

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.



PharmOutcomes[®]

Bridging the Gap – Integrated
referrals

PharmOutcomes[®]

Evolution of solutions

- Fax transfer of critical patient care information for vulnerable patients
- However, this doesn't bridge the gap for the majority of patients...for that, we need integration
- Network of AHSNs ratified hospital dataset

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

Integration methodology

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

Allergy Description	Reaction
clarithromycin	Shortness of breath
gabapentin	Pruritis
FACTOR IX	Acute Kidney Injury

Sensitising Agent	Reaction
fenbufen	Blurred Vision
acenocoumarol	Fever/Flu-like symptoms
ibandronic acid	Bleeding
GELATIN AND GELATIN DERIVATIVES	Malignant Hyperthermia

Integration methodology - Medicines list and free text

TTA - Discharge Medications

Date Cooper

Consultant: MS DIANNE DIANNE Ward: HINTON

Hospital No. Nat No. 9434765919 Date of Birth 1954-04-19 Age yrs Height cm Weight kg BSA sq m

Details
 Allergies: clarithromycin, gabapentin, FACTOR IX
 Sensitivities: fenbufen, acenocoumarol, ibandronic acid, GELATIN AND GELATIN DERIVATIVES

Status	Drug Name	Dose	Frequency	Route	BNF
	ATORVASTATIN 40 mg Tablets	40 mg	1XD ON - ONCE a DAY at NIGH	oral	Cardiovascular system
	FERROUS SULPHATE 200 mg Tablets	200 mg	3XD AMLUPM - THREE times a oral	oral	Nutrition and blood
	HYDROXYMELLOSE 0.3 % w/v Eye Drops	1 Drop(s)	WHEN REQ - When required F affected eye(s)		Eye
	LEVOTHYROXINE 100 micrograms Tablets	100 microgram	1XD AM - ONCE a DAY in the l oral	oral	Endocrine system
	LEVOTHYROXINE 25 micrograms Tablets	25 microgram	1XD AM - ONCE a DAY in the l oral	oral	Endocrine system
	LEVOTHYROXINE 50 micrograms Tablets	50 microgram	1XD AM - ONCE a DAY in the l oral	oral	Endocrine system

Buttons: Discharge Letter, Select for TTA, Conflict Log, Clinical Info, Add Order, Modify Order, Discontinue Order, Print Discharge, Verification, Order Inquiry, Admin Chart, BOE, Help

Discharge Letter Entry

Patient: Dale Cooper

Hospital No. Nat No. Date of Birth 1954-04-19 Ward THE HUB WARD (ZCO)

Admission Date 27-Oct-2016 12:00 Reason

Emergency Planned

Outpatient Appointment Planned Discharge Date 28-Oct-2016 Discharge Doctor ABBOTT,DR ROSE

Diagnoses	Transferred Notes
Diagnosis	Transferred Notes
Discharge time/date	Destination
Note to Comm. Pharm.	Comm. Pharm. Code.

The SOP will need to ensure the pharmacy organisation code is included.

Buttons: Ok, Cancel, Help

PharmOutcomes® - Community Pharmacy follow up

Referral received

outcomes4health® Delivering Evidence

Home **Services** Assessments Reports Claims Admin Gallery Help

Provide Services

Outstanding Referrals	Service (stage)	Identifiers	User	Status
2016-03-22	Attachment - Followup	SF	Ben Johnson	Referred to you awaiting follow-up action
2016-02-12	Attachment - Followup	AH	Ben Johnson	Referred to you awaiting follow-up action
2016-02-10	Hospital referral provider	CW	Ben Johnson	Accepted
2016-02-10	Hospital referral provider	CW	Ben Johnson	Referred to you awaiting follow-up action
2016-01-26	Attachment - Followup	HJ	Ben Johnson	Referred to you awaiting follow-up action
2015-08-21	Attachment - Followup	JH	Jason Harris	Referred to you awaiting follow-up action
2014-08-26	Hospital referral provider	KN	Jason Harris	Accepted

New referrals

Recent Provisions

Search for Identifier:

Provisions in date order [-] | Click to show Provisions ordered by most recently entered

Date Order	Service (stage)	Identifiers	User	Status
2016-04-05	Minor Ailments Service - Stage 1 - Registration	JD	Jason Harris	Active
2016-03-25	Stewart Stage 2 Service	LS	Stewart Webb	Active
2016-03-25	Stewart Stage 2 Service	OT	Stewart Webb	Active
2016-03-25	Stewart Stage 2 Service	NW	Stewart Webb	Active
2016-03-25	Stewart Stage 2 Service	EJ	Stewart Webb	Active
2016-03-25	Stewart Stage 2 Service	LS	Stewart Webb	Active
2016-03-25	Stewart Base Service	OT	Stewart Webb	Active
2016-03-25	Stewart Base Service	NW	Stewart Webb	Active
2016-03-25	Stewart Base Service	EJ	Stewart Webb	Active
2016-03-25	Stewart Base Service	LS	Stewart Webb	Active

Referral actioned

Support required: "Support required": One or more of: NMS; MUR; Medication compliance aid - Continued; Medication compliance aid - New patient, supply agreed; Update medication list for changes; Non child-resistant packaging; Large print labels; ...

Additional comments: Answer to "Additional comments" text box

Hospital team member: Answer to "Hospital team member" single line input

Contact number: Answer to "Contact number" single line input

Discharge summary: Links to "Discharge summary" attachments.

Acceptance and completion of referred service

This referral has been made to your organisation. If you are unable to complete the referral, you can reject it, but please state the reason for rejection in the Notes box below. If you cannot complete the referral but cannot complete the associated action immediately, click on the accept button to acknowledge receipt of the referral and make relevant notes in the Notes box.

Complete now **Accept** **Reject referral**

number: 01953 / 17666

Discharge summary: Hospital Discharge Example.pdf

Acceptance and completion of referred service

PharmOutcomes[®] - Completing the loop

Discharge summary Links to "Discharge summary" attachments.

Acceptance and completion of referred service
Referral Accepted for completion now [Revert and discard changes](#)

Follow up date

Support services provided

Support audit

- NMS
- MUR
- Medication compliance aid
Continued
- Medication compliance aid
New patient - supply agreed
- Update medication list for changes
- Non child-resistant packaging
- Large print labels
- Home delivery service
- Removal of unused medication from patient home
- Stop Smoking Service
- Flu vaccination
September to March only
- Specialist medicines management service assessment

Tick ALL that have been provided

Adverse Drug Reaction Outcomes & GP referral

ADR Outcomes

- No ADR's reported
- Manageable and non-harmful - patient to continue
- Refer to GP

Select from drop down

GP referral necessary Yes No

If outcome of ADR requires GP referral select either first or second option below to highlight issue. This will trigger a GP notification that will send securely when data is saved. If no referral necessary select Not Applicable

GP referral as

- Significant ADR
- Patient stopped taking medicine
- Other

If Other please specify

Information on next repeat prescription

Did the next repeat prescription from the GP match the hospital discharge letter

If NA is recorded an SMS reminder will be sent to the patient to attend a future appointment so that this can be recorded using follow up stage 2.

Next Repeat matched? Yes No NA

NA if Not Available at the time of intervention

Additional comments

Yellow Card AA Login

Enter Keyword(s) to Search

[Home](#) [About Yellow Card](#) [Downloads](#) [Contact Us](#)

Welcome to the reporting site for the Yellow Card Scheme

Report a suspected problem or incident:

- Side effect to a medicine, vaccine, herbal or homeopathic remedy** [Side effects](#)
- Medical device adverse incident** [Devices](#)
- Defective medicine (not of an acceptable quality)** [Defective](#)

Download the Yellow Card App!

You can now receive news updates from the MHRA and report side effects to medicines via the Yellow Card app.

At the moment you will need to create a separate account on the app to report. Please download it from the [Apple App Store](#), or [Google Play Store](#).

If you have any comments on the app please [contact us](#).

Already Registered?

If you have already registered with this

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

PharmOutcomes[®] - Reflection on the evidence

- Supports the findings of the SPS Audit (June 2016)
Medicines reconciliation on discharge?
- Behaviour change in hospital crucial to success
Challenge is how to replicate across the country
- Community pharmacy responded to “push” patients
Behaviour change management crucial to success
- IT System is an adjunct to the solution, not the solution itself

PharmOutcomes[®]

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%

PharmOutcomes[®] - Live sites

Site name	Solution adopted	Number of referrals	%age follow up	%age follow up last Qtr
Newcastle	Full integration	5214	61%	76%
Cornwall	Full integration	527	62%	70%
Dorset	Full integration	920	60%	73%

PharmOutcomes[®] - Further Support

- Visual alert that flashes when a referral is received into PharmOutcomes



Next steps

- Timescales
- Implementation
- Pharmacy Actions