

Pharmacy Clinical Assessment Service

Onboarding & Induction Booklet – Pharmacists

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1. Welcome

Thank you for agreeing to help support the national Pharmacy Clinical Assessment Service (PharmCAS). We greatly appreciate the time that you're offering and want to make sure that you feel as prepared and supported as possible before commencing your new role.

We have created this document to outline the onboarding process for joining the PharmCAS and to answer common questions you may have.

2. Pharmacy Clinical Assessment Service (PharmCAS)

The National PharmCAS has been set up to manage patients who require guidance and self-care advice for managing symptoms indicative of a minor illness and specific advice about medicines optimisation following contact with NHS 111. The expectation is to be able to provide patients a call back to support their queries, assisting the management of a range of regular non-Covid19 workload to free other clinicians and in some instances provide expert medicines advice following assessment from the National Covid-19 CAS if required.

To deliver this service we are mobilising additional workforce, including from the experienced returning clinicians' community. You will be employed to remotely support the PharmCAS to ensure high quality clinical advice and ensuring patients are equipped to self-care at home, or are referred onward where appropriate.

Patients who are assessed under the PharmCAS will have already been assessed via NHS 111 Online or the National Covid19 CAS or NHS 111 telephony to ensure patients are triaged and assessed appropriately prior to referral into this service. The cohort directed to PharmCAS are patients who need a clinical assessment regarding the use of medicines and minor illness symptoms.

Where PharmCAS assessment is required, this will result in one of the following outcomes:

- Advice given regarding medicines and next steps for self-care management of symptoms
- Onward referral to appropriate remote or patient facing service.

3. Host employer

South Central Ambulance Service, NHS Foundation Trust (SCAS) are the host employer for returning clinicians engaging in the delivery of this service through an employed contract. SCAS are hosting the PharmCAS on behalf of NHS England and NHS Improvement.

SCAS are an essential partner who already hosts the NHS 111 pandemic service nationally. As a national provider with national coverage, SCAS are well placed to host the PharmCAS.

NHS South, Central and West Clinical Support Unit (SCW CSU) are supporting the delivery of the PharmCAS on behalf of SCAS. SCW CSU will help to guide you through the onboarding and induction process and help roster you onto shifts.

4. List of attachments

In addition to this onboarding and induction booklet, you will receive a number of key guides (listed below) once you have started the process. These will be crucial in helping you prepare for your role and are referenced throughout this document.

- Attachment 1 – Registering for an E-LfH account – a link will be sent to register for an e-LfH account <https://portal.e-lfh.org.uk/login>
- Attachment 2 – Creating a CISCO account - Video 1: link to [Creating your Cisco Account: Handling NHS 111 Calls from Home](#)
- Attachment 3 – Getting started guide (CISCO) link to Video 2: [Getting Started: Handling NHS111 Calls from Home](#)

5. Onboarding process

This document is the first step to guiding you through the onboarding and induction process and outlines the steps you will need to complete before you are ready to work for the PharmCAS.

Further communication will provide information which is unique to you, such as your employment contract.

6. Pre-employment and suitability checks

We would be very grateful if you could complete these steps as a priority so that we can complete the HR process and get you set up to work as soon as possible to help meet the urgent demand we're facing.

i. Your information and declarations

Please complete the 'Additional Clinicians' HR Data Form on <https://covid19-cas.nhs.uk/>

This form will ask for details that will start your employment process, and a number of declarations regarding your fitness to practice. Should you make any positive declarations, a risk assessment will be undertaken to determine whether you are able to progress within the programme.

Information in this form will be processed and recorded centrally.

ii. Rates of pay

	Per Hour	4 hour session	7.5 hour day	37.5 hour week
Pharmacists @ Band 7	£23.87	£95.46	£179.03	£894.95

iii. ID checks and verification

Before you start your role, we need to complete ID checks and verification. This will be used to determine your right to work status and undertake, if necessary, a full enhanced DBS check. To ensure as streamlined a process as possible, documentation checks for identity checks and verification, right to work and DBS will take place simultaneously.

After you have submitted your information and declarations as described above, it will be checked, and you will then be sent an email inviting you to upload and verify your ID and right to work documents online.

This will include remote verification with a short video call.

When uploading your ID and right to work documents, you will need to provide either pictures or scanned copies of the following:

DOCUMENT COMBINATION 1	or	DOCUMENT COMBINATION 2
<ul style="list-style-type: none"> 1 option from Right to work 1 option from Photographic ID 2 Option from Address ID 1 Option from National Insurance ID 		<ul style="list-style-type: none"> 1 Option from Right to Work 2 Options from Photographic ID 1 Option from Address ID 1 Option from National Insurance ID

RIGHT TO WORK	<ul style="list-style-type: none"> ○ Any current and valid passport UK ○ Any current and valid passport EU ○ Any current and valid passport other nationalities with in date visa permitting to work as a medic ○ Full UK Birth Certificate (stating the name of at least one parent) along with evidence of your National Insurance number e.g. National Insurance card, printed P60 or printed payslip from Previous employment
PHOTOGRAPHIC ID	<ul style="list-style-type: none"> ○ Any current and valid passport ○ A current biometric immigration document (biometric residence permit) issued by the Home Office ○ UK full or provisional Photo-card Driving Licence (Paper counterpart no longer required) <i>(Cannot be used as both proof of address and Photographic ID)</i>
PROOF OF ADDRESS	<ul style="list-style-type: none"> ○ Utility bill (gas / water / electricity / landline telephone) – more than one utility bill may be accepted if these are from 2 different suppliers* ○ Local authority tax statement (e.g. council tax) (UK and Channel Islands)** ○ Financial statement (e.g. bank, building society or credit card) (Issued with UK/EEA)* ○ Mortgage statement from a recognised lender (issued within UK/EEA)* ○ Evidence of entitlement to benefits (e.g. child benefit, pension, tax credits) (UK and Channel Islands)** ○ Most recent HM Revenue and Customs tax notification (i.e. assessment, statement of account, P45, P60 or notice of coding) (UK and Channel Islands)* ○ UK Full or provisional photo-card driving licence (paper counterpart no longer required) <i>(Cannot be used as both proof of address and Photographic ID)</i>
NATIONAL INSURANCE	<ul style="list-style-type: none"> ○ National Insurance Card ○ HMRC Letter * ○ P60** ○ Job Centre Letter with NI Number

(*Must be issued within the last 3 months | **Must be issued within the last 2 Months)

- A current photograph image of yourself, for example one taken through a passport-compliant app.
- If your professional name differs from your photographic and ID documents, please also provide your change of name certificate.

Please note: If you have not provided the correct documents to support your ID checks you will be contacted directly by the HR team who will confirm actions required. If no response is received following three attempts to contact you, your application will be paused.

7. Training

i. Essential training

All clinicians who sign up to support the PharmCAS will be required to complete some essential training prior to starting their role. You will need to complete:

	Returning and re-deployed pharmacists
Safeguarding Adults – Level 1	✓
Safeguarding Children – Level 1	✓
Data Security Awareness – Level 1	✓
Adastra Training Video (the clinical system you will use to take patient history and make clinical notes)	✓
Senior Clinician Module*	✓
'Introduction to 111/IUC Pharmacy CAS' webinar	✓
Self-Declaration Questions	✓

Training modules are available through Health Education England's E-Learning for Health Website. The [login page](#) will allow you to login once you have registered. Once you are logged in you can sign up to the relevant programme. Once you have signed up to this programme you can sign up to the [COVID19 Clinical Assessment Service CCAS Course](#) where you will find your essential training for the PharmCAS.

This course also has other relevant materials relating to COVID-19 that all clinicians are able to use to improve their knowledge and skills before working for the CCAS.

*Please note, access to the Senior Clinician Module can only be granted with a unique username and password. A link to this SCM will be available on the HEE website. You will need to wait until you have received your new nhs.net email account before you complete this module so that the CSU can track when training has been completed. Even if you already have an NHS pathways account **please do not try to sign up until you have received this specific information**. Your training will not be registered and you will need to complete the training again.

We recognise that you may have participated in some of the following training previously, however it is a mandatory requirement of your SCAS employment contract that you complete all the below training as part of the onboarding process. Typically it takes about four hours to complete this training and you will be paid for four hours training time once you have completed your first shift. This will be shown as 'training' on your payslip.

When registering for an E-LfH account it is important to note the following:

- Visit <https://portal.e-lfh.org.uk/Register>
- You can sign up with your personal email address if you do not yet have your nhs.net account.
- When registering please make sure you select South Central Ambulance Service as your employing organisation.
- When answering the question about location, you can select any location to move to the next page.

When you enter the rostering site, you will be asked to make a declaration to confirm that you have completed all of the required training. You cannot proceed without a positive declaration. South Central West CSU will receive your essential training report status which should confirm your declared status.

ii. Handling calls from home using the 111 service

There are two essential training videos to watch when preparing to handle calls from home using the 111 Service. Please make sure to watch them in advance of logging into the 111 Service.

- Video 1: [Creating your Cisco Account: Handling NHS 111 Calls from Home](#)
- Video 2: [Getting Started: Handling NHS111 Calls from Home](#)

In addition to undertaking this training, further support will be available to make sure you're happy, technically and clinically, before you begin speaking to patients and ongoing support will be available when you are on shift.

8. IT equipment and getting set up

The PharmCAS is delivered remotely and digitally. It is therefore vital that you have the correct equipment to deliver this service and that you are able to set this up in a confidential environment.

i. Equipment

In order to be able to support the PharmCAS you will need to have access to equipment which meets the following requirements:

A Windows PC or laptop which:

- Is less than five years old
- Has all Windows updates applied to date
- Has an up to date antivirus solution
- Has Windows firewall enabled

Some clinicians have been able to use their own Apple Mac equipment by installing Google Chrome and tips to achieve this are available on the [Collaborative Zone](#), however, we are not able to provide any support to this approach as the software is not licensed with the NHS for this equipment.

If you answer 'yes' to these requirements the necessary online instructions will be sent to you to use your own equipment (as per the list below). Specialist equipment is not required to perform this role and we would prefer that individuals use their own equipment wherever possible.

If you answered 'no' to any of the requirements, you will be contacted by a member of the team about the IT equipment you require to deliver your role. To note, the package of equipment delivered may include items which aren't at present required for the role, such as smartcard readers. This is to ensure that should this equipment be needed in future it is already in place.

Whether using your own equipment or NHS equipment it is recommended you use a headset for sound quality and be hands free to capture consultation notes.

If you use equipment supplied by the NHS, you will receive an email from SafeNet to register for an EMIS SRAS account. Please follow these instructions. If you use your own equipment you will not need this account and can ignore this message if you receive it

ii. Telephony

In order to receive and make call backs to callers requiring access to PharmCAS you will log in to the telephone delivery system at the start of your shifts. Instructions how to do this will be provided. It is recommended you use a headset for sound quality and to enable your hands to be free to capture consultation notes.

Upon logging in for your first shift you will have a chance to test the equipment. This will help anyone not familiar with the software to understand how the IT operates, so that you can easily navigate platforms on your own. The team will also be on call throughout your shift if you have any questions.

iii. Email addresses, Aadastra software tokens, telephony account

Once you have completed your ID and verification checks the following will happen

- For those with an existing active nhs.net email address, this can be used. For those without an existing nhs.net account, a new account will be created; your username and a link to activate will be sent to your nominated email address, your password will be sent by text to the mobile telephone number you supplied.

- If you use your own equipment, an account will be created for you to access Adastra. User login details will be emailed to you. If the NHS supplies you with a laptop, the token will be preinstalled.
- A link to download Cisco (a telephony-based desktop app) which will enable you to manage calls will be sent to you. You will need to confirm your chosen password via this link using the instructions in **attachments 2 and 3**.

Cisco is the technology which enables you to place a recorded call, Adastra is the software which enables patients to flow through the system and for you to capture written comments.

iv. Contact details for IT queries

If you have any queries related to IT please contact the team at itcovid19.cas@nhs.net and someone will be in touch to help you.

9. Key contacts

We have established a number of email mailboxes to deal with subject related queries and concerns. Please ensure that you email the correct email address to prevent a response to your query being delayed:


- IT – itcovid19.cas@nhs.net
- HR – covid19.cas@nhs.net
- Training - trainingcovid19.cas@nhs.net
- Rostering - rosteringcovid19.cas@nhs.net
- General enquiries - generalcovid19.cas@nhs.net
- Pre-employment checks conducted by NHS England and Improvement - england.nhs111workforcecell@nhs.net

Should you require further assistance please call our contact centre (open 8am – 8pm 7 days a week) on 0300 5611999.

10. Getting started – arranging your first shift

Before you start you will need to have completed the following:

	Returning and re-deployed pharmacists
Confirmation of GPhC number	✓
Information and declarations submitted via CAS online portal	✓
ID verification, right to work, DBS self-declaration	✓
Essential training modules: Child and Adult Safeguarding & Data Security	✓

Essential training modules: Senior Clinical Module, Introduction to 111/IUC Pharmacy CAS, Adastral & Cisco call handling	
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If you have any difficulties with these areas, please contact your employer by emailing the relevant mailbox, outlined in section 9.

Once you have completed the above you will be invited to our online rostering system called WORKSuite by Working Time Solutions. You will then be able to book onto shifts from that system. Further instructions on how to do this will be sent to you with the invitation to join.