Local Perspectives:
A focus on integration with community pharmacy

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NHS Greater Glasgow & Clyde
Partnership working across GP practice and Community Pharmacy

Elaine Paton
Insanity: doing the same thing over and over again and expecting different results

Albert Einstein, (attributed)
US (German-born) physicist (1879 - 1955)
Voice of the Customer

- Patients
- PCR Users
- GP practice staff
- Pharmacy Teams
They Said, We Did....

Listen

Process map

Tests of Change

Redesign where it fails

Pharmacy Care Record

(Level 1 med review)

Action Plan
TAKE SMALL STEPS EVERY DAY & YOU’LL EVENTUALLY GET THERE

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Tests of change

• Separate Serial Rx from Pharm Care
• Patient suitability and need different from CMS of old
• Patient suitability identified within practice using STU
• PSP led; minimal medical input (practice dependent)
• Link with CP
Developments

• Consider discussions for scale up within Boards – by cluster?
• Now included within “Achieving Excellence in Pharmaceutical Care”
• Formal proposal to be developed to “separate” pharmaceutical care and serial prescribing – person centred approach to Scottish Government

E Paton 09112017
Community Pharmacy Medication Review
What will it include?

- Changes to the PCR
- Update patient profile
- Include Level 1 medication review (with feedback to practices)
- New care risk assessment
- To follow – polypharmacy review
What will it include?

Updated patient profile

– More relevant details
– Includes carer details if appropriate
– GP practice details
– Other factors for consideration including dementia
What will it include? – Level 1 medication review

• New care assessment
  – Fit for purpose
  – Relevant
  – Revised questions
  – Level 1 medication review for GP practice
  – Printed as PDF for GP practice info
  – Could be technician led
## Level 1 Medication Review Summary

### Question and response provided

| Question | Response | Potential care issues | "Notes"
|----------|----------|-----------------------|------------------|
| Are there any medications being prescribed at different intervals? | Yes | Care Issue: Medications are prescribed at different intervals<br>Desired Outcome: Align medications to ensure they are all prescribed for the same number of days treatment<br>Responsibility: Pharmacist<br>Review by: 30/08/2017 | Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.
Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Exce
|
| Are there any medications that are considered to be duplicates? | Unanswered | | |
| Are there any medications which have not been ordered recently? | No | | |
| Are there any medications that have been ordered more frequently than expected? | Yes | Care Issue: Medications have been ordered more frequently than expected<br>Desired Outcome: Pharmacist works with patient and prescriber to determine why medications have been ordered more frequently than expected and agree steps to resolve | Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.

Exce

Created on 09/09/2017 by Jane Smith

### Care issues associated with this review

<table>
<thead>
<tr>
<th>Care Issue</th>
<th>Earliest review by</th>
<th>Last modified on</th>
<th>View</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medications are prescribed at different intervals</td>
<td>22/08/2017 15:25</td>
<td>20/07/2017</td>
<td>View</td>
</tr>
<tr>
<td>Medications have been ordered more frequently than expected</td>
<td>22/08/2017 15:34</td>
<td>20/07/2017</td>
<td>View</td>
</tr>
</tbody>
</table>

### Review Completion

Assessment cannot currently be completed - check that questions are answered

- Completed: No
- Completed on: 
- Completed by: 

Complete
What will it include? – care issues

• Quick completion of care issues
• Need contractors to complete any overdue or outstanding issues
• Reduce the “number of clicks”
Care Issue

Description: 368
Modified: 22-Aug-2017 by testuser
Support tool: Gluten-free foods annual health check

Care Issue Outcome

Add

SBARs linked to this care issue

No records to display.

return to Support Tool Assessment
return to Case Issues Page
return to Patient Home Page
What will include? – care needs assessment

• Relevant questions
• Follows on from Level 1 medication review
• Building up to a more formal medication review if required
• Will support other clinical services in future
• Skills, knowledge and confidence enhancing
<table>
<thead>
<tr>
<th>Question</th>
<th>Guidance</th>
<th>Response</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Can the patient tell you what medications they have or have had?</td>
<td>Clarify understanding of condition. Offer general information on conditions. Use Teach Back method to check for understanding.</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Can the patient tell you the names of the medications they take</td>
<td>contributors as instructed, at the appropriate time and in the appropriate way. Use Teach Back method to check for understanding.</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Does the patient ever forget or choose not to take their medication?</td>
<td>Pharmacist can give advice on the need to take medication or explore reasons for non-compliance. This can be emotional or unintentional. Clarify which drugs are missed, when and why. Offer appropriate advice. Use Teach Back method to check for understanding.</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Does the patient know what to do if they miss a dose of their medication?</td>
<td>Pharmacist can give advice on what to do, as a general rule, if feasible release medication should be taken as soon as they remember. They should continue as before unless they cannot remember the time of their next scheduled dose. They should not take a double dose of tablets to makeup for the missed dose. Use Teach Back method to check for understanding.</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Does the patient experience any side effects from their medication?</td>
<td>Pharmacist can give advice on what to do and can refer to prescriber if required. Most adverse effects are dose-related and predictable.</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Can the patient tell you what is important to them in terms of managing their medicines?</td>
<td>A person-centered approach will improve the likelihood of compliance with the medication plan. The pharmacist can inform the clinical decisions that are then made as appropriate, it also ensures the patient is included in the decision-making process in relation to their medicines and treatment.</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Does the patient have regular blood tests/check-ups reviews?</td>
<td>Pharmacist can give advice on what to do and can refer to prescriber if required. Some check-ups or reviews may be able to be carried out in the pharmacy e.g. weight.</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>What is the patient's pharmaceutical care plan priority?</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Care Needs Assessment Summary

<table>
<thead>
<tr>
<th>Question and response provided</th>
<th>Potential care issues</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Care issue</td>
<td>Patient is unable to describe their medical history or current conditions.</td>
<td>The patient finds it difficult to articulate their conditions.</td>
</tr>
<tr>
<td>Desired Outcome</td>
<td>Patient understands their medical conditions.</td>
<td></td>
</tr>
<tr>
<td>Responsible</td>
<td>☐ Pharmacist ☐ Patient</td>
<td></td>
</tr>
<tr>
<td>Review by</td>
<td>[ ]</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Question and response provided</th>
<th>Potential care issues</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Care issue</td>
<td>Patient does not know what to do if they miss a dose of their medication.</td>
<td></td>
</tr>
<tr>
<td>Desired Outcome</td>
<td>Patient knows what to do in event of a missed dose.</td>
<td>Created on 05/09/2017 by Jane Smith</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Question and response provided</th>
<th>Potential care issues</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Care issue</td>
<td>Patient cannot explain what is important to them in terms of managing their medicines.</td>
<td></td>
</tr>
<tr>
<td>Desired Outcome</td>
<td>Patient, pharmacist, and GP can work together to achieve what is important to the patient.</td>
<td>Created on 05/09/2017 by Jane Smith</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>PCP Priority:</th>
<th>High</th>
</tr>
</thead>
</table>

### Care Issues associated with this assessment

<table>
<thead>
<tr>
<th>Care issue</th>
<th>Status</th>
<th>Last Modified on</th>
<th>Last Modified by</th>
<th>Gated Review by</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patient does not know what to do if they miss a dose.</td>
<td>Open</td>
<td>05-OCT-2017</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Patient cannot explain what is important to them in terms of managing their medicines.</td>
<td>Open</td>
<td>05-OCT-2017</td>
<td></td>
<td></td>
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</tbody>
</table>

### Assessment completion

<table>
<thead>
<tr>
<th>Completed</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Completed On</td>
<td></td>
</tr>
</tbody>
</table>
Further medication review

- Separate tool to be developed
- Supports the 7 steps of Polypharmacy
- Designed to help CPs undertake a further clinical role
- Expected to launch Q3 2018
Inverclyde New Ways of Working

- The conditions
  - Uncomplicated UTI in women aged 16-65 years
  - Impetigo in adults and children > 2 years
  - Shingles on the torso in adults aged >18
  - Bridging contraception

- All patients
  - Registered with Inverclyde GP
  - Attending an Inverclyde CP
  - Except care home residents
Story so far

- HSCP support to advertise
- Satisfaction survey underway: good informal feedback
- GP referral mechanism working and appreciated
- Excellent support and buy in from partners
- One step ahead for national Pharmacy First
What we are doing well

MAS Items (Dispensed) Inverclyde

PGD supplies

- UTI
- Impetigo
- Shingles
- Bridging C/ception
What is not going as well

– Some teething problems around appropriate referral by practices
– Would have liked to extend to other conditions
  • COPD exacerbations
  • Thrush in women >65

• Pilot finishes in March 2018...
In Summary

• Off to a great start
• Still got work to do
• Aim for (CMS) service refresh launch Q1 2018/19
• Medication review elements to be phased within PCR (V13a/b) in second half 2018
Passion and Perseverance

You have to have a lot of passion for what you are doing because it is so hard... if you don't, any rational person would give up.

I'm convinced that about half of what separates the successful entrepreneurs from non-successful ones is pure perseverance.