

# NHS Community Pharmacist Consultation Service (CPCS)

## Community Pharmacy Contractors Guide to CPCS IT Provider 'Switching'

NHS England and NHS Improvement



# Introduction

- Since the launch of NHS CPCS in October 2019, two assured CPCS IT solutions have been centrally procured to support community pharmacy contractors with the delivery of the service
- A 'provider pays' commissioning model will come into effect on **01 April 2022**, when the responsibility for the cost of CPCS IT solutions will transfer to community pharmacy contractors

## What should community pharmacy contractors be doing to prepare for this change?

- The 'provider pays' transition period runs from **mid-November 2021 until 28 February 2022**, during which time contractors should enter into their own contractual arrangements with one of the four assured IT providers:
  - [Cegedim](#)
  - [PharmOutcomes](#)
  - [Positive Solutions](#)
  - [Sonar Informatics](#)

# What should community pharmacy contractors be doing to prepare for this change?

- A comprehensive **Buyer's Guide** will be published in October 2021 to aid pharmacy contractors to purchase CPCS IT solutions
- The Buyer's Guide will be supported by a **webinar**
- **Act early** - contractors are advised to act promptly to sign up to a CPCS IT provider from mid-November to ensure smooth transition and avoid service interruption



From mid-Nov 2021 until 28 Feb 2022 contractors have one of 3 choices in the move to 'provider pays':

- 1 SWITCH to another CPCS IT provider
- 2 STAY with existing CPCS IT provider
- 3 DE-REGISTER from the service BY 28 Feb 22

# 1. SWITCH to another CPCS IT provider

There are five steps to switching NHS CPCS IT provider:

1

**Contact new IT provider to express intention to switch**

*Contractors should express intentions from mid Nov-21 until 28 Feb-22 at the latest to maintain service continuity*

2

**Switch confirmed by the new CPCS IT provider**

*New IT provider will confirm service agreement and switch date with contractor*

3

**Complete referrals**

*Contractors MUST complete any pending referrals in existing IT system before switch date*

4

**New IT provider will inform contractor that switch has been successful**

5

**Submit any outstanding claims**

*Contractors will be able to access their existing IT system to submit outstanding claims for up to 28 days*

## 2. STAY with existing CPCS IT provider

There are two steps to remaining with your existing NHS CPCS IT provider:



**Contact existing IT provider to confirm intention to stay**

*Contractors should confirm their to stay with their existing IT provider before 28 Feb 22 at the latest to maintain service continuity*



**Existing IT supplier will confirm new service agreement with contractor**

### 3. DE-REGISTER from NHS CPCS service



#### Confirm your intention to deregister from NHS CPCS

*Contractors who wish to de-register from the service on 01 April 2022 should login to the NHS Business Services Authority Manage Your Service (MYS) portal to request to deregister from by **28 February 2022** at the latest. De-registration will take effect within 28 days of the request via MYS*

Questions?

If you have any further questions please contact [claire.hobbs01@nhs.net](mailto:claire.hobbs01@nhs.net)

