



This is the second in a short series of comms covering different Pharmacy First topics.

Remember: a 'consultation' is any patient interaction where you are *Responding To Symptoms*

This Fact Sheet's topic is: ARE YOU GETTING SHORTCHANGED?



Every Consultation you record counts towards recognizing your efforts every day and counts towards your pharmacy's success!

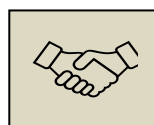
Here are ways to ensure your team is getting full recognition and Pharmacy First payment...

- Automatically reach for a Pharmacy First patient consultation form when starting a conversation (you can find templates here: <https://www.communitypharmacy.scot.nhs.uk/nhs-boards/nhs-lothian/nhs-pharmacy-first/>)
- Or enter the patient's details as you're talking with the customer into the PMR if you have a computer on the front counter.
- Establish your team's process to put these through your PMR/UCF on a regular basis e.g. daily, twice daily?
- Don't forget to check your 'pending claims' and 'sent claims' screens to troubleshoot any **stuck** claims
- Your pharmacy's own PMR system may help you find a patient's CHI number, but remember you can look up any patient's CHI number via the PCR system to help submit **stuck** claims.

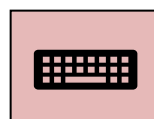
And just in case you've forgotten, here's a reminder of how to use PCR!



The **PCR (Pharmacy Care Record system)** can be used to find CHI numbers. Both Pharmacists and Pharmacy Technicians can apply for access using the form here: <https://www.communitypharmacy.scot.nhs.uk/nhs-boards/nhs-lothian/useful-resources-and-links/>



Remember to **associate with PCR** (your pharmacy should be doing this every morning) – as of July 2022, association can only be done by clicking the downloaded app icon on their desktop called either 'PCR UA' or 'PCRUA Win Client'. Contact your IT department if this icon is not visible.



After associating with PCR, you can then log into the **PCR login page** on any computer in any pharmacy just by going to: <https://pcr.mhs.scot.nhs.uk/Logon/Logon.aspx?ReturnUrl=%2f>

QUICK CHI LOOK UP VIA PCR:

- **Log into PCR**
- **Click 'Search' tab at top of the Home Page**
- **Enter patient's First Name, Last Name, DoB and Post Code**
- **Click the 'Find CHI' button**

If you need any further PCR info including the full User Guide, visit:

<https://www.nss.nhs.scot/pharmacy-services/pharmacy-care-record-pcr/guidance-on-the-pharmacy-care-record-pcr/>

Hope this helps to help you **get your full pharmacy recognition and Pharmacy First payment!** This info is also attached as a PDF to make it easy to print off and keep handy in the pharmacy.

Kind regards,

The Community Pharmacy Development Team & NHS Lothian Community Pharmacy Champions

www.communitypharmacy.scot.nhs.uk

Twitter: @nhslcommpharm