

# Local Services Update

**A. TCAM**

**B. Medicines Management Service**

**C. Pharmacyfirst**

**D. APC Reporting**

# 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 titled 'Recent Provisions' with a search bar. The table has columns for 'Received Referrals', 'Service (stage)', 'Identifiers', 'User', and 'Status'. One row is visible with the following data: '2019-04-30', 'Pharmacy Follow-up - Barnsley Hospital', 'DX', 'manager', and 'Pending Referral Accepted'.

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 Pharmoutcomes,

Prompt sent to email address linked to

Pharmoutcomes

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

# Medication Management Service

- Changes made in February 2019
- Old claiming platform discontinued
- New Fees
- Only one claim per month
- Medication Plan must be updated at least every 12 months

# MMS Monthly Activity

Since February 2019

2679 Provisions

612 patients

31 Active Pharmacies

129 New Patients

416 Changes to Medication Plans

# Reasons for Changes

Reasons for changes to medication plan		
Annual Review	191	45.9%
New Medicine from GP	89	21.4%
Dose Change by GP	56	13.5%
Medication Stopped by GP	51	12.3%
New Medicine from the Hospital	35	8.4%
Medication Stopped by Hospital	34	8.2%
Dose Change by the Hospital	24	5.8%
Other	15	3.6%

# Pharmacy*first*

Implementation Plan:

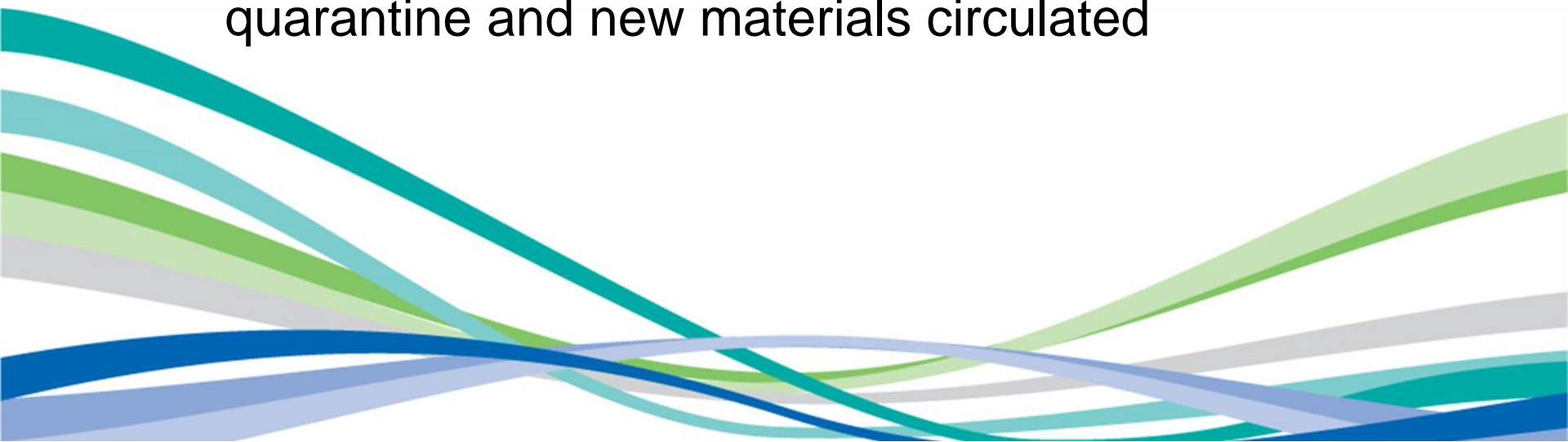
Letter out to Pharmacies giving notice August 19

Followed by:-

- Resource Pack

- PharmOutcomes Platform changes

- PharmacyFirst Scheme resources “call back “ –  
quarantine and new materials circulated



## Conditions

- Allergies
- Earache
- Eczema
- Scabies
- Vaginal thrush
- Head lice (From July 2019 will provide enhanced guidance and support and will only be able to supply the Nitty Gritty combs or Bug Buster Kits for the treatment of head lice.)

Your pharmacy team can also offer you additional advice, guidance and support personal to you for a whole range of common, minor health concerns for which you can buy treatments over the counter.

They have a private consultation area available where they will discuss your symptoms and they can offer practical advice personalised to you.

A list of pharmacies involved in the scheme is available on the Barnsley CCG website. Search for *Pharmacyfirst*.

[www.barnsleyccg.nhs.uk](http://www.barnsleyccg.nhs.uk)

Pharmacy*first*   
Minor Ailments Service

Pharmacy*first*   
Minor Ailments Service



Don't wait  
for a doctors  
appointment

Go straight to  
your pharmacy 

START WELL  
CHOOSE WELL  
STAY WELL

**NHS**  
Barnsley  
Clinical Commissioning Group

## SELF CARE

Prescribing of over  
the counter medicines  
is changing



Leaflets



**START WELL  
CHOOSE WELL  
STAY WELL**

**NHS**  
Barnsley  
Clinical Commissioning Group

## PRESCRIBING OF OVER THE COUNTER MEDICINES IS CHANGING

The NHS spends around **£569 million** each year on a wide range of medicines which can be purchased from local pharmacies, supermarkets and other retail outlets.

In 2018, NHS England issued national guidance on over the counter products which should **NOT** generally be prescribed to ensure long-term sustainability of the NHS. This guidance encourages people to self-care for minor self treatable and/or self-limiting conditions which will get better with time.

**Your doctor, nurse or pharmacist will no longer generally prescribe medicines that are available to buy over the counter**



### DID YOU KNOW?

The cost to the NHS for many of these medicines is often much higher than the price for which they can be purchased over the counter and you can get them without seeing your doctor.

For further information see our leaflet or visit the NHS website [www.nhs.uk/OTCmedicines](http://www.nhs.uk/OTCmedicines)

# Posters

# Resource Pack

<http://best.barnsleyccg.nhs.uk/clinical-support/medicines/prescribing->

## Barnsley Self-Care Guidance

### Guidance on conditions for which over the counter items should not routinely be prescribed in primary care

The full NHS England guidance is available at: <https://www.england.nhs.uk/wp-content/uploads/2018/03/otc-guidance-for-ccgs.pdf>

Barnsley CCG has made the decision to adopt all of the recommendations within the NHSE guidance. This document has been produced to support primary care clinicians with implementation of the recommendations in practice. ~~It can also be used by community pharmacists to help provide information to the patient on self-care for each condition and to help signpost the patient to the right service.~~

The guidance is intended to encourage people to self-care for minor illnesses as the first stage of treatment. It is envisioned that in most cases (unless specified) these minor conditions will clear up with appropriate self-care. If symptoms are not improving or responding to treatment, then patients should be encouraged to seek further advice.

**The guidance is not intended to discourage patients from going to the GP when it is appropriate to do so.**

This guidance applies to all patients, including those who would be exempt from paying prescription charges, unless they fall under the exceptions outlined below (general exceptions) or within the table below under each condition/item.

GPs and/or pharmacists should refer patients to NHS UK, the Self Care Forum or NHS 111 for further advice on when they should seek GP Care.

# APC Reporting

Clinical Governance

APC Reporting

Medication Management System

# APC Reporting

Date Completed

## 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