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.

- It is estimated that 60% of patients have three or more changes made to their medicines during a hospital stay.

- The transfer of care process is associated with an increased risk of adverse effects

- 30-70% of patients experience unintentional changes to their treatment or an error is made because of a lack of communication or miscommunication.

- Only 10% of elderly patients will be discharged on the same medication that they were admitted to hospital on.

- and 20% of patients have been reported to experience adverse events within 3 weeks of discharge, 60% of which could have been ameliorated or avoided

CLINICAL HANDOVER – INTEGRATED TRANSFER OF CARE

Community Pharmacy and Hospital Pharmacy - working together to optimise the use of medicines

New transfer of care initiative of electronic referral from hospital to community pharmacy in England:
a formative service evaluation
Hamde et al. BMJ Open October 2016

"statistically significant lower rates of readmissions and shorter hospital stays"

NEWCASTLE STUDY…..

Review of first 2,029 in-patients who were referred showed…

Although only 31% (n=619) of these patients participated in a follow-up consultation, those patients who received a community pharmacist follow-up consultation had significantly lower rates of readmissions and shorter hospital stays than those patients without a follow-up consultation.

PharmOutcomes® - Supporting hospital referrals

Integration methodology – Business as usual model

- Utilises the current messaging functionality within the hospital
- Provides a secure N3 receiving service
- Uses web-based technology in community pharmacy to capture outcomes

PharmOutcomes® - Supporting hospital referrals

Integration methodology

Step 1 – Agree and match fields to send to community pharmacy on discharge

PharmOutcomes® - Supporting hospital referrals

Integration methodology -

Medicines list and free text

PharmOutcomes® - Community Pharmacy follow up

Referral received

Referral actioned

PharmOutcomes® - Completing the loop

PharmOutcomes® - Notifying key stakeholders

Tick all that apply, if Other please specify

Audit of support provided - Tick all that apply

Support services provided

- ☐ Large print labels
- ☐ Talking labels
- ☐ Easy open tops
- ☐ Review dose form
- ☐ Review MDS arrangements
- ☐ MAR chart provided
- ☐ MDS
- ☐ Managed repeat
- ☐ Home delivery
- ☐ Other _____

Tick ALL that apply, If Other please specify

20 Apr 2016

Violet Patch Pharmacy
678 A Street in a Town
Narrow
EF45 6GH
0789 123456

GP practice Selection from "GP Surgeries" lookup list [*From Dorset Hospitals (RBCH and DCH) referral*]

The patient named below has been recently discharged from hospital. At a follow up review the patient has reported adverse drug reactions as detailed below

Patient name	Answer to Patient Name
Address	123 Alphabet Road, Broad way [*From Dorset Hospitals (RBCH and DCH) referral*]
Postcode	AB12 3CD [*From Dorset Hospitals (RBCH and DCH) referral*]
Date Of Birth	01-Feb-2003 [*From Dorset Hospitals (RBCH and DCH) referral*]
GP referral as	"GP referral as": One or more of: Significant ADR; Patient stopped taking medicine; Other
Details of ADR	Answer to "Detail of any side effects/ADRs" text box

Pharmacist making report Answer to "Pharmacist Name" single line input

Newcastle Hospital Then

- Manual Data input
- Number of referrals=1386
- Referral follow up = 36%

Newcastle Hospital Now

- Fully integrated solution
- Number of referrals = 5214
- Referral follow up = 60%

Next steps

- Timescales
- Implementation
- Pharmacy Actions

Medicines Management Service

Medication Management Service

❖ The aim of the Medication Management Service is to implement a controlled safe environment where Home Care Services and their managers are able to carry out the controlled administration of medication that meets the specific needs of each service user.

❖ The medication policy governs all home care service provision throughout Barnsley and has been developed in conjunction with service providers, care management, health care workers and pharmacists.

Changes to the service

- CCG made changes based on feedback from pharmacies

- Removal of annual fee

- More flexibility in assessment process

Changes to the Fees

Current
- £500 annual retainer
- £10.35 monthly

New
- £75 patient registration
- £25 update to medication plan
- £11 monthly

Can only claim one of the above per month

Date of Review 28-Jan-2019

Patient Name

If Patient Name is not registered, click here to enter 1. Patient registration *IMPORT 25-10-2018*

Is this the first time you are claiming for this patient on PharmOutcomes this month ○ Yes ○ No

Check provision history on left hand side

New Patient ○ Yes ○ No

Date of current medication plan

Enter as **dd-mmm-yyyy** (eg 23-Feb-1989)

Medication plans should be updated annually, even where there have been no changes.

Name of responsible pharmacist

Date of Review 28-Jan-2019

NB: You can only claim for one activity per month per patient. If you enter more than one intervention you will not be paid if this falls within the same month

Patient Name [   ]

If Patient Name is not registered, click here to enter 1. Patient registration *IMPORT 25-10-2018*

Is this the first time you are claiming for this patient on PharmOutcomes this month   ● Yes ○ No

Check provision history on left hand side

Is tl

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New Patient ● Yes ○ No

Was the referral appropriate? ○ Yes ● No

┌─ **Inappropriate Referral** ─────────────────┐
│ ○ Patient had not consented │
│ ○ Inappropriate Medication │
│ ○ Patient able to self medicate │
│ ○ Other [   ] │
└──┘

Date of current medication plan [   ]

Enter as **dd-mmm-yyyy** (eg 23-Feb-1989)

Medication plans should be updated annually, even where there have been no changes.

Name of responsible pharmacist [   ]

If you are unable to take on any new referrals, even on a temporary basis, please call the Medicines Management Team :01226 433798 or email barnsleyccg.mmsbarnsley@nhs.net

Date of Review 28-Jan-2019

Da

Patient Name [   ]

If Patient Name is not registered, click here to enter 1. Patient registration *IMPORT 25-10-2018*

Is this the first time you are claiming for this patient on PharmOutcomes this month ● Yes ○ No

Check provision history on left hand side

Is this the
are cl

PharmC

New Patient ○ Yes ● No

Changes to Medication Plan? ● Yes ○ No

Changes

┌─ **Reason for changes** ──────────────
│ ☐ New Medicine from GP
│ ☐ Medication Stopped by GP
│ ☐ Dose change by GP
│ ☐ New Medicine from Hospital
│ ☐ Medication Stopped by Hospital
│ ☐ Dose change by Hospital
│ ☐ Other [   ]
└──────────────────────────────

D
me

Name

Date of current medication plan [   ]

Enter as **dd-mmm-yyyy** (eg 23-Feb-1989)

Medication plans should be updated annually, even where there have been no changes.

Name of responsible pharmacist [   ]

Date of Review 28-Jan-2019

Patient Name [   ]

If Patient Name is not registered, click here to enter 1. Patient registration *IMPORT 25-10-2018*

Is this the first time you are claiming for this patient on PharmOutcomes this month ⦿ Yes ◯ No

Check provision history on left hand side

New Patient ◯ Yes ⦿ No

Changes to Medication Plan? ◯ Yes ⦿ No

Patient Status

◯ On going support provided, no changes

◯ On hold, in hospital

◯ On hold, in care home

◯ Other [   ]

Date of current medication plan [   ]

Enter as **dd-mmm-yyyy** (eg 23-Feb-1989)

Medication plans should be updated annually, even where there have been no changes.

Name of responsible pharmacist [   ]

Referral process

- **Contact the Pharmacy**

- **Ask to make a "Medication Management Service" referral.**

- If for any reason the Pharmacy declines to accept the referral then they should be able to advise you of the Pharmacy nearest to them who may accept a referral.

- Any problems finding a Pharmacy then please contact the Medicines Management Team 01226 433798.

- Arrange with the Pharmacy how a completed referral form will be received by them

- **Complete a referral form send it using a secure method of transmission**

- **Always follow up with the Pharmacy to ensure it has been received**

- Once the Pharmacy has received the form they will have **10 WORKING days to obtain an up to date record of medicines from the GP surgery and undertake a review and complete paperwork.**

- The Pharmacy will contact the referrer if there are any problems that arise e.g. unable to get a medicines record from the GP surgery OR unable to access patient to undertake the review..

- It is the Pharmacist's discretion which medicines go into a monitored dosage system (MDS) and sometimes even with the scheme in place there may be a need for nursing or other staff to separately administer some medicines.

- **The person completing this form will <u>RECEIVE</u> the completed Medication Management Service care plan from the Pharmacy and it is their responsibility to ensure this is passed on to the Care Provider and that a record is kept.**

- **The person completing this form can nominate for someone else to receive the completed Medication Management Service care plan from the Pharmacy. It will then be their responsibility to ensure they Pharmacy care plan is passed on to the Care Provider and that they hold a record.**

- **If the details of the Care Provider are known at the point of referral then they should be completed so that they will receive a copy of the completed Medication Management Service care plan from the Pharmacy.**

- If there are any <u>**CHANGES**</u> made to medication for any patient using this scheme then the Pharmacy must be contacted by the patient's care coordinator/referrer to inform them.

- The Pharmacy will complete another review and issue the referrer or those nominated with a new Medication Management Service medication plan.

- Whilst this review is ongoing, neighbourhood nursing staff may need to be asked to temporarily administer medicine.

- When an updated care plan is received from the Pharmacy then it must be issued to the Care Provider who should then remove any previous paperwork which exists in the patient's home.

- A copy of the medication plan you also be sent by email to the clinical pharmacists attached to the patient's GP.

Service Delivery

- The service is usually delivered in the patient's home,

- If it is suitable for the patient the assessment may also be conducted in the pharmacy

- The assessment may also be undertaken by Pharmacy staff qualified to level 2/3 – as accredited and delegated by the superintendent and/or responsible pharmacist.

- The responsible pharmacist will be accountable for the completion of the care plan and recommendations based on the information provided within the review.

- The community pharmacy will be responsible for the quality of the service it delivers.

Key points

- All referrals must be complete and use the approved form

- All medication plans must be updated at least every 12 months

- New fees available from February 2019

- New Service specification starts from April 2019

- Existing monthly claim scheme ends 30th April 2019 (for those not ready to transition to new service)

Commissioning update

- Primary Care Networks
- APC reporting
- MOSW

Primary Care Networks

Integrated Primary Care Networks in South Yorkshire & Bassetlaw

Barnsley

CCG -	Sep-18	Mar-19
Number of PCNs at any stage of journey	6	6 TBC
% population coverage within CCG of PCNs at any stage of journey	100%	100%
number of PCNs assessed as nearest stage 1	6	
number of PCNs assessed as nearest stage 2		6
number of PCNs assessed as nearest stage 3		
% of your population with access to integrated teams	100%	100%

Barnsley

6 Integrated Local Care Networks

North	5 practices	40339 population
North East	8 practices	32815 population
South	4 practices	44473 population
Penistone	6 practices	55069 population
Central	5 practices	44632 population
Dearne	5 practices	39678 population

APC Reporting

APC Reporting

Date Completed 12-Sep-2018

Issue Identified by:

Name [   ]

Job Title [   ]

Organisation [   ]

Issue category and who was involved

Issue Category
- ☐ Dispensing Error
- ☐ Prescribing Error
- ☐ Medication Supply Issue
- ☐ Medicines Administration
- ☐ D1 Communication
- ☐ Other Hospital Communication
- ☐ Formulary Related
- ☐ Shared Care Issue
- ☐ Summary Care Record
- ☐ Other GP Communication
- ☐ Care/Nursing Home
- ☐ Other
- [   ]

Issue Involving
- ☐ Hospital- BHNFT
- ☐ Hospital - SWYFT
- ☐ Hospital - non Barnsley
- ☐ General Practice
- ☐ Community Pharmacy
- ☐ Care/Nursing Home
- ☐ Care Organisation
- ☐ Community Nursing
- ☐ Other
- [   ]

✓ • APC Reporting provision successfully entered and saved

• The following system generated provision report letters are available

🖨 Basic Provision Record

♻ Barnsley Interface Issue Report >>

Secure email is queued to send

Issue Details

Patient NHS Number [   ]

GP Practice [   ]

Date Issue Identified [   ]
Enter as **dd-mmm-yyyy** (eg 23-Feb-1989)

Issue Identified

[   ]

Action taken and outcome

[   ]

Date Action taken [   ]
Enter as **dd-mmm-yyyy** (eg 23-Feb-1989)

APC Reporting: Examples

- Most commonly reported relate to MDS

- Wrong Strength

- Wrong Medicine

- Missing Medicine

- Wrong Patient

Home

Log in

Registered user? Log in here

New user? Register here to start using the NRLS.

Welcome to NRLS Reporting

The National Reporting and Learning System (NRLS) is a central database of patient safety incident reports. Since the NRLS was set up in 2003, the culture of reporting incidents to improve safety in healthcare has developed substantially.

All information submitted is analysed to identify hazards, risks and opportunities to continuously improve the safety of patient care. Please click here for further information.

The published Organisation Patient Safety Incident Reports are generated by the Explorer Tool and can be found here.

For the published data workbook, please click here.

For the monthly published data reports click here and for the National Patient Safety Reports click here.

After logging in you can:

- Upload incident reports from your local risk management reporting system
- Review incident reports submitted by your organisation
- View incident reports submitted online to the NRLS for your organisation

- https://report.nrls.nhs.uk/nrlsreporting/

MOSW

- Phase 1 & 2 completed
- Phase 3 dates to be announced

National Contract Funding Arrangements

- From 1st April 2019 as per current funding
- Cat M prices increase by £10M a month
- Maximum of 200 MUR in first 6 months
- Pharmacy Access Scheme will continue
- No Quality Payment checkpoints have been set yet
- The B word

Health and Social Care bans fax machines in the NHS

- 9th December 2018
- Matt Hancock bans NHS from buying fax machines and has ordered a complete phase out by April 2020
- Forms part of GP from April 2019

LPC Activity

- LPC website   http://psnc.org.uk/barnsley-lpc/

- LPC newsletter (sign up via website)

- Pharmacy BEST events

- Pharmoutcomes Activity Reports