

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.

PharmOutcomes® Delivering Evidence

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

Welcome Home **Inbox** Requires Action Unread Message

There are no messages to view

My Account

Change My Password
Change My Details

Once logged in, 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.

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Provide Services **Recent Provisions** Search for Identifier:

Outstanding Referrals

Lead Entries	Service (stage)	Identifiers	User	Status
2015-05-19	Pharmacy Discharge Referral Follow-up	PP	Somersel Test Pharmacy	Referred
2015-05-19	Pharmacy Discharge Referral Follow-up	MM	Somersel Test Pharmacy	Referred
2015-05-19	Pharmacy Discharge Referral Follow-up	MJ	Somersel Test Pharmacy	Referred

Click here to show explanations of the Provision Status column

Lead Entries	Service (stage)	Identifiers	User	Status
2015-05-19	Pharmacy Discharge Referral Follow-up <small>Already shown above</small>	PP	Somersel Test Pharmacy	Pending awaiting completion
2015-05-19	Pharmacy Discharge Referral Follow-up <small>Already shown above</small>	MM	Somersel Test Pharmacy	Pending awaiting completion
2015-05-19	Pharmacy Discharge Referral Follow-up <small>Already shown above</small>	MJ	Somersel Test Pharmacy	Pending awaiting completion

Unprocessed referrals are found under 'Outstanding Referrals'

Click on the referral to access information

Unprocessed referrals will have a 'Pending' status and remain under 'Outstanding Referrals'

How to Complete a Referral

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

Support services provided

Support audit

- MRS
- 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 medicines from patient home
- Stop Smoking Service
- Flv vaccination (Sept to March)Specialist medicines management service assessment

Tick ALL that have been provided

Tick the boxes of the support you have given or will now provide as a result of the referral.

Service Outcomes

As a result of the support provided, the patient has a better understanding of

From NMS/MUR

- Cardiac
- Respiratory
- Diabetes
- Advice given about medication
- Medicines use
- When to take medicines
- How to take medicines
- Other

Tick ALL that apply. If Other please specify

Give some understanding of the benefits the patient has had due to the referral.

Has the patient experienced any Adverse Drug Reactions since discharge (ADR)

Any ADR's Yes No

Detail of any side effects/ADRs

[Reporting ADR's](#)
You can report an ADR here

Link to the Yellow Card Reporting website.

Adverse Drug Reaction Outcomes & GP referral

ADR Outcomes
Select from drop-down

If outcome of ADR requires GP referral select either first or second option below to highlight issue. If no referral necessary select Not Applicable

GP referral as

- Significant ADR
- Patient stopped taking medicine
- Not Applicable as no referral

If there has been an adverse drug reaction, please complete this section. Ensure that the patient's GP is informed via your usual communication method.

Information on next repeat prescription

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

Next Repeat matched? Yes No

If No record issue

- Medicines stopped in hospital still on FP 10
- Wrong drug
- Wrong dose
- Wrong frequency
- Wrong formulation
- Other

If Other please state

Additional comments

Please detail additional actions

This section allows you to demonstrate whether the next GP prescription matched that of the referral information. If changes to the patients medication have been made, make a note of stopped and changed medication on the patient's PMR so that incorrect prescriptions can be flagged and notified to the GP.

Intervention completed by

Pharmacist Name

GP/NC number

How to Define Completed, Accepted and Rejected Referrals

This can be found under the 'Service' tab:

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Home Services Assessments Reports Claims Admin Gallery Help

Provide Services Recent Provisions Search for Identifier:

Service Centre

Contact your local commissioners if you cannot see services you expect to see.

Outstanding Referrals	Service (stage)	Identifiers	User	Status
2015-05-19	Pharmacy Discharge Referral Follow-up	MU	Somerset Test Pharmacy	Accepted

Click here to show explanations of the Provision Status column

Last Provisions	Service (stage)	Identifiers	User	Status
2015-05-19	Pharmacy Discharge Referral Follow-up <small>This record was created by rejecting a referral and is not editable (Click here to view record)</small>	MU	Somerset Test Pharmacy	Active - Dis to Do not
2015-05-19	Pharmacy Discharge Referral Follow-up	PP	Somerset Test Pharmacy	Active - Dis to Do not
2015-05-10	Pharmacy Discharge Referral Follow-up <small>Already shown above</small>	MU	Somerset Test Pharmacy	Pending - awaiting completion

Rejected referrals will look like this on your provision record.

Accepted referrals will remain under 'outstanding referrals until actioned..

Completed referrals will look like this on your provision record.

Patients Who Do Not Attend

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.