APPENDIX 4 - EXAMPLE COMMUNITY PHARMACIST PERSPECTIVE

How to Find Discharges on PharmOutcomes

When a patient is discharged from a local hospital, hospital staff will send a referral via PharmOutcomes to that patient's regular pharmacy. To access any referrals, log onto PharmOutcomes and click on the 'services' tab.



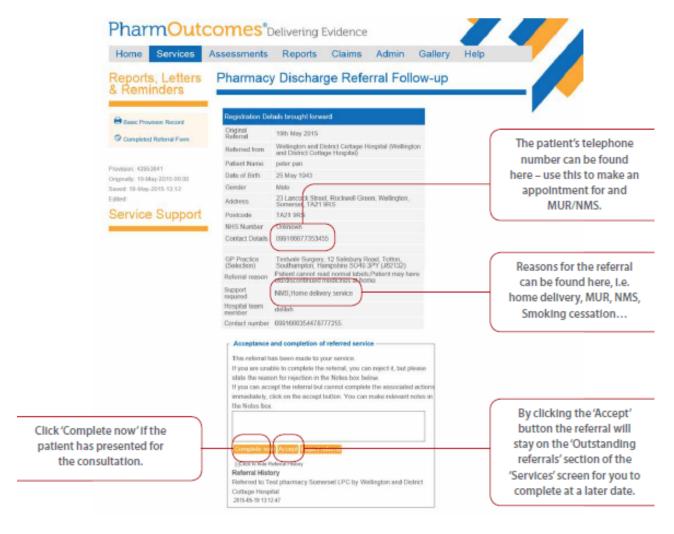
Any outstanding referrals can be found under 'Outstanding Referrals'. Click on a referral to access the details of the referral.



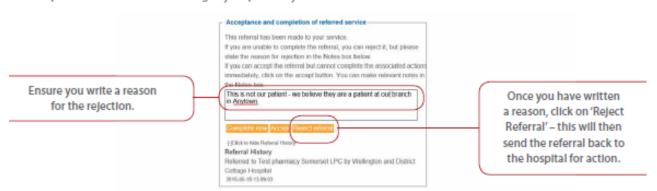
21

How to Accept, Complete Now and Reject Referrals

Once you click on a referral, the information submitted by the hospital will show. If the patient requires an MUR or NMS consultation, ring the patient in order to arrange an appointment for the consultation. A referral should be dealt with promptly as the maximum benefit of a NMS or MUR should be seen in the first 10 days of commencing a new medicine.



Sometimes, a referral may need to be rejected, for instance, if the patient referred does not belong to your pharmacy.



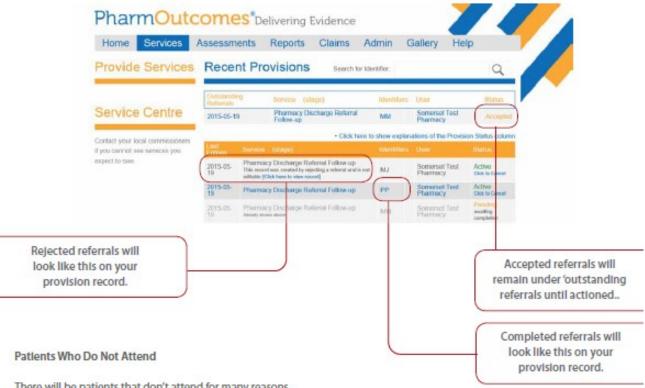
How to Complete a Referral

By clicking on the 'Complete Now' button, the system will allow you to input the results of the referral:

upport services provided	
Support audit	
M NUR	The last of the second of the
☐ Medication compliance aid	Tick the boxes of the
Continued	support you have given
☐ Medication compliance aid	or will now provide as
New gustient - supply agreed	
Update medication list for changes	a result of the referral.
Non child-resistant packaging	
☑ Large print labels ☐ Home delivery services	
Removel of unused medication from patient home	
Stop Smoking Service	
Flu vaccination (Sept to March/Specialist medicines	
management service assessment	
Talk ALL that have been provided	
rvice Outcomes	
a result of the support provided, the patient has a better terstanding of	
From NM-SMUR	
□ Cardiac	
Respiratory	Give some understanding
☐ Diabetos	of the benefits the patient
Affrice gives about medication	· ·
☑ Medicines use	has had due to the referral
When to take medicines	
☑ How to take medicines	
☐ Other	
Tick ALL first apply, If Other please specify	
effects/ADRs	Reporting website.
dverse Drug Reaction Outcomes & GP referral	
ADR Outcomes Refer to GP	If there has been an advers
Saled from drop-drawn	
rutcome of ADR requires GP reformi select either first or second tion below to highlight issue. If no referral reconsery select Not	drug reaction, please
plicable	complete this section.
GP referral as	Ensure that the patient's Gi
☐ Significant ADR	
■ Patient stopped taking medicine	Is Informed via your usual
O Not Applicable as no referral	communication method.
nformation on next repeat prescription	
id the next repeat prescription from the GP match the hospital	This see the second
ischarge letter	This section allows you
Next Repeat matched? ○ Yos ® No.	to demonstrate whether
If No record issue	the next GP prescription
O Medicines stopped in hospital still on FIF 10	matched that of the referra
■ Wrong drug	
○ Wrong dose	Information. If changes to
○ Wrong frequency	the patients medication
O Wrong formulation	·
O Other	have been made, make
If Other places state	a note of stopped and
Additional comments	changed medication on
Piesse detail additional actions	the patient's PMR so that
	Incorrect prescriptions can
ntervention completed by	be flagged and notified
Pharmacist Name Use Bloggs	to the GP.

How to Define Completed, Accepted and Rejected Referrals

This can be found under the 'Service' tab:



There will be patients that don't attend for many reasons, for example they are housebound. In this instance you will not be able to provide an MUR but so long as you can gain signed consent, NMS phone calls can still happen. Changes such as large print labels, compliance aids etc. can all still be actioned without the presence of a patient.