

# Pharmacy guide to completing the PharmOutcomes (PO) platform following a PO referral into the Hypertension Case Finding (HCF) service by an optical practice.

Referrals from participating optical practices are sent electronically via PharmOutcomes.

Open the referral within your PO account: this contains patient particulars and includes details as to why the patient has been referred to you.

At the bottom of the referral, you are provided with three options:

1. **RETURN (unable to complete)**: this option allows you to reject and return the referral: Only use this option if your pharmacy is unable to offer the HCF service. (Due to a Pharmacy related issue).
2. **ACCEPT**: this option allows you to 'hold' the referral until you have attempted to contact the patient to arrange an HCF appointment. Once you have completed the referral or failed to provide the service: reopen the referral and add data by using the COMPLETE NOW option.
3. **COMPLETE NOW**: Once you have delivered the service **OR** have contacted the patient / attempted to contact the patient, but they have refused the service, use this option to record either:
  - The outcome of the HCF appointment**OR**
  - Details as to why you could not subsequently provide the service to the patient due to a patient related issue: e.g., patient could not be contacted, patient declined service etc.

**Acceptance and completion of referred service**

This referral has been made to your organisation at the request of a patient.

If you are unable to complete the referral, you can reject it, but please select the reason for rejection from the drop down list below.

If you can accept the referral but cannot complete the associated actions immediately, click on the accept button to acknowledge receipt of the referral.

You should make relevant notes why you are rejecting the referral in the notes box below.

**IMPORTANT:** Please **DO NOT** enter any personal data in the notes box below. The details you enter in the notes box below are visible to commissioners.

Reason for rejection:

Referred patients should contact the pharmacy to make an appointment. If the patient has NOT contacted the pharmacy within **5 days**, please contact them to arrange an appointment to assess the clients BP. Appointments should be provided within 3 weeks of the referral being received.

Select an appropriate option as follows:

Select: **RETURN (unable to complete)** if your pharmacy is unable to offer the HCF service to the patient at this time and select the reason for rejection from the drop-down options above.

Select: **ACCEPT** if you are willing to accept the referral into the the HCF service but need to arrange an appointment with the patient.

Select: **COMPLETE NOW** if you have provided the HCF service to the patient **OR** if you have been unable to provide the service due to a patient related issue. (record reason within the platform).

**Complete now** **Accept** **Return (unable to complete)**

**NOTE:** If you have attempted to provide the service by trying to contact the patient, you should select COMPLETE NOW.

Choosing **COMPLETE NOW** generates a payment to the pharmacy of £5.35 per referred patient, to cover the pharmacy time required to contact / attempt to contact the patient.

## **SELECTING COMPLETE NOW:**

This option will open a question asking if the HCF service was provided.

- Indicate if you have provided the HCF service to the patient or not.

Date Request Received

**Hypertension Case finding service provided?**

Yes

No

Other

Indicate any other actions taken in the text box

**Acceptance and completion of referred service**

Referral Accepted for completion now [Revert and discard changes](#)

Date Request Received

**Hypertension Case finding service provided?**

Yes

No

Other

Indicate any other actions taken in the text box

**Why didn't you provide the HCF service**

Patient couldn't be contacted  
You must have tried to contact the patient on 3 separate occasions

Patient declined service when contacted  
Signpost patient to GP practice

Patient failed to attend appointment

Patient falls outside of the Hypertension case finding service criteria  
Refer patient to GP practice

Patient decided to see GP instead

Patient referred to GP instead

Patient was signposted to another HCF provider

Other  
Record reason why service was not provided

## **COMPLETE NOW: Selecting NO**

The Platform asks you to record the reason you were unable to provide the HCF service to the patient.

**COMPLETE NOW: Selecting YES**

The Platform asks you to Indicate if you provided ABPM to the patient etc., and to record the Outcome of the HCF service intervention.

**Acceptance and completion of referred service**  
Referral Accepted for completion now **Revert and discard changes**

Date Request Received 10-Apr-2024

**Hypertension Case finding service provided?**

Yes  
 No  
 Other   
Indicate any other actions taken in the text box

**ABPM provided**

Yes  
Tick Yes if ABPM indicated and accepted  
 No  
Tick No if ABPM not required  
 Declined  
Tick if ABPM indicated, but client declined offer  
 HBPM provided instead  
HBPM loan machine can be accessed through the Hull and ERY BP testing service  
 HBPM recommended  
Patient agree to test at home independently  
 Other  
Please state

**Outcome of Hypertension Case finding service**

Lifestyle advice provided  
 Referred to GP for investigation  
 Urgent referral to emergency service provider  
 Other  
Record details of any other action taken

**Rejecting a referral:**

Select **RETURN (unable to complete)**

Select a reason for the rejection from the drop-down box and add any additional details into the free-type box above.

Only reject the referral if the service cannot be provided due to an issue in the pharmacy: e.g., unable to provide an appointment within three weeks, service not operating at present etc.

**Choosing this option does NOT trigger any payment.**

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You should make relevant notes why you are rejecting the referral in the notes box below.  
**IMPORTANT:** Please **DO NOT** enter any personal data in the notes box below.  
The details you enter in the notes box below are visible to commissioners.

Reason for rejection:

Referred patients should contact the pharmacy to arrange an appointment to assess the clients BP. If the patient has NOT contacted the pharmacy, you should contact them to arrange an appointment to assess the clients BP. Appointments should be provided within 3 weeks of the referral being received.

**Select an appropriate option as follows:**  
Select: **RETURN (unable to complete)** if your pharmacy is unable to offer the HCF service to the patient at this time and select the reason for rejection from the drop-down options above.

Select: **ACCEPT** if you are willing to accept the referral into the the HCF service but need to arrange an appointment with the patient.

Select: **COMPLETE NOW** if you have provided the HCF service to the patient **OR** if you have been unable to provide the service due to a patient related issue. (record reason within the platform).