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3rd March 2021

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 210225.

You requested the following information, please also see our response below:

I would like to make a request for information under the Freedom of Information Act regarding the following:

Under the Freedom of Information Act 2000, I am requesting the following information on incidents reported from community pharmacies relating to the Community Pharmacist Consultation Service (CPCS).

According to the [NHS CPCS Toolkit](#), participating pharmacies are required to report “any incidents related to the referral process or operational issues with respect to this service to the NHS 111 provider”.

As an NHS 111 provider:

1) Between 29 October 2019 and 28 October 2020 (inclusive), how many:

- a. incidents relating to the CPCS referral process did community pharmacies report to your service?**

In terms of CPCS incidents, between 29 October 2019 and 28 October 2020 (inclusive), there were 0 incidents (on searching date range provided and using terminologies such as *pharmacy* *CPCS* *pharmacist* there have been no Datix incidents reported whereby the concern has come from a CPCS pharmacy nothing has returned)

- b. operational issues relating to the CPCS did community pharmacies report to your service?**

In terms of CPCS incidents, between 29 October 2019 and 28 October 2020 (inclusive), there were 0 incidents (on searching date range provided and using terminologies such as *pharmacy* *CPCS* *pharmacist* there have been no Datix incidents reported whereby the concern has come from a CPCS pharmacy nothing has returned)

2) Since 29 October 2020 (inclusive), how many:

- a. incidents relating to the CPCS referral process have community pharmacies reported to your service?**

N/A

- b. operational issues relating to the CPCS have community pharmacies reported to your service?**

N/A

3) For each incident recorded in response to questions 1) and 2), please provide a copy of the incident reporting form submitted to the NHS 111 provider, with patient identifying data redacted.

N/A

I hope you find this information of some assistance.

If for any reason you are dissatisfied with our response, kindly in the first instance contact Caroline Smart, Head of Information Governance via the following email address:

FOI@secamb.nhs.uk

Yours sincerely

Freedom of Information Coordinator
South East Coast Ambulance Service NHS Foundation Trust