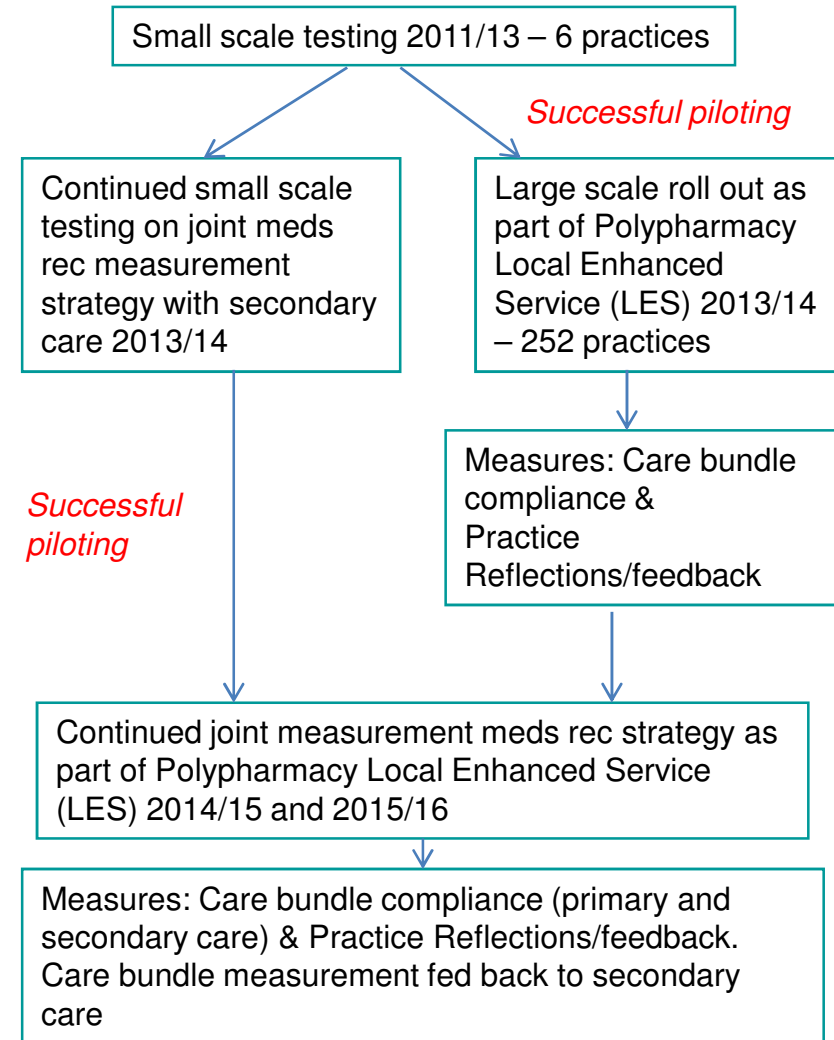


**HIGHLIGHTS**

- Evolution of programme

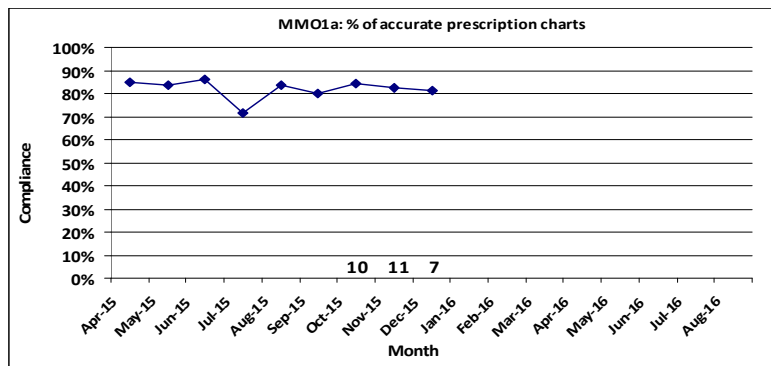
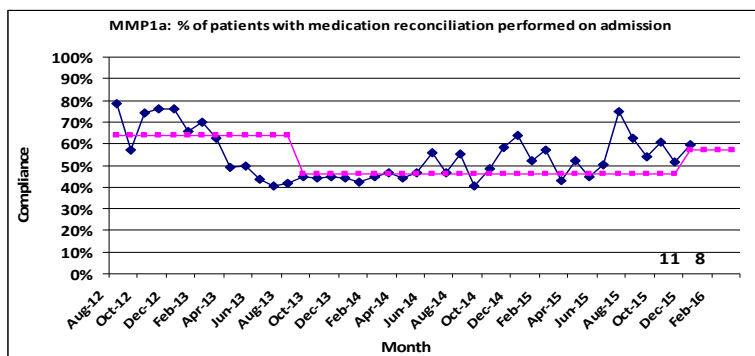


**What We Are Doing & What We Have Learned**

- Joint measurement strategy for meds rec
- Now small scale testing on meds rec with Community Mental Health teams
- GP practice compliance with care bundle is stable at 94%
- Compliance to Dec 2015 with secondary care bundle is 87%
- GP reflections/feedback (n=203) state 85% feel the primary care meds rec bundle has improved patient safety; 80% feel it has improved practice processes
- Patient outcomes – currently analysing admissions data for patients over 65 in Glasgow City to see if there has been any reduction in readmissions. Crude analysis suggests there may be a slight reduction

**Tools and Resources We Have Developed**

- EMIS templates and spreadsheets to record primary and secondary care bundle measures  
<http://www.knowledge.scot.nhs.uk/spsp-pc/health-boards/nhs-greater-glasgow-and-clyde.aspx>  
<http://www.knowledge.scot.nhs.uk/spsp-pc/emis--vision-datix-templates.aspx>
- Standard reporting template to feedback data to secondary care via Chiefs of Medicine
- SPSP PC newsletter to inform practices of collated NHS GGC data



**Objectives 2016/17**

- All engaged teams can demonstrate a reliable MR process within 24hrs of admission by 31 Mar '17
- All target teams are actively engaged to improve medicines reconciliation within 24hrs of admission by 31 Dec '16
- 50% of clinical teams are actively engaged in improving MR at discharge by 31 Dec '16)

**What are we doing & what have we learned?**

- We have targeted our busy medical and surgical receiving areas.
- Most teams have shown improvement, but achieving and sustaining reliability at 95% remains a challenge
- MR process is well understood, but documentation of medicines plan an area of weakness
- High dependency on individual clinical leads and pharmacy
- Challenge to keep leads and teams focused after several years of involvement and recent service redesign
- Need to build QI capacity/capability and conduct new tests of change
- We have set programme objectives and are working with services to agree improvement goals for individual teams
- Developing a MR application in clinical portal, which interfaces with ECS and produces IDL at discharge.

**Future tests of change**

- MR report format printed from ECS in the clinical portal
- Kardex review an integral part of post-take ward round
- Patients/relatives/carers to be given ECS/Kardex/IDL to check for accuracy, omissions & understanding of medicines and allergies
- Integration of MR process in pre-admission clinics
- electronic MR linking to ECS on admission and IDL at discharge (in development)

### HIGHLIGHTS

Use “Team Meet”  
to share key points  
of why we are  
doing this

Importance of  
patient safety and  
why – its a “no-  
brainer!”

Identify SPSP  
PPC champions  
within the  
Pharmacy

How can we achieve  
this within the  
Pharmacy –  
increases team  
members  
understanding

- Engaging with Community Pharmacists in the patient safety agenda.
- Nurturing relationships between Community Pharmacist and GP to improve patient safety.
- Engaging with whole Pharmacy team to improve safety.
- Working with patients and carers.
- Empowering pharmacy staff in quality improvement.
- Enhanced Pharmaceutical Care.

### What We Are Doing & What We Have Learned

Who: 10 community pharmacies within Paisley.

What: Oral non-steroidal anti-inflammatory drugs (NSAIDs)

- Why: Focus on patients at risk of gastro-intestinal bleed or acute kidney injury because of their medication combinations.
- How: Shared responsibility with GP and patient.
- Needs: whole pharmacy team involvement.
- Support: shared and protected learning time.
- Understand the data for improvement – easier said than done!



Intervention is reproducible to other high risk Medicines.  
Modify intervention for repeat patient discussion.

### Tools and Resources We Have Developed

- Mechanism to share discharge information electronically.
- Community Pharmacist access to Clinical Portal in development.