40 7QD | Telephone: Not recorded | Mobile: Not recorded | Email: Not recorded

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

Progress

Process referral

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

NHS III Referral - Manually uploaded

Download referral

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.

Sonar Health | Home | Records | **Add New** | Consulations | View Referrals | Bsa | Claims | (FT321) Test Pharmacy - HF, W12 8QQ

HEIDI FAWKES (Sonar ID: 1000000) | Edit Profile | View History | Patient Notes | View SCR | Incident report

Gender: Female | DOB: 13/03/2008 | NHS Number: 969 150 0280 | GP Practice: (J82132) Testvale Surgery | Address: 1 DENBIGH CLOSE, TOTTON, SO40 7QD | Telephone: Not recorded | Mobile: Not recorded | Email: Not recorded

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

Progress

Consent

Assessment

Supply details

Outcomes

Pharmacy Feedback

Consent for service delivery (CPCS - Minor Illness)

The pharmacist to read following statement to patient:

*Consent is required for the service provision and to share information about this consultation:

- Consent for the pharmacy sharing information with the patient's GP practice, NHS England and the NHSBSA

* Consent given? Yes

* Is the patient accompanied? No

☒ Gillick competency reviewed? [View guidance](#)

Patient's signature (optional)

Clear

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

NHS III Referral

NHS III Referral - Manually uploaded

Download referral

Gillick competency reviewed? Need to be checked when the patient is under age of 16

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

HEIDI FAWKES (Sonar ID: 1000000)

Gender: Female | DOB: 15/03/2008 | NHS Number: P69 150 0280 | GP Practice: J82132 Testvale Surgery | Address: 1 DENBIGH CLOSE, TOTTON, SO40 7QD | Telephone: Not recorded | Mobile: Not recorded | 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

- Consent ☒
- Assessment ☐
- Outcomes ☐
- Pharmacy Feedback ☐

Actions

- View Referral
- Print Record
- Print GP Notification

Service Name Minor Illness

*** Date & Time** 26/05/2020 16:38

*** Contact Method** ...Select...

*** Symptoms** Use clear and exact words or phrases to describe symptoms

*** How long had symptoms?**

*** Presenting Complaint** None selected

*** Allergies**

[e.g. Nuts]

☒ No allergies declared (Tick if no allergies declared)

[e.g. Asthma]

Existing medical conditions

[Describe action taken by patient or carer]

Actions taken to date

Medication been taken

[e.g. Paracetamol 500mg tablets]

Have any red flags been identified?

Submit

Date & Time

By default the current date and time is displayed. Use the date and time when the consultation with the patient took place. System does not allow future dates.

Contact method

This should reflect how the consultation was completed.

- ☒ In Person: if the consultation was completed as 1-2-1.
- ☐ Over the phone: if the consultation was completed over the phone. Note that patient still has to collect their medication

Allergies

This should indicate why the patient is requesting an appointment or assessment.

If no allergies

Tick the complaints and select SUBMIT to continue.

HEIDI FAWKES (Sonar ID: 1000000)

Not recorded | Mobile: Not recorded | Email: Not recorded

DMIRS Complaints

Please select presenting complaints (Tick all that apply)

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

Other complaints: [Describe other complaints]

*** Have any red flags been identified?**

Submit

Click on <SUBMIT> to confirm details

Date & Time

By default the current date and time is displayed. Use the date and time when the consultation with the patient took place. System does not allow future dates.

Contact method

This should reflect how the consultation was completed.

- ☒ In Person: if the consultation was completed as 1-2-1.
- ☐ Over the phone: if the consultation was completed over the phone. Note that patient still has to collect their medication

Allergies

This should indicate why the patient is requesting an appointment or assessment.

If no allergies

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.

SonarHealth | Home | Records | Add New | Consultations | View Referrals | BSA | Claims

HEIDI FAWKES (Sonar ID: 1000000) | Edit Profile | View History | Patient Notes | View SCR | Incident report

Gender: Female | DOB: 13/03/2008 | NHS Number: 969 150 0280 | GP Practice: [J82132] Testvale Surgery | Address: 1 DENBIGH CLOSE, TOTTON, SO40 7DD | Telephone: Not recorded | Mobile: Not recorded | Email: Not recorded

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

Fields marked with (*) are mandatory

Progress

- Consent ☒
- Assessment ☒
- Outcomes ☐
- Pharmacy Feedback ☐

Actions

- View Referral
- Print Record
- Print GP Notification

Service Name: Minor Illness

Date & Time: 26/05/2020 | 17:26

Contact Method: Select...

Symptoms: Fever

How long had symptoms?: Less than 24 hours

Presenting Complaint: Sore Throat and Hoarse Voice | Tired Pain or Swelling

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

Existing medical conditions: [e.g. Asthma]

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

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

Red flags been identified?: No

Pharmacist to advise patient: If your symptoms do not improve or become worse, then either come back to see me or seek advice from your GP.

Contact method: This should reflect how the consultation was completed.
 In Person: if the consultation was completed as 1-2-1.
 Over the phone: if the consultation was completed over the phone.
 Note that patient still has to take their medication.

Allergies: This should indicate why the patient is requesting an emergency supply.
 If no allergies declared, please select [No allergies declared](#).

Red flags: (i.e. symptoms that suggest a more serious illness) have been identified through information in the NICE Clinical Knowledge Summaries.
 Or is there another reason to escalate the patient?

Select the Allergy

If the allergy is not listed Add to the patient notes

Form details | **SUBMIT**

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

BEN WARREN (Sonar ID: 1181896) | Edit Profile | View History | Patient Notes | View SCR | Incident report

Gender: Male | DOB: 31/08/1995 | NHS Number: 928 094 9085 | GP Practice: [X36] Test GP (HF) | Address: [Redacted] | Telephone: 01992574305 | Mobile: Not recorded | Email: Not recorded

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

Fields marked with (*) are mandatory

Progress

- Consent ☒
- Assessment ☒
- Outcomes ☒
- Pharmacy Feedback ☐

Actions

- View Referral
- Print Record
- Print GP Notification

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

Advice given details: Advice only

Advice/Support provided:

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

Is Consultation Required?: Yes

Notes/Comments to GP: [Redacted]

Time taken to complete consultation:

- Patient facing time: 5 (minutes)
- Non-patient facing time: 5 (minutes)
- Total time taken: 10 (minutes)

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

Outcome: (i.e. symptoms that suggest a more serious illness) have been identified through information in the NICE Clinical Knowledge Summaries.
 Or is there another reason to escalate the patient?

1 and 2 boxes are mandatory

<SUBMIT> to confirm details | **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.

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

Select the medication from the list

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

Select supply

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

Fill in all sections and submit

Pharmacy Feedback

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

Pharmacy Feedback

It's important that you share your feedback and comments. Please let us know how the system performed today or if you have any comments or suggestions to improve the CPCS - Minor Illness Service.

Information submitted on this form will be treated confidentially!

☐ I don't wish to send feedback on this occasion

How satisfied are you with the service?

☐ Very satisfied
☐ Satisfied
☐ OK
☐ Disatisfied
☐ Very dissatisfied

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

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

Submit to finish the consultation

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

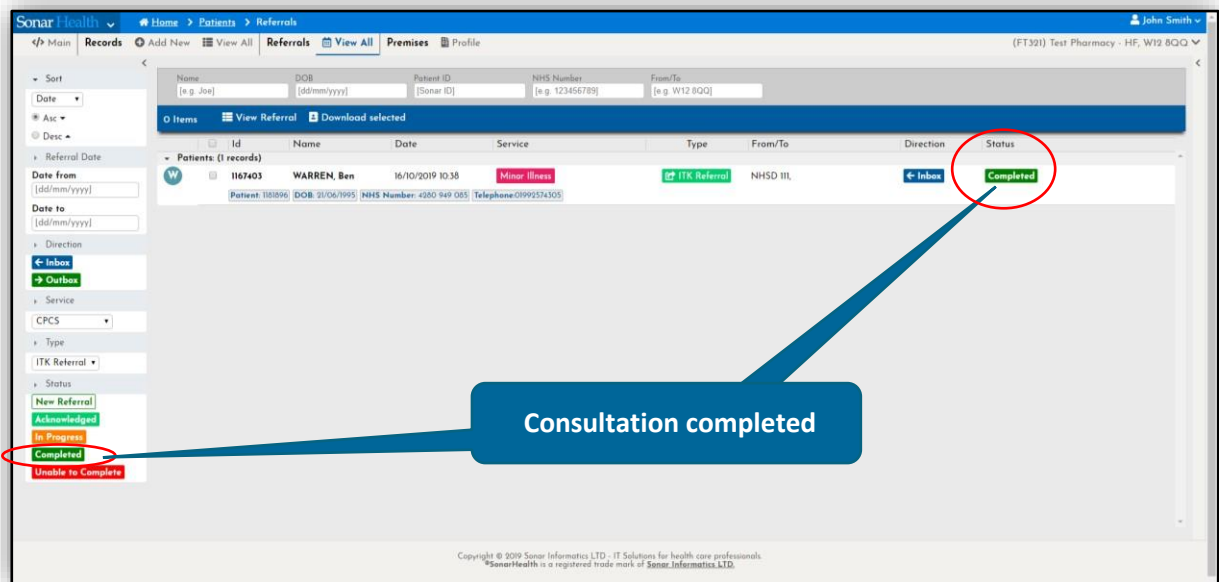
Service completed

The CPCS Service was completed successfully!

You can use the <Actions Panels> at the left-hand side to print the Token.

Download documents from consultation 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.

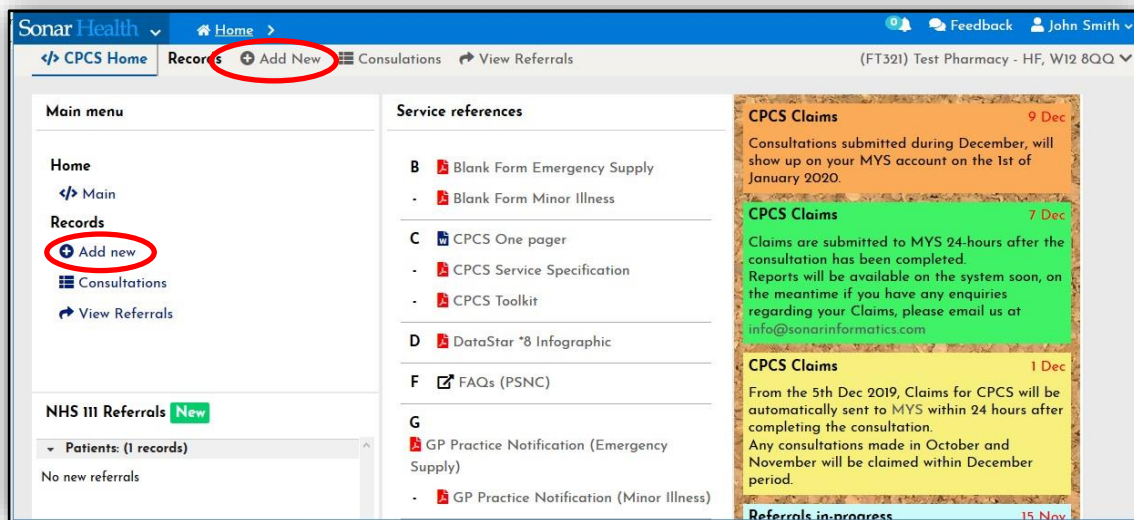


How to add a referral that has NOT been received by iTK message (Adding a manual referral)

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

Adding Patient's details

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



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

Sonar Health

Home > Patients > New Patient

Main PDS SMS Credits

(FT321) Test Pharmacy - HF, W12 8QQ

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

General search NHS Number search

* First name

* Surname

* DOB

* Gender

Continue

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

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

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 [Edit](#)

Gender **F**

NHS Number **6016224197**

DOB **27/04/1997**

Time of Birth *Not recorded*

Country of Birth *Not recorded*

Language **English** *Interpreter not required*

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

Continue with service >

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 |

Useful links: [MiDoS](#) [EPS Tracker](#) [NICE CKS](#) [NHS UK](#) [PATIENT.CO.UK](#) [BNF](#) [EMC](#) [GILLICK 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: | - Call handler, SWL111 Vocare House (Vocare South 111) on 03-Jan-2020, 17:01

Consent Status: Consent given for electronic record sharing

Encounter Type: **NHS111 Encounter**

Encounter Time: 03-Jan-2020, 16:53 to 03-Jan-2020, 17:01

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

Case ID: **1234567**

Encounter Disposition: **To contact a Primary Care Service within 6 hours**

Care Setting Location: Incident Location

Visit Address:

Care Setting Address:

Care Setting Type:

Responsible Party: **Dr Jim Heptinstall - Medical Director, Vocare South 111**

Document ID: 12345 F26-FC20-1234-B0F1-80FED9EB8FFA Version 1

Primary Recipient: CPCS++:

Referred From: **Vocare South 111**

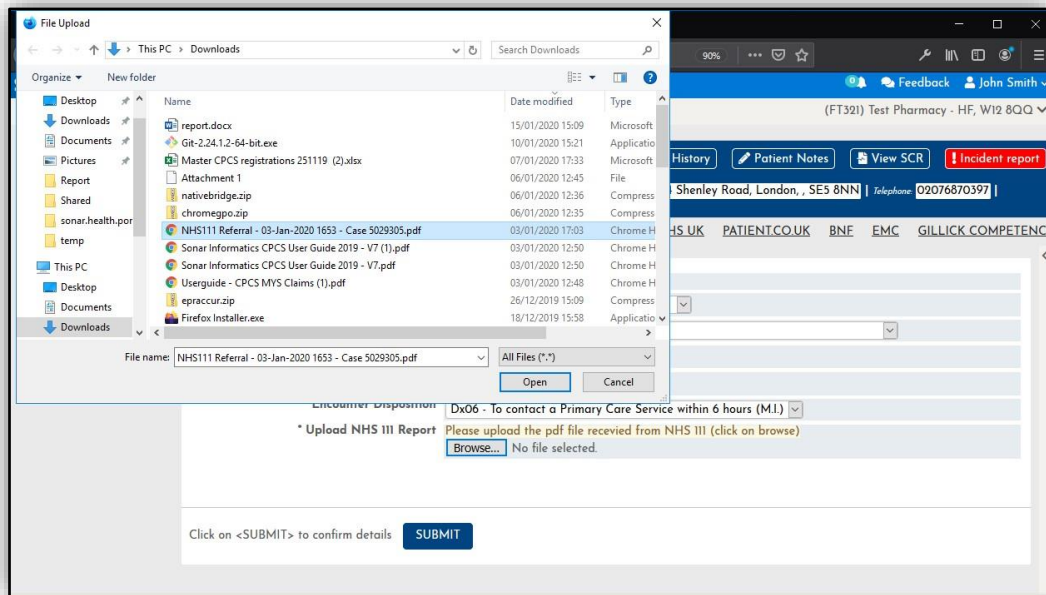
Case Reference: **02B08232-1234-426E-81DA-D20FB3A1234B**

Case ID: **1234567**

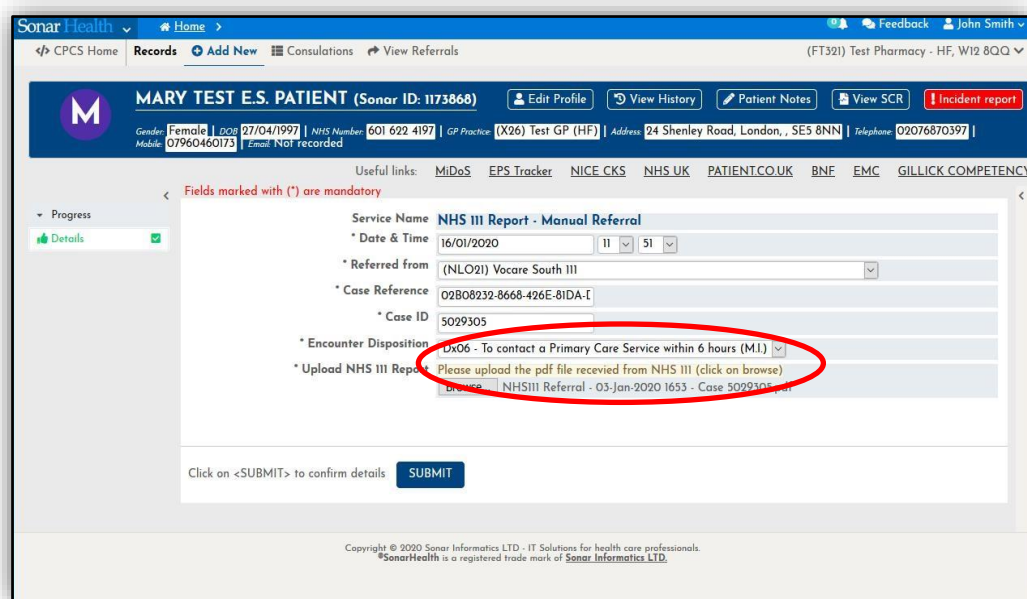
Dx Code (Encounter Disposition): **To contact a Primary Care Service within 6 hours**

Attaching the document sent from 111

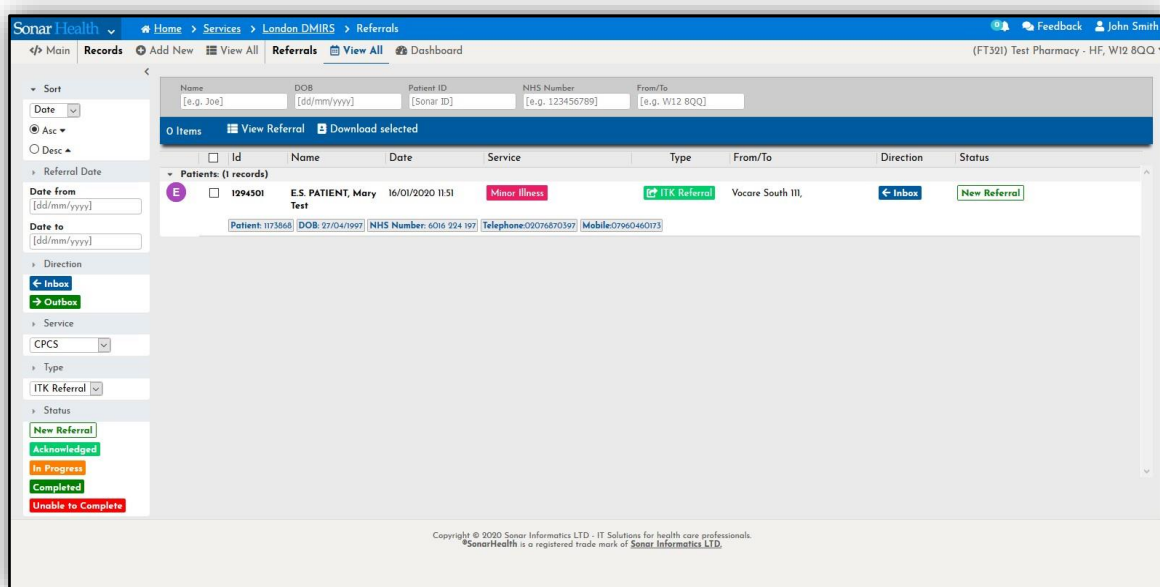
Attach the NHS 111 pdf file (file received by email) where it reads “UPLOAD NHS 111 REPORT”.



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



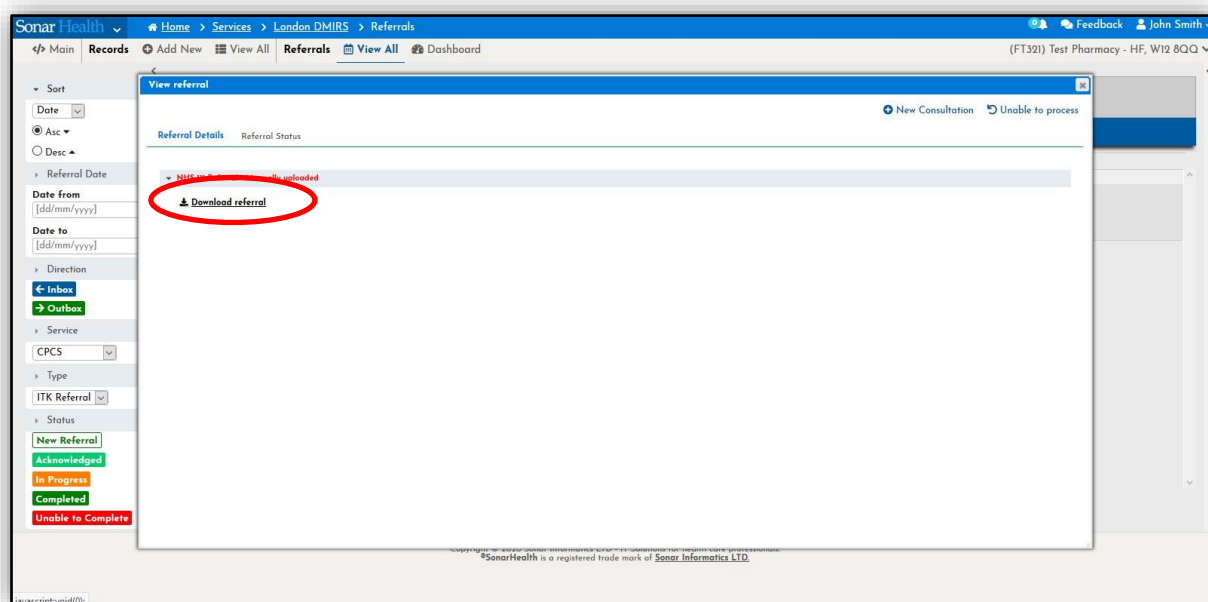
When the submission of data has been successful, the referral will be displayed as **NEW** on the main page of CPCS service.



Submitting a new consultation form manual entry to the Sonar System

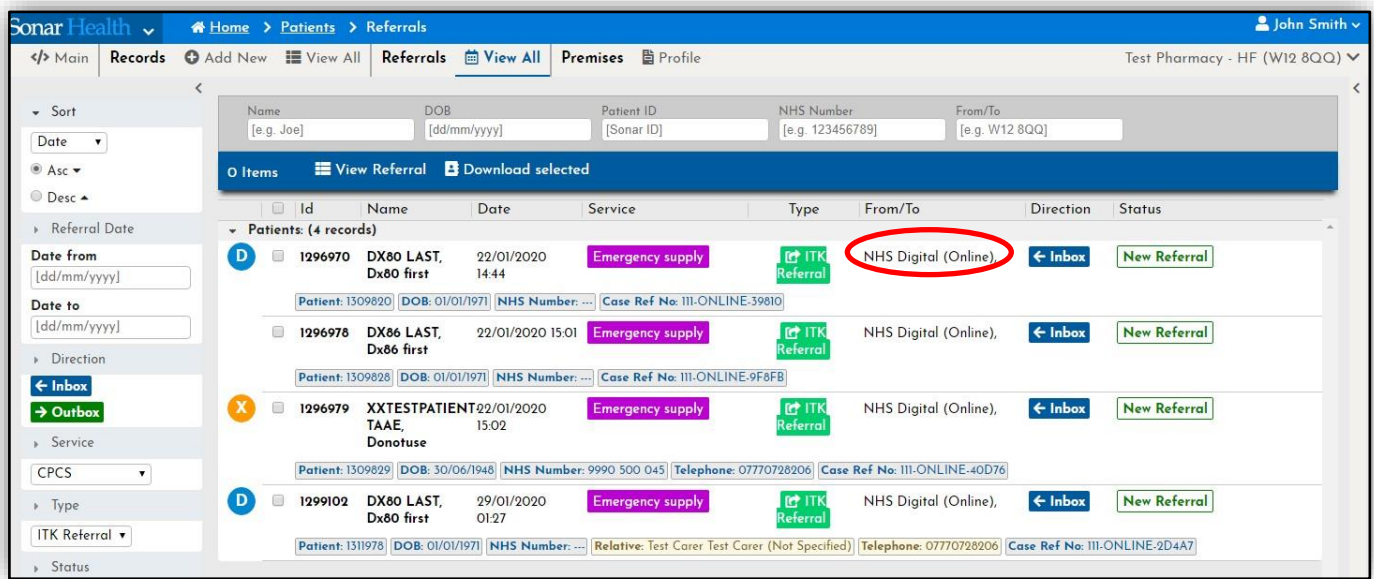
Submit a NEW CONSULTATION as if it was a normal referral sent directly to the CPCS system, selecting NEW CONSULTATION or UNABLE TO PROCESS.

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.



Sonar Health interface showing a list of referrals. The 'From/To' column for the first two referrals is circled in red, indicating 'NHS Digital (Online)'.

| 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

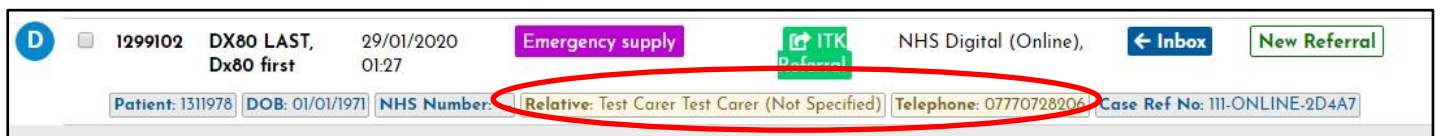
When patient had contacted NHS 111 by themselves.



| | | | | | | | |
|------------------|------------------------------|------------------|--------------------------|------------------------|-------------------------------|-------|--------------|
| 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: III-ONLINE-40D76 | | |

Type 2: Third-Party

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



| | | | | | | | |
|------------------|-----------------------|------------------|--------------------------|---|------------------------|-------------------------------|--------------|
| 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: 9990 500 045 | Relative: Test Carer Test Carer (Not Specified) | Telephone: 07770728206 | Case Ref No: III-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.

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 W12 8QQ | HOME | Not recorded | Edit |
| <input type="checkbox"/> | Not recorded | WORK | Not recorded | Edit |
| <input type="checkbox"/> | Caregrange Ltd 9 Goldhawk Road 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 Profile

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

[+ Add Address](#)

| 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 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](#)

TAAE, Donotuse

Patient: 1309829 DOB: 30/06/1948 **NHS Number: 9990 500 045** Telephone: 07770728206 Case Ref No: 111-ONLINE-40D76

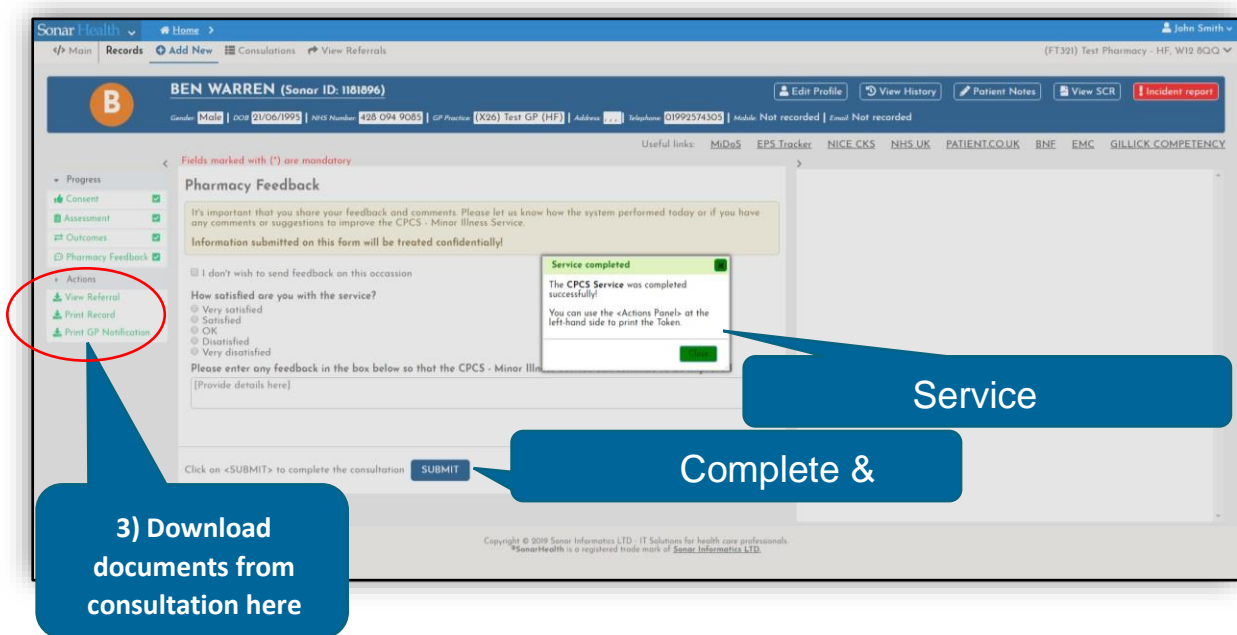
1296978 DX86 LAST, 22/01/2020 15:01 **Emergency supply** **ITK Referral** NHS Digital (Online), [Inbox](#) [New Referral](#)

Dx86 first

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.



Payments & Claims

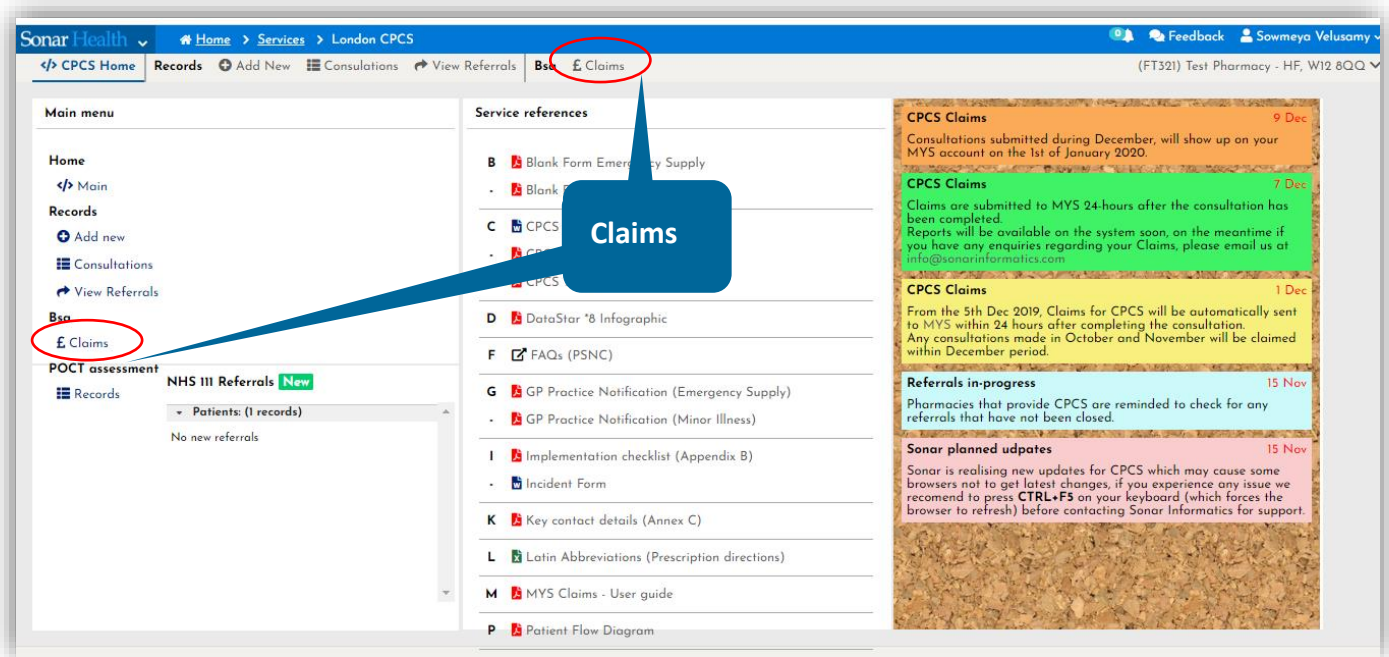
You get paid for the consultation you complete and for any medication/device supplied. If a consultation is finished as UNABLE TO COMPLETE you will not get paid for that referral.

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.

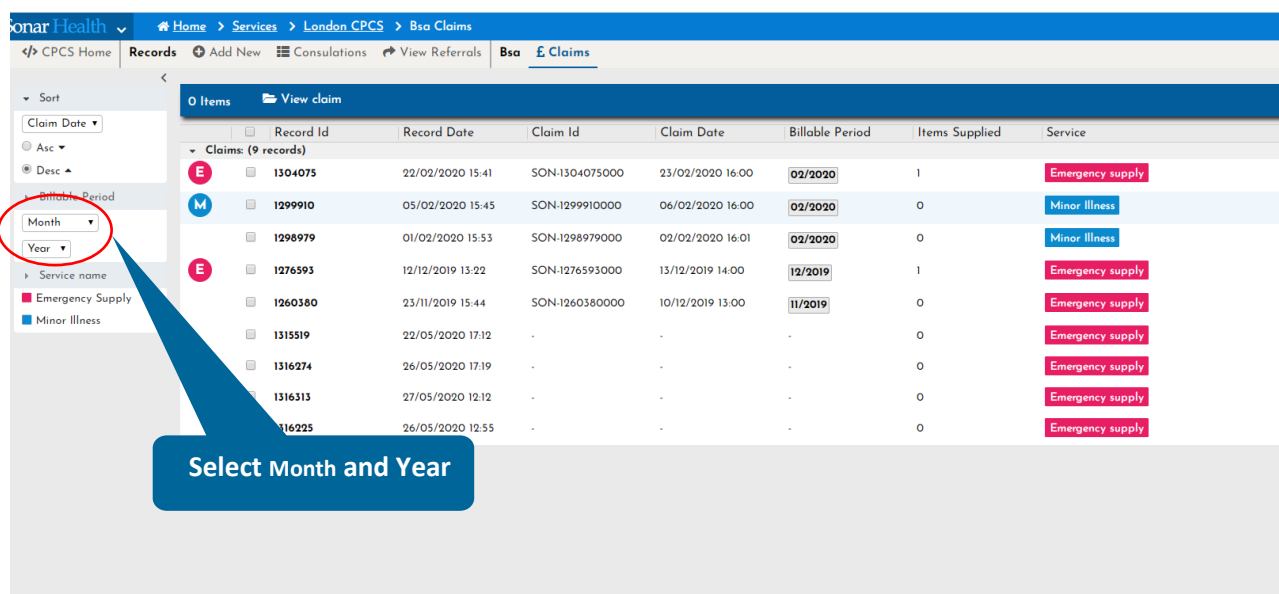
Claims for CPCS

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

Landing page for CPCS-click on claims



SELECT Month and Year – And enter



The Specific Year and Month Records were displayed.

sonar Health

Home > Services > London CPCS > Bsa Claims

CPCS Home Records Add New Consulations View Referrals Bsa Claims

Sort
 Claim Date
 Asc
 Desc
 Billable Period
 February
 2020
 Service name
 Emergency Supply
 Minor Illness

0 Items View claim

| | Record Id | Record Date | Claim Id | Claim Date | Billable Period | Items Supplied | Service |
|---------------------|-----------|------------------|----------------|------------------|-----------------|----------------|------------------|
| Claims: (3 records) | | | | | | | |
| E | 1304075 | 22/02/2020 15:41 | SON-1304075000 | 23/02/2020 16:00 | 02/2020 | 1 | Emergency supply |
| M | 1299910 | 05/02/2020 15:45 | SON-1299910000 | 06/02/2020 16:00 | 02/2020 | 0 | Minor illness |
| | 1298979 | 01/02/2020 15:53 | SON-1298979000 | 02/02/2020 16:01 | 02/2020 | 0 | Minor illness |

View claims for month

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

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Home > Services > London CPCS > Bsa Claims

CPCS Home Records Add New Consulations View Referrals Bsa Claims

Sort
 Claim Date
 Asc
 Desc
 Billable Period
 Month
 Year
 Service name
 Emergency Supply
 Minor Illness

0 Items View claim

| | Record Id | Record Date | Claim Id | Claim Date | Billable Period | Items Supplied | Service |
|---------------------|-----------|------------------|----------------|------------------|-----------------|----------------|------------------|
| Claims: (9 records) | | | | | | | |
| E | 1304075 | 22/02/2020 15:41 | SON-1304075000 | 23/02/2020 16:00 | 02/2020 | 1 | Emergency supply |
| M | 1299910 | 05/02/2020 15:45 | SON-1299910000 | 06/02/2020 16:00 | 02/2020 | 0 | Minor illness |
| | 1298979 | 01/02/2020 15:53 | SON-1298979000 | 02/02/2020 16:01 | 02/2020 | 0 | Minor illness |
| E | 1276593 | 13/12/2019 13:22 | SON-1276593000 | 13/12/2019 14:00 | 12/2019 | 1 | Emergency supply |
| | 1260380 | 23/11/2019 13:00 | SON-1260380000 | 10/12/2019 13:00 | 11/2019 | 0 | Emergency supply |
| | 1315519 | - | - | - | - | 0 | Emergency supply |
| | 1316274 | - | - | - | - | 0 | Emergency supply |
| | 1316313 | - | - | - | - | 0 | Emergency supply |
| | 1316225 | 26/05/2020 12:55 | - | - | - | 0 | Emergency supply |

View an individual claim

View Claim details and Medicines Supplied

The screenshot displays the Sonar Health CPCS Claims interface. The main table lists claims with columns for Record Id, Record Date, Claim Id, Claim Date, Billable Period, Items Supplied, and Service. A modal window titled 'Bsa Claim details' is open, showing information for Claim Id SON-1304075000. The 'Medication supplied' section is highlighted with a red circle and a callout box labeled 'Medicines Supplied'.

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

Bsa Claim details

Service: NHS Urgent Medicines Supply
Claim Id: SON-1304075000
Billable Period: 02/2020
Patient: Barker William
NHS number: 410 083 2788

Medication supplied
Naproxen 500mg tablets (A A H Pharmaceuticals Ltd) 28 tablet 2, 14 tablets
Qty: 14 tablet(s)

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)