

Carer Friendly Pharmacy Pilot – PharmOutcomes module guide for Carer Services

The Carer Friendly Pharmacy Pilot is using a secure, web-based system – PharmOutcomes – to make records of pharmacy conversations with carers and referrals to GPs and Carer Services. The system is used across the country by many pharmacies to manage other community pharmacy services. More information is available at <http://psnc.org.uk/pharmoutcomes/>.

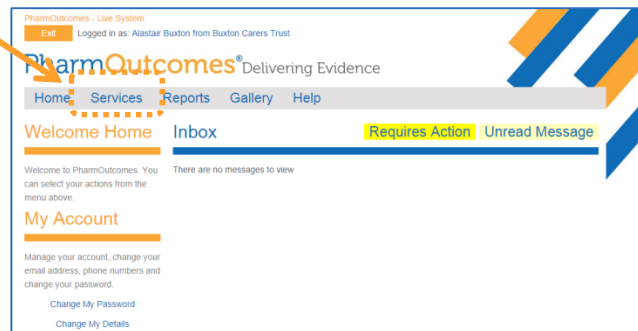
- 1 When a pharmacy makes a carer referral to your Carer Service you will receive an email from PharmOutcomes to alert you that the referral is awaiting your attention. A prompt response to the referral and any associated actions, e.g. within 2 working days, is best in order to capitalise on the carer's interest in receiving support.

- 2 To obtain the carer referral information log onto PharmOutcomes (www.pharmoutcomes.org.uk).

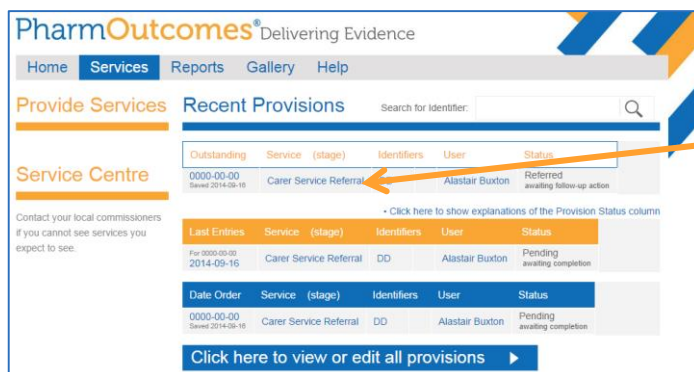


Your logon details will be sent to you before the project enters the active phase.

- 3 Click on the **Services** tab.



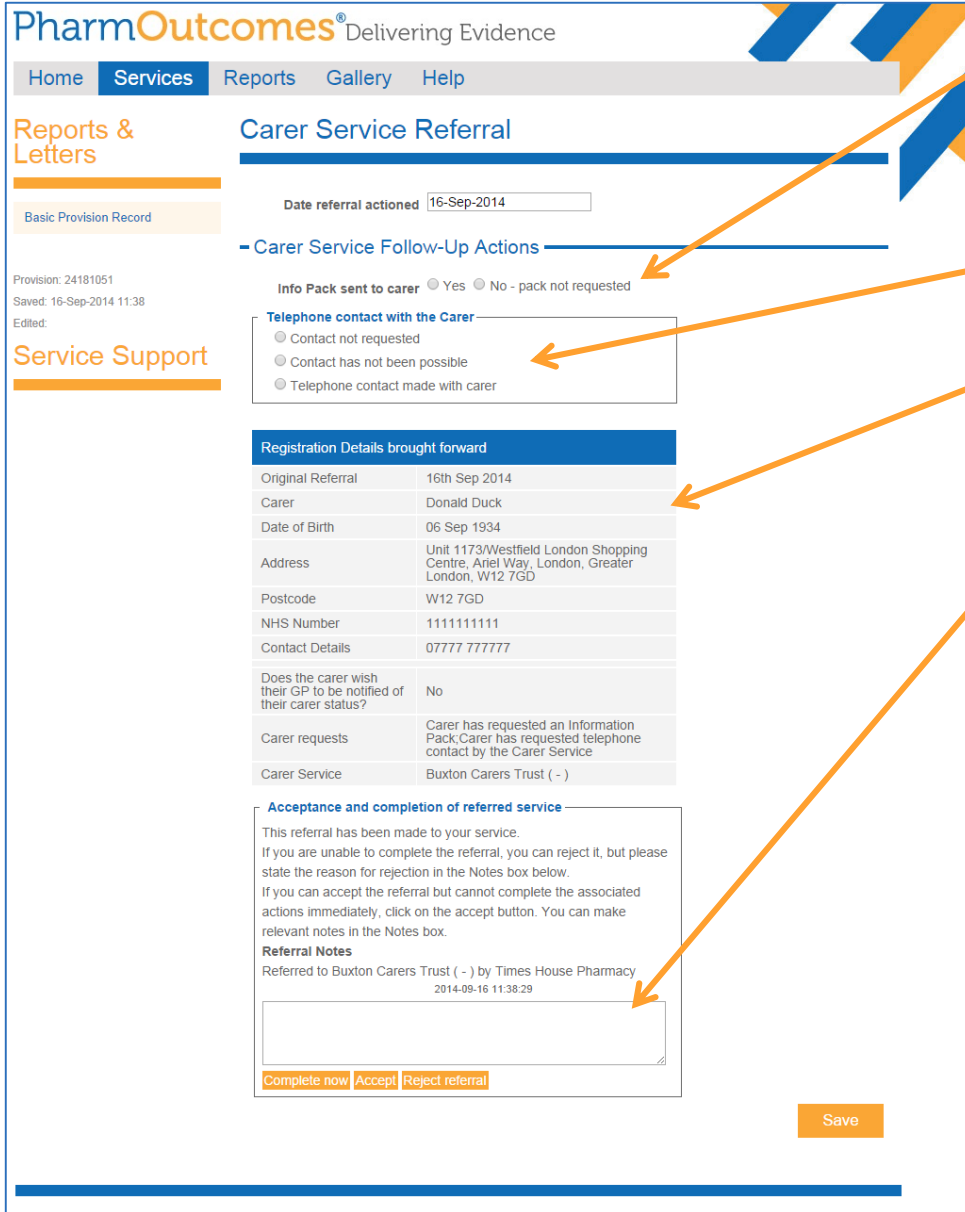
- 4 Then select **Carer Service Referral** from the list of services.



The screen will show you previous referrals you have already actioned and any new/outstanding referrals. Click on the individual referral to access the details.

As you will be accessing identifiable information, you will be prompted to enter specific letters from your security word (which will have been chosen when you first logged in to PharmOutcomes).

5 The information referred to you by the pharmacy will be shown on the screen. It also allows you to record when you have actioned the referral.



PharmOutcomes® Delivering Evidence

Home Services Reports Gallery Help

Reports & Letters

Basic Provision Record

Provision: 24181051
Saved: 16-Sep-2014 11:38
Edited:

Service Support

Carer Service Referral

Date referral actioned: 16-Sep-2014

- Carer Service Follow-Up Actions -

Info Pack sent to carer Yes No - pack not requested

Telephone contact with the Carer

- Contact not requested
- Contact has not been possible
- Telephone contact made with carer

Registration Details brought forward

Original Referral	16th Sep 2014
Carer	Donald Duck
Date of Birth	06 Sep 1934
Address	Unit 1173A Westfield London Shopping Centre, Ariel Way, London, Greater London, W12 7GD
Postcode	W12 7GD
NHS Number	1111111111
Contact Details	07777 777777
Does the carer wish their GP to be notified of their carer status?	No
Carer requests	Carer has requested an Information Pack. Carer has requested telephone contact by the Carer Service.
Carer Service	Buxton Carers Trust (-)

Acceptance and completion of referred service

This referral has been made to your service. If you are unable to complete the referral, you can reject it, but please state the reason for rejection in the Notes box below. If you can accept the referral but cannot complete the associated actions immediately, click on the accept button. You can make relevant notes in the Notes box.

Referral Notes

Referred to Buxton Carers Trust (-) by Times House Pharmacy
2014-09-16 11:38:29

Complete now Accept Reject referral

Save

You can record whether an information pack has been sent out here.

You can record telephone contact with the carer here.

The referral details will be shown here.

In this section you can add notes about the referral, e.g. a note of failed attempts to contact the person by phone.

If you cannot complete the referral you can click **Reject referral**.

If you have completed the referral and recorded the information above you can click **Complete now**.

If you can complete the referral, but will undertake it at a later time, click **Accept**. You will then be able to return to the referral in due course to record actions undertaken and to complete the referral.

Click on the Save button to save the information you have recorded.