



## Pharmaceutical Services (Scotland)

### Additional Services

#### Community Pharmacy Medicines Review

##### 1. Service Aim

1.1 To provide a pharmaceutical service to undertake a Medicines Review for patients within priority groups. The first group to be identified is those receiving 4 or more dispensed medicines with at least one of which is listed on the NHS Scotland 'Sick Day Rules' cards.

1.2 Provide advice and information to patients about their prescribed medicines.

1.3 Take necessary actions to reduce the risk of medicines related harm and waste of medicines.

##### 2. Service Outline and Standards

###### 2.1 Service Provision

2.1.1 The Medicines Review service can be offered by all community pharmacies in NHS Borders who meet the requirements of the service specification.

2.1.2 The community pharmacy contractor will ensure that pharmacists and staff involved in the provision of the service are aware of and operate within local guidelines and follow a Standard Operating Procedure (SOP). A template SOP has been provided which can be adapted to suit each pharmacies requirements.

2.1.3 All staff can contribute to service provision but the consultation must be undertaken by the pharmacist.

2.1.4 It is expected that the review will normally be carried out face-to-face with the patient in the community pharmacy. Provision at another location or by telephone should only be done by exception (for example, where transportation may be difficult for the patient).

2.1.5 The following requirements must be met in relation to consultation areas when reviews are conducted in the pharmacy or other areas where the general public have access:

- The consultation area is clearly designated as an area for confidential consultations;
- The consultation area is distinct from the general public areas;
- The consultation area is an area where both the patient and pharmacist can sit down together and are able to talk at normal speaking volumes without being overheard by other visitors to the premises, or by staff undertaking their normal duties.

2.1.6 In order for patients to access the service they must give signed consent for their information to be shared with the GP and Health Board (using the template provided).

2.1.7 Patients should be offered one review in any 12 month period unless the pharmacist can demonstrate a clinical need. The review should consider all the medicines a patient is taking and not just those that fall within the priority group.

## 2.2 Assessment and Information

2.2.1 All patients will, where possible, be given an appointment to allow the pharmacist and patient to prepare for the review. Patients may prefer that they are accompanied by a friend or relative where this may help with the effectiveness of the outcomes

2.2.2 Pharmacists will provide support, advice and information to patients who use this service, including signposting or referral to other health and social care colleagues.

## 2.3 Data Collection

2.3.1. Pharmacists are responsible for ensuring that all records are maintained relating to the consultation to allow future reference. For example, an entry on the Pharmacy Care Record (PCR) will assist future medicine management of this patient for the pharmacy team.

2.3.2 The pharmacist is responsible for ensuring that all information is collected on the template provided and stored in line with confidentiality and data protection guidelines.

## 3. Training

3.1 All pharmacists must complete a self-assessment of education and training needs using the guidance provided by NHS Borders.

3.2 Pharmacists who participate in provision of the additional service are required to complete self-directed learning and will be expected to:

- Describe the sick day rules initiative and understand why there is a need for it
- Explain and guide patients through the information provided on the “sick day rules” card
- Be able to complete a patient-centred consultation

3.3 In addition to the self-directed learning, pharmacists must attend an evening training session.

3.4 NHS Borders will assist pharmacists who have identified learning needs that are not met by the training session.

3.3 All staff should familiarise themselves with the guidance documentation and references supplied by NHS Borders.

3.4 Pharmacists undertaking reviews will follow and comply with the principles outlined in the joint statement from the Royal Pharmaceutical Society and General Pharmaceutical Council on “using standards and guidance to ensure patient centred professionalism in the delivery of care”.

[http://www.pharmacyregulation.org/sites/default/files/joint\\_statement\\_rps\\_gphc.pdf](http://www.pharmacyregulation.org/sites/default/files/joint_statement_rps_gphc.pdf) (accessed 23 November 2015)

3.5 Pharmacists will be supported by the Prescribing Support Team, NHS Borders. This will include a visit to the community pharmacy to peer review a selection of medicines reviews.

## 4. Payment

4.1 An engagement fee per contractor will be made for completion of the training requirements. Payment will be made following attendance at the training session.

4.2 A fee will be paid per patient reviewed for each review. Payment shall be made in accordance with the procedure in place in NHS Borders.

4.3 Contractors will be funded upto the level detailed in Appendix VII. NHS Borders may adjust funding levels in year and reallocate funding to other contractors where the trajectory for the number of reviews delivered by a contractor is unlikely to use the funding available.

## 5. Monitoring and Evaluation

5.1 It is a requirement of the service that appropriate records, including patient medication records are kept and maintained by the community pharmacy contractor, to enable verification of service provision and to provide information to NHS Borders for internal and external audit and evaluation purposes.

5.2 The process of monitoring and evaluation will take place annually via a meeting with NHS Borders and Community Pharmacy Borders.

5.3 A Standard Operating Procedure should be in place in the pharmacy to cover all relevant aspects of service provision. The following list below provides an outline of the areas that should form part of the SOP for the review service.

- Access a full prescription history for each patient
- Complete an review which should include:
  - Explaining the aim of the review, consent process and confidentiality
  - Discussing medicine use with the patient using the list of suggested questions provided by NHS Borders (see “The Review” in Appendix III)
  - Providing advice on medicine use (including over the counter medicines)
  - Providing advice on chronic medical conditions e.g. asthma and diabetes
  - Providing advice on minor ailments
  - Supplying information leaflets about health issues
  - Discussing and agreeing an action plan with the patient where appropriate
- If a MCA is produced for the patient then a print out from the UKMI MCA website should be retained reflecting the contents of the MCA aid at the time of the review.
- Liaise with the service user’s GP about prescribed medicines where appropriate
- Liaise with social care contacts where appropriate

## 6. Appendices

- I Background information
- II Supporting web resources and references
- III Standard Operating Procedure Template
- IV Engagement Form
- V Patient Consent Form
- VI Medicines Review patient documentation
- VII. Funding for reviews per contractor