

Getting started with CPAMS

Tips to get CPAMS up and running

1. **Meet** with your pharmacy team to discuss a strategy for recruiting people into the service. You might like to invite people from another CPAMS pharmacy or GP practice to discuss what has worked well for them.
2. **Check out** the website at www.cpacms.org.uk for a set of resources to help you.
3. **Get a signed standing order** from each local General Practitioner (GP) practice that may refer people to your pharmacy for the service.

4. **Identify and refer people for CPAMS**

Refer to the [Service Specifications](#) and familiarise yourself with the priorities for service provision. This is targeted to include people with:

- venous access issues
- poor attendance at their GP practice, and those who the practice has difficulty contacting to provide results
- poor compliance / who are not well controlled
- high needs / poor health literacy
- mobility issues.

What else can you do to recruit people into the service?

- **Run** a query in your Pharmacy Management System (PMS) to identify people on Warfarin that may benefit from your support to help them manage their Warfarin dose and INR levels.
 - **Proactively ask GPs to recommend the service to people.** You can write to local GP Practices to inform them about the service using the [sample letters online](#).
 - **Flag and consider** people for the service. You could:
 - talk to them about the service at their next visit
 - encourage their GP Practice Nurse to talk to them about CPAMS next time their blood test is due.
 - send them a letter about the service
5. **Take time** to explain the benefits to each person interested and show them how the service works.
 6. **Ensure** a CPAMS referral form is completed by the person's GP before you begin providing them with the service.

7. **Promote** the service in your pharmacy and local GP practices using the poster below.

Suggestions include:

- Personalising and displaying the below poster in your pharmacy and local GP practices
- Putting an article in the local newspaper (this may work best in a small community).
- Downloading the [fact sheet for patients](#) from the Community Pharmacy Services website and making printed copies available.
- Adapting the media release template attached and providing this to your local paper/community newspaper to generate publicity about the service.

Sample poster

Taking Warfarin? Get your INR tested at XXX Pharmacy

- ▶ **Convenient** - instant INR result and warfarin dose advice given in just a few minutes
- ▶ **Easily accessible** - call into XXX Pharmacy for your test at any time
- ▶ **Gentle testing** - virtually pain-free blood sampling from just a finger prick


If you are on warfarin or know someone who is, contact XXX Pharmacy or your Doctor for more information about this service.
XXX Pharmacy | Address | Phone No.

Fast

Accurate

Convenient

Gentle



CoaguChek®
Because it's my life