

TCAM

- Transfer of Care Around Medicines
- Those most at risk of medication errors may not be highlighted to Community Pharmacy e.g. those recently discharged from hospital.

Referral Received

Referrals appear at the top of the Services page.

Click on the referral to accept.

You will need to know your account password to open the referral.

The screenshot shows a web application interface. At the top is a navigation bar with tabs for Services, Assessments, Reports, Claims, Admin, and Help. The 'Services' tab is active. On the left is a sidebar with a 'Services' header and a list of items including 'Consumption' and 'Routine Replacement after Stage 2'. The main content area features a 'Provision List Options' section with a checkbox for 'Show patient identifiable details'. Below this is a table of 'Received Referrals' with columns for 'Received Referrals', 'Service (stage)', 'Identifiers', 'User', and 'Status'. A single row is visible with the following data: '2019-04-30', 'Pharmacy Follow-up - Barnsley Hospital', 'DX', 'manager', and 'Pending Referral Accepted'. At the bottom of the main content area is a 'Recent Provisions' section with a search bar labeled 'Search for Identifier:' and a search icon.

Received Referrals	Service (stage)	Identifiers	User	Status
2019-04-30	Pharmacy Follow-up - Barnsley Hospital	DX	manager	Pending Referral Accepted

Enrolment

Enrolment is required by each pharmacist providing the service.

If new to the service type in New Practitioner and click the Enrol Me button.

Complete Enrolment Criteria and Click Enrol button.

Pharmacy Follow-up - Barnsley Hospital

Enrolment Requirements

The commissioner requires that the individual delivering this service meets certain criteria. Enter either your **name** or **registration number** in the box below and select from the list that appears.

Practitioner Name

To enrol to provide the service,
simply click the button next to the box above


Enrolment Criteria

Your Full Name
This should be your full name

Registration
Your registration with your regulatory body

The referral you have received allows you to send a letter to the patient's GP if they have suffered an adverse reaction. The notes field will be passed to the GP so you should **always** ensure that details of the drug and the reaction are there. It would also be **good practice** to provide an alternative suggestion to the GP if one is suitable and available.

Referral Notes Yes No
Select Yes if you have made note of the comments above

 Needs to be 'Yes' to meet the requirements

Enrol

Referral

Before proceeding the pharmacy should confirm that the patient is known to them.

Patient Details brought forward	
Original Referral	30th Apr 2019
Referred from	Barnsley Hospital (Gawber Road RFF01)
Client Name	DONOTUSE XXTESTPATIENTRBSR
Date of Birth	12-Nov-1981
Date of Birth	1981-11-12
Age	37
Gender	Female
Address	BARNSLEY HOSPITAL NHS, POGMOOR ROAD, BARNSLEY
Postcode	S75 2EP
NHS Number	9990261490
Contact Details	None Provided

Registration details brought forward	
Hospital MRN	710000
Discharge ward	xxTest Wardxx
Discharge consultant	
GP Practice selection	G99999998
GP Practice value	Y90206
Follow up pharmacy	Ward Green Healthcare Ltd - FAW19
Admission Details ▼	

Referral

The referral will include discharge medication and any medication changes. This should be used to reconcile against the PMR.

Allergies ▼

ALLERGIES (D)

KitKat

Penicillin

Discharge Medication ▼

TTOS

Drug_Name	ISOSORBIDE MONONITRATE, Dose:20mg, Frequency:BD, Route:oral, Duration:., GP_Action:Repeat, Source:CONTINUE
Drug_Name	PARACETAMOL, Dose:1g, Frequency:QDS, Route:oral, Duration:continue, GP_Action:Repeat, Source:CONTINUE
Drug_Name	ASPIRIN, Dose:75mg, Frequency:OD, Route:oral, Duration:contineu, GP_Action:., Source:
Drug_Name	GLYCERYL TRINITRATE, Dose:1-2 sprays, Frequency:when required, Route:sublingual, Duration:continue, GP_Action:., Source:CONTINUE
Drug_Name	SALBUTAMOL 100microgram INHALER, Dose:1-2 puffs, Frequency:when required, Route:oral, Duration:., GP_Action:Repeat, Source:CONTINUE

Stopped Medication ▼

MEDICATION CHANGES (including Medication DOSE CHANGES, STOPPED OR STARTED (D))

Started on

Isosorbide mononitrate

GTN Spray

Acceptance and Completion

The referral can now be accepted or rejected.

If rejecting please state the reason in the notes box before clicking the return box

Acceptance and completion of referred service

This referral has been made to your organisation at the request of a patient.

If you are unable to complete the referral, you can reject it, but please state the reason for rejection in the Notes box below.

You can make relevant notes in the Notes box.

[Complete now](#) [Update](#) [Return \(unable to complete\)](#)

[\[-\]Click to hide Referral History](#)

Referral History

Accepted by Ward Green Healthcare Ltd :

2019-04-30 09:51:11

Automated ITK Referral - Referred to Ward Green Healthcare Ltd (FAW19)

2019-04-30 02:52:15

Acceptance and Completion

If the referral is accepted please complete the audit of support and GP contact sections.

Remember to click the Save box when finished

Repeat reconciliation

Is the first repeat prescription information available following discharge?

Repeat available? Yes No

GP Contact

If GP action is necessary as a result of this follow up review e.g. side effects require reporting or prescription repeat is incorrect - you **MUST** contact the GP Practice.

By clicking on the yes box below, the information will also be transmitted by email if the practice has set up a preference for this, if they have not set preferences the system will alert you of this at the point of GP practice selection.

- answer **yes** below to record relevant information

GP contact necessary Yes No

Other Actions/ Additional comments

This information will be used for service evaluation so please do not include patient identifiable information

Save

Side effects and Adverse Drug Reactions

Has the patient experienced any side effects or adverse drug reactions?

Side effects/ADRs Yes No

Audit of support provided

Only tick boxes that identify the additional services that you have provided including commissioned services.

Support services provided

- Patient consulted - no support required
- Information reviewed, Medicines Reconciliation completed and no further action
Select if you complete a medicine reconciliation but no other services
- Medicine Reconciliation completed in addition to other services
Please tick boxes for other services provided in addition to Medicine Reconciliation
- New Medicines Service
- Medicines Use Review
This will count as a targeted MUR
- MAR chart provided
- Large print labels
- Easy open tops
- Review dose form
- Review MDS arrangements
NB: Complete Equality Act assessment
- Commenced MDS
- Pharmacy managed repeat service
To support vulnerable patients
- NHS Repeat dispensing initiated
- Home delivery
- Stop Smoking service
- Flu vaccination
September to March only
- Talking labels
If available
- Specialist Medicines Management Service assessment
If commissioned in your area
- Other Public Health Intervention
- Other

Tick ALL that apply, If Other please specify

Medicines Reconciliation

Medication reconciliation is the process of creating the most accurate list possible of all medications a patient is taking - including **drug name, dosage and frequency**, and comparing that list against the discharge information with the aim of providing correct medications to the patient at all transition points.

Summary

Referral via Pharmouctomes

Medicines Reconciliation

Accept or Reject

Complete and Save

Next Steps

First wave of referrals June 2019

MDS / Venalink Patients (replaces information currently provided by fax)

Second wave will include other patients groups, details to follow but likely to be those in need of NMS.

Pharmacy staff should regularly check the Pharmoutcomes Services Page