



@SPSPMedicines
#SPSPMeds

Transitions, Omissions and High Risk Medicine

WebEx Series 2018-2019

Engaging patients
NHS Tayside

Thursday 17 May 2018
3pm-4pm

As part of Healthcare Improvement Scotland's Ihub, SPSP activities support the provision of safe, high quality care, whatever the setting.





Patient and Public Forum for Medicines

Prepared by:
Arlene Coulson

This is a test...



A few points for our WebEx today:

Please dial in on your phone:

0800 032 8069 and then use the pass code: 253 131 27#

If you are not presenting your phone is automatically on mute

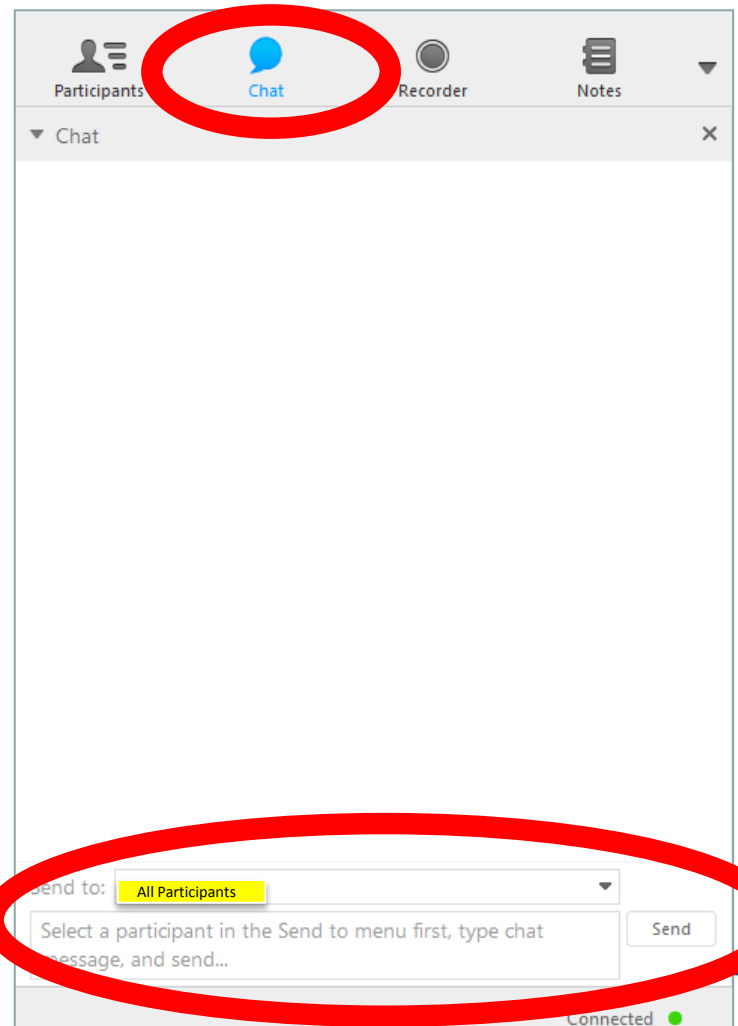
Phone lines will open at the end of the WebEx for Q and A with the presenters



To get involved in the conversation,
please click on the Chat icon.

Select **All Participants** from the drop
down menu, type your message then
click send. Introduce yourself.

This WebEx is being recorded as a
resource and will be available on the
ihub website



Meet the team



Arvind Veiraiah
National Clinical Lead



Lorraine Donaldson
Project Officer



Kirsty Allan
Administrative Officer



David Maxwell
Improvement Advisor

Polling Question 1

Which of the following professions best describes you?

- a. Patient / Service User
- b. Medical
- c. Nursing
- d. Pharmacy
- e. Other (please type in chat box)

Presenters

Arlene Coulson, Lead Clinical Pharmacist,
Specialist Services and Surgery and Chair of
Patient and Public Forum for Medicines



Sue Cole, Patient and Public Forum for
Medicines Representative, NRAS Scottish
Ambassador and ADTC Patient/Public
Representative



Expert group of patient and public in relation to medicines

- 9 members in the group (4 members since 2014)
- Role and remit
- Monthly meetings with educational sessions
- Development of website
- http://www.nhstayside.scot.nhs.uk/OurServicesA-Z/Medicines/PROD_249821/index.htm
- Communicate key messages to the public, eg medicines waste campaign.
- Local and national medicine events

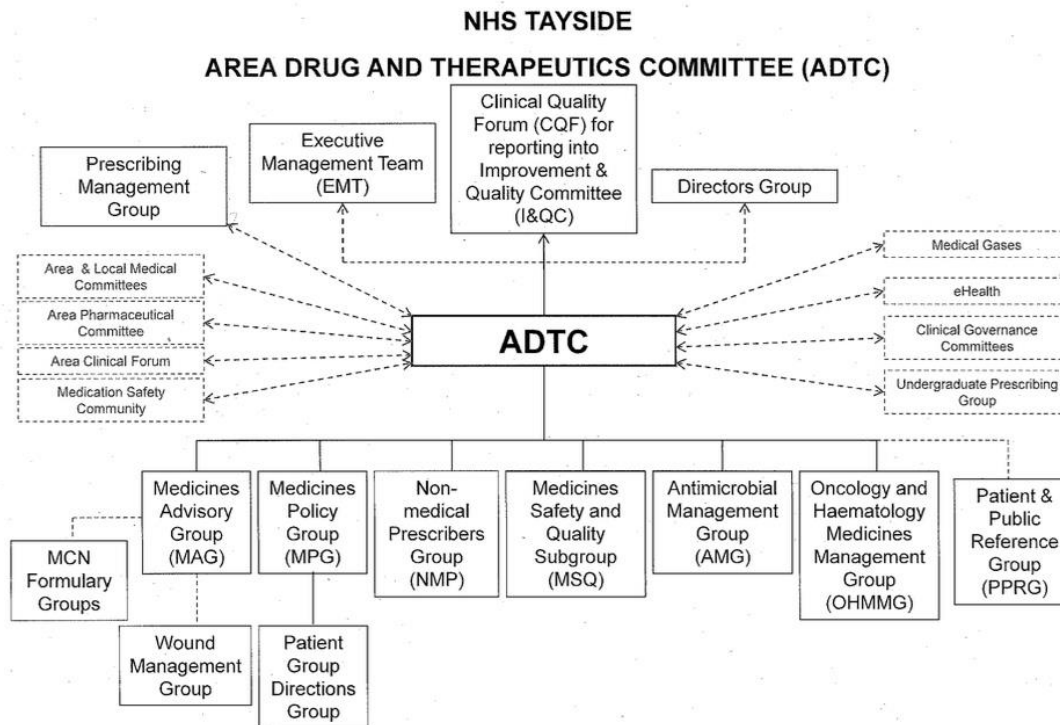
Polling Question 2

What is the most common method for the voice of the patient and public to be heard in your board in relation to medicines and medicines safety?

- a. Local feedback mechanisms (complaints and complements)
- b. Expert patient and public groups
- c. Public consultation meetings
- d. Local patient and public partner representatives (on adhoc basis)
- e. Public/patient representatives in regular attendance at events/meetings
- f. Minimal opportunity for the voice of the patient/public to be heard
- g. Other (please discuss at the end)

Patient and Public Forum for Medicines: Story so far

- Expert group of patients and public members.
- Promote patient empowerment and self management of medicines.
- Advise NHS staff/departments when developing medicine related initiatives, such as high risk medicines.
- Sub group of ADTC and 2 members are representatives on ADTC.

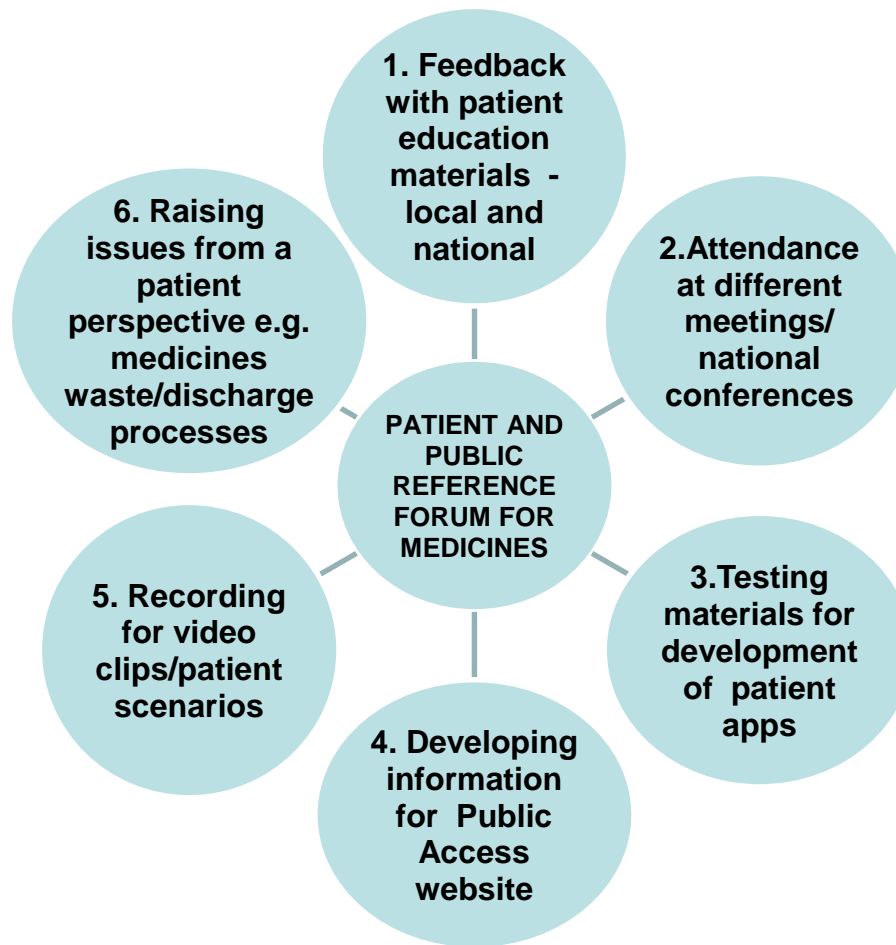


November 2016

Polling Question 3

How are patients and the public supported to be part of local governance and improvement groups with a focus on medicines safety?

- a. Educational sessions
- b. Buddy system with a healthcare professional
- c. Buddy system with another patient and public representative
- d. There is no support in place for patients/public
- e. Other (please discuss at the end)



Patient empowerment and self management

Safer Prescribing Tayside



Not sure? Just ask!

Starting a new medicine? Make sure you can answer the following:

- What is the medicine for?
- How do I take it and for how long?
- Are there any side effects?
- Are there any check-ups required?
- Can I stop any other medicines?



Not sure? Just ask!

Starting a new medicine?
Make sure you can answer the following:

- Do you take all your medicines as prescribed by your GP?
- Do you understand what your medicines are for?
- Do you understand how and when to take your medicines?
- Do you know the possible side effects and what to do if you have concerns?

If you are not sure of the answer to any of these questions you should speak to your doctor, pharmacist or health professional.



1 of 2
Just Ask!



Starting a new medicine?

Make sure you can answer the following:

- What is the medicine for?
- How do I take it and for how long?
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Not Sure?
Just Ask!



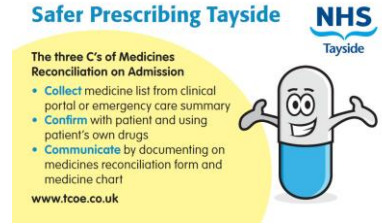
Your current medicines

Make sure you can answer the following:

- Do you take all your medicines as prescribed?
- Do you understand what your medicines are for?
- Do you understand how and when to take your medicines?
- Do you know the possible side effects and what to do if you have concerns?

If you are not sure of the answer to any of the questions you should refer to the patient information leaflet, speak to your doctor, pharmacist or health professional, or go to: www.medicines.org.uk

Local medicines related initiatives



Medicine Reconciliation

- Development of the NHS Tayside Med Rec Policy
- Support local campaigns to raise awareness.
- Discharge information and supply of medicines for patients.

High Risk Medicines

- Insulin Prescription and administration record (IPAR)
- Tayside Prescription and administration record (TPAR)
- Polypharmacy app
- Sick day rule cards

Omitted Medicines

- Development of flow chart for staff and patients
- Participation at staff workshop

Medicine Waste

- Patient/public participation in video Lets Talk Medicines Campaign and Medicines Waste Campaign.
- Play NHS Tayside Lets Talk Medicines video...

Polling Question 4

What is the most common method of engaging the general public in your local board?

- a. Short medicine campaigns for patients/public
- b. Social media (facebook/twitter)
- c. Posters/leaflets
- d. Internet
- e. Applications
- f. Very little engagement
- g. Other (please discuss at the end)

National medicines related initiatives

- Facilitation at SPSP National medicines events
- Participation at this monthly SPSP webex!
- Participation at Single National Formulary Events
- Polypharmacy patient portal – website and app
- Healthcare Improvement Scotland – Medicines in Scotland – What's the right treatment for me?

Engaging Patients in Medicine Safety

1. Empowerment

- 1.1 Easily accessible information
- 1.2 Gain knowledge
- 1.3 Confidence to ask questions and navigate health system
- 1.4 Shared goals
- 1.5 Ownership of medicines list

2. Reframe Values and Beliefs

- 2.1 Make patients partners
- 2.2 Promote individual responsibility for medicines
- 2.3 Promote active learning and understanding about medicines

3. Engagement Plan

- 3.1 Medicine Safety Initiatives
- 3.2 Patient Stories
- 3.3 Expert patient/public group
- 3.4 Identify patient champions
- 3.5 www.yournhstayside.scot.nhs.uk

4. Education Methods

- 4.1 Visual, interactive education about medicines
- 4.2 Safe use of the internet
- 4.3 Medicine review
- 4.4 Counselling of patients
- 4.5 Action in the event of an emergency

5. Courage to act

- 5.1 Preparation in the event of an emergency
- 5.2 Key questions to ask
- 5.3 Any worries or concerns
- 5.4 Who to ask what?

6. Engaging style

- 6.1 Involve patients from the beginning
- 6.2 Encourage patient leadership
- 6.3 Build trust
- 6.4 Good communication

Future Path

- Use expertise from the group to raise the knowledge and awareness of general public about medicines.
- Contribute to the Communication Plan for medicines initiatives messages to the public.
- Continue to promote patient empowerment.
- Promote patient access to IT systems which holds their medical and medicines information.
- Understand the roles and responsibilities of the different healthcare professionals.

Any Questions?

Medicines to stop on sick days

- ☐ ACE inhibitors: medicine names ending in "pril"
- ☐ ARBs: medicine names ending in "sartan"
- ☐ Diuretics: eg, furosemide, bendroflumethiazide
- ☐ Metformin: a medicine for diabetes
- ☐ NSAIDs: eg, ibuprofen, diclofenac, naproxen

Other medicines to stop taking

☐ _____

☐ _____

☐ _____

☐ _____

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NHS SCOTLAND

Medicine Sick Day Rules

When you are unwell with any of the following:

- Vomiting or diarrhoea (unless only minor)
- Fevers, sweats and shaking (unless only minor)

Then STOP taking the medicines ticked on the other side of this card by your healthcare professional

Restart when you are well (after 24-48 hours of eating and drinking normally)

If you are in any doubt, contact your pharmacist, doctor or nurse

Version 2, 2018



Starting a new medicine?

Make sure you can answer the following:

- What is the medicine for?
- How do I take it and for how long?
- Are there any side effects?
- Are there any check-ups required?
- Can I stop any other medicines?



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Medicines in Scotland: What's the right treatment for me?

Information for patients and the public



You can read and download this document from our website. We are happy to consider requests for other languages or formats. Please contact our Area Drug and Therapeutics Committee Collaborative by email hds.adtc-collaborative@nhs.net.

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WebEx Series

Patient empowerment

Education

QI support

Work processes

Recognition for excellence

Digital [IT] systems

Webex Series 2018/2019

Date	Time	Presenters	Topic
Thursday 28th June	3pm-4pm	NHS Grampian	Models of Care
Thursday 19 th July	3pm – 4pm	TBC	TBC
Thursday 17th August	3pm-4pm	Northern Ireland	SMAC2 and MITS – supervision for safer prescribing



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WebEx Series 2018-2019

Models of Care
NHS Grampian

Thursday 28 June 2018
3pm-4pm



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As part of Healthcare Improvement Scotland's ihub, SPSP activities support the provision of safe, high quality care, whatever the setting.



See you on 28th June.....

hcis-medicines.spsp@nhs.net

<http://ihub.scot/spsp/medicines/>



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