



Transitions, Omissions and High Risk Medicine

WebEx Series 2018-2019

Models of medicines review services
NHS Greater Glasgow and Clyde

Thursday 21 February 2019
3pm-4pm



@SPSPMedicines
#SPSPMeds



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

A few points for our WebEx today:

Please dial in on your phone:

0800 032 8069 and then use the pass code: 564 897 14 #

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.



Meet the team



Arvind Veiraiah
National Clinical Lead



Lesley Macfarlane
Improvement Advisor



Lorraine Donaldson
Project Officer



Kirsty Allan
Administrative Officer

Polling Question 1

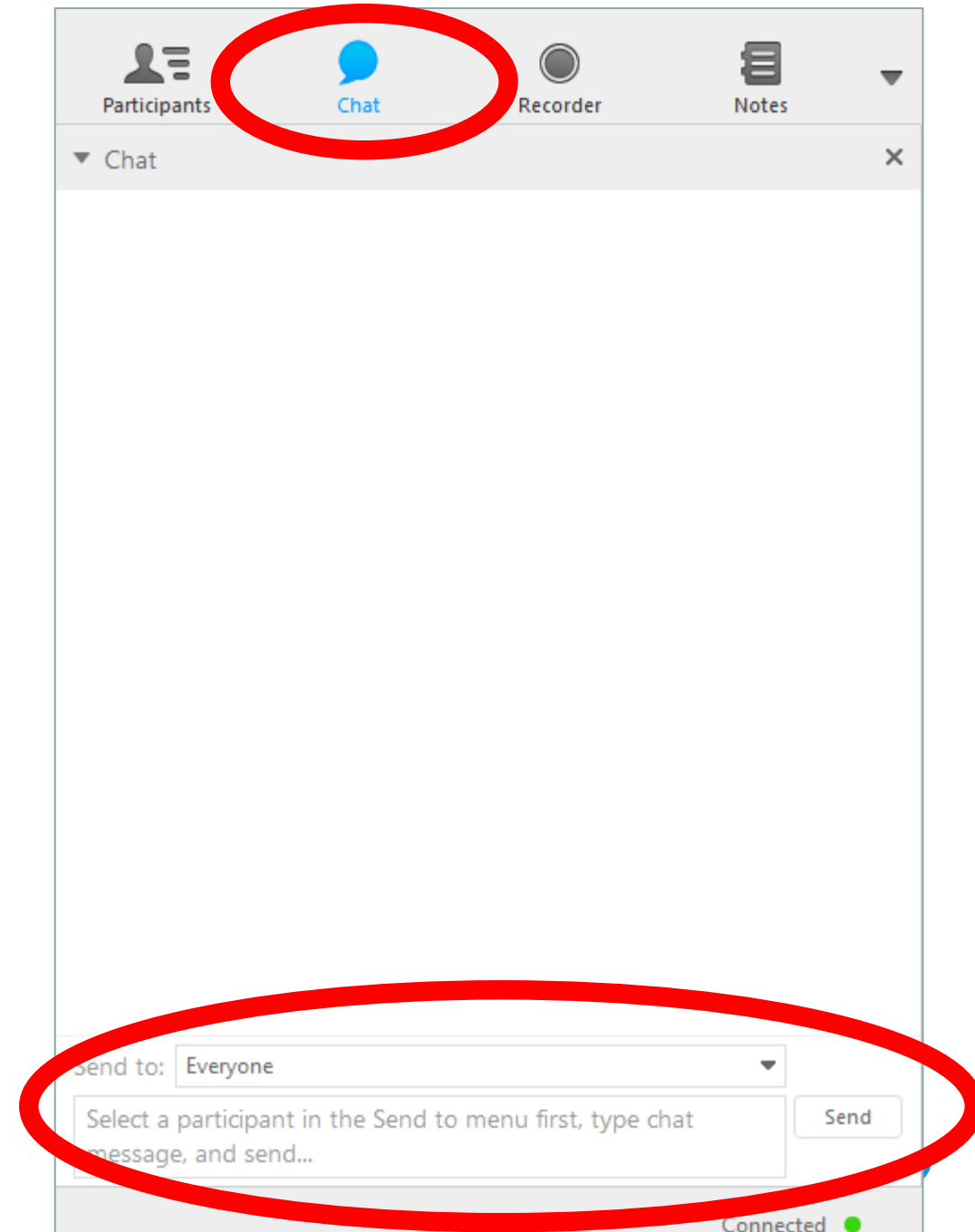
Which of the following professions best describes you?

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

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

Select **Everyone** 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 via the
ihub website



East Renfrewshire Medication Support Service

Help with your medicines at home



Carol

Mary Ann

Karen

Key Learning Points

- How to utilise Pharmacy Technicians to improve patient safety within HSCP
- Examples of the benefits of domiciliary visits improving medication adherence and patient safety
- Benefits of an integrated HSCP Pharmacy Support Service to both patients and the organisation

Who are we? Aims of the Service

We are a specialist team of Registered Pharmacy Technicians working within East Renfrewshire Health and Social Care Partnership consisting of:

- 1 band 6 Specialist Pharmacy Technician 30hrs/week
- 1 band 5 Pharmacy Technician 37.5 hrs/week
- 1 band 5 Pharmacy Technician 7.5 hrs/week

We visit people who have just come out of hospital, or who have been referred to us, for help with medicines at home.

We give expert medication advice to patients, family members and their carers. Supporting them to manage their medicines independently at home. This helps patients to get the best from their medicines, leading to better health and improved quality of life.

Our Population

National Records Scotland 2017

East Renfrewshire has a higher rate of children and young people, a lower rate of working age residents and a higher rate of elderly residents compared to Scotland.



19.9% aged
0-15



60.5% aged
16-64



19.6% aged
65 and over

The number of our
children, young people and elderly residents
will rise over the next 25 years.

HIGH PERCENTAGE OF ELDERLY POPULATION AND THIS IS
SET TO RISE WITH OVER-75 POPULATION PROJECTED TO
GROW BY 34% OVER NEXT 10 YEARS.

Referral Process

Referral

- Health & Social Care
- GP's
- Homecare
- CP / Acute
- Self refer

Assessment

- Home visit within 1-3 days
- 24hrs urgent
- Phone call

Solutions

Implemented by
MSS, GP,
Pharmacist
Family/carer,
Health & Social
Care Teams,
Third sector.



Monitoring and follow up



What we do

Complete medicines reconciliation using

- Remote access to patient's GP record
- NHS Clinical Portal system: IDL/ECS



Medication
Reconciliation

- Access Carefirst: social care input
- Contact patient/carer to arrange visit

What we do

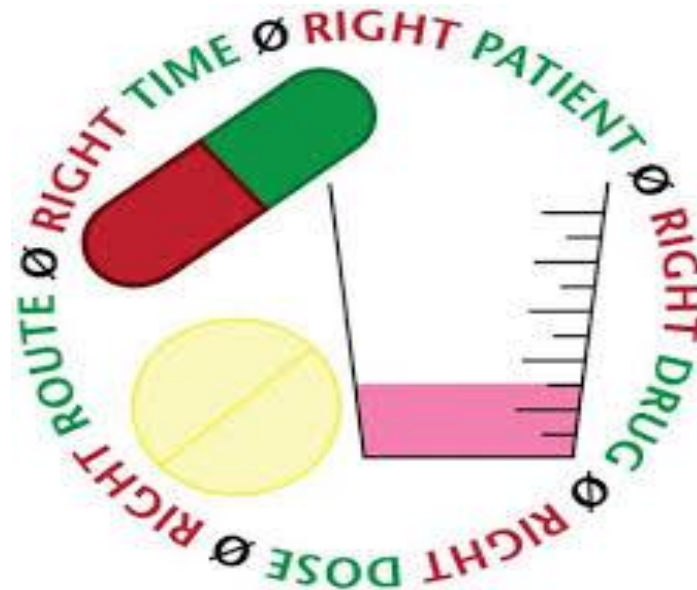
- Make sure you know what medicines you should and **shouldn't** be taking !



What we do

- Make sure patient understands what each medicine is for and how it should be taken by checking are they able to take and use all medicines correctly and that they are not causing any problems

5 Rs



Barriers to adherence

Barriers to medicine taking

- Difficulty taking
 - Visual Impairment
 - Limited dexterity – arthritis
 - Parkinson's
 - Difficulty with technique
- Patient belief
 - e.g. Poor understanding
- Limited organisational skills
 - e.g. Forgetting to take medicines

Potential solutions

- Large print
- Pil-Bob or Plain cap bottles
- Device Aids: Haleraid, Aerochamber, Autodrop or Oral syringe
- Simplify regimen (rationalisation)
- Medication Education
- Encourage family/caregiver involvement
- Reminder Chart/ mobile alerts
- Telecare medication prompts
- Blister pack
- Homecare medication support

Solution? / Issue?

Compliance Aid / Blister Pack

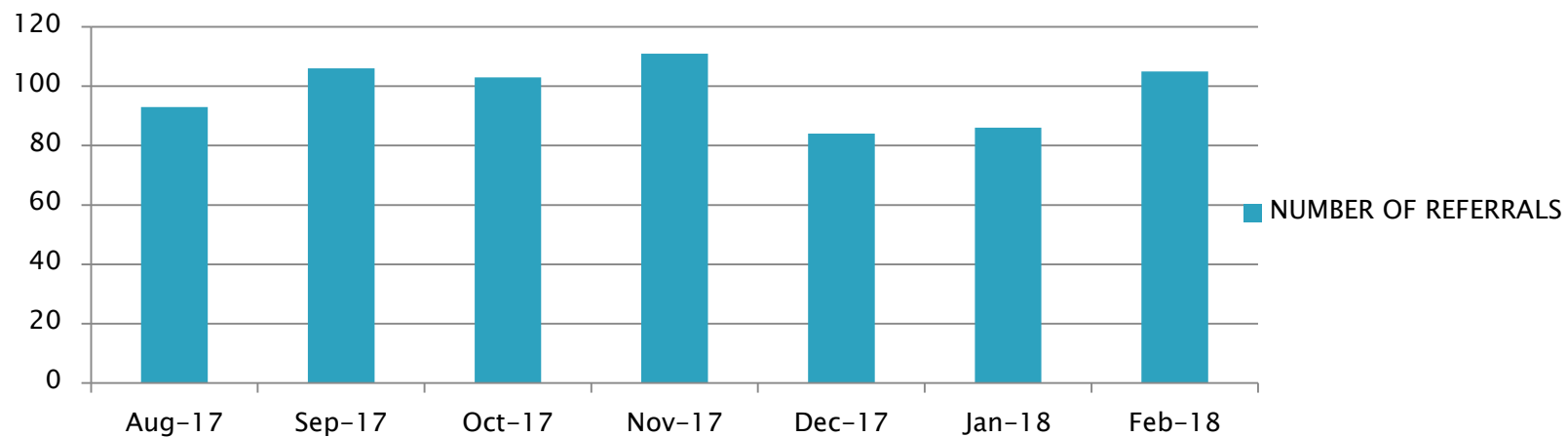


Compliance aid a **solution?** or an **Issue?** – let us know what **you think (and why)** in the chat box?

Statistics

Increased referrals through integration with our HSCP colleagues as well as GP practices and voluntary organisation services.

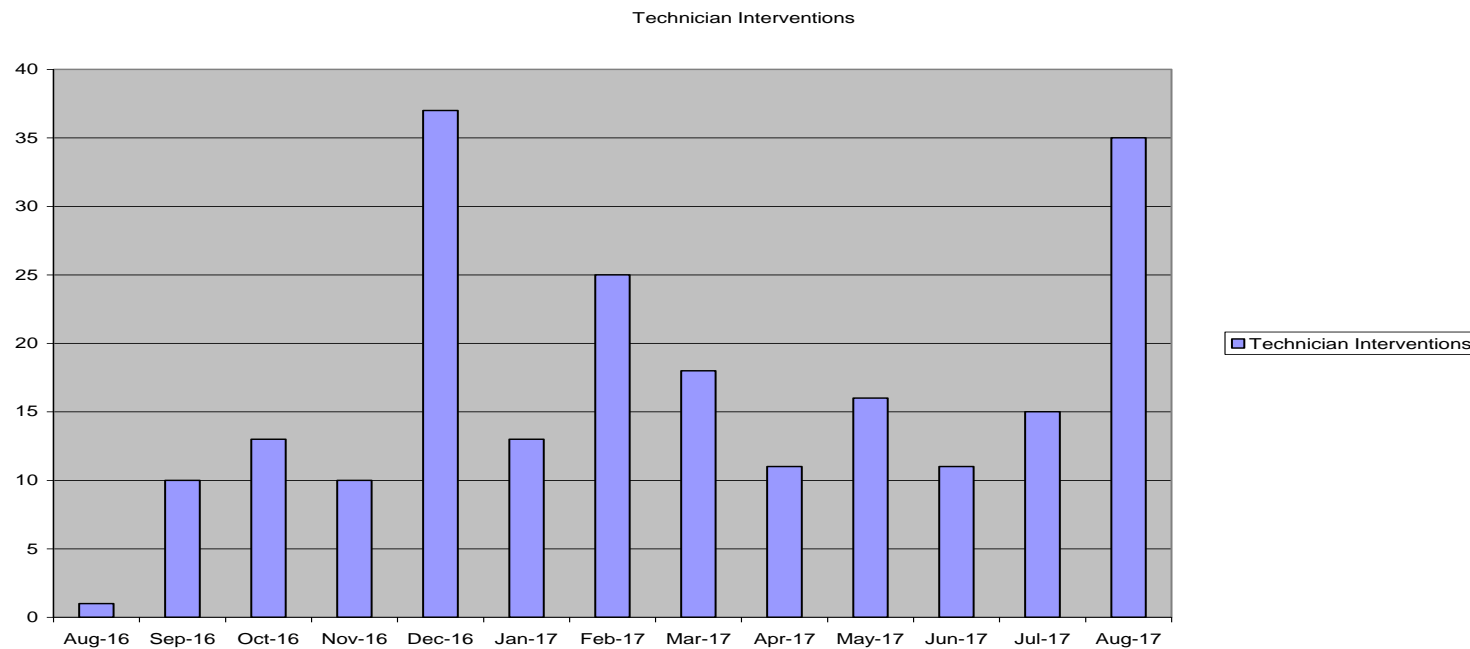
NUMBER OF REFERRALS



Intervention Statistics

215 Technician Interventions ~ 23% of patients referred
identified at point of medicines reconciliation

- ~ missed dose changes
- ~ missed medication addition/deletion
- ~ significant drug interactions
- ~ Transcription error upon admission
- ~ prescriptions not issued for dosette box



Case Study

Mr M age 82 Mrs M age 79

Referred to service by Homecare team

Reason: Patient taking wife's paracetamol in addition to his own 8 tabs per day prompted from compliance aid.

Care Issues

- Paracetamol overdose due to inadequate analgesia
- Drug interaction identified – simvastatin 80mg and amlodipine
- Wife's poor medication compliance

Interventions

- Referred Mr M to GP for pain review
- Provision of education and compliance aid assessment
- Liaise with Community Pharmacy & removed excess meds

Outcomes

- Mrs M Paracetamol discontinued
- Mrs M simvastatin switched to atorvastatin
- Mr M pain medication stepped up to adequate level
- Mrs M commenced Blister Pack and added Homecare med prompts
- Improved compliance, patient safety & reduced medication waste

Onward referrals for social isolation, mobility issues, falls risks, community alarm / Telecare, nuisance calls / mail, and inappropriate homecare packages.



CELEBRATE OUR SUCCESS

Cost efficiencies over 1 year of almost £210,000 ~ £230/ patient referral

- Medication reviews: switched/discontinued
- Reduced Homecare visits

October 2017: Safe Administration of Medicines training for Carer's

Your knowledge, commitment and support along with your dedication have made a huge impact and improvement to the way in which we support people in East Renfrewshire with their medication. From all us who are much more confident and knowledgeable as a direct result of working with you all.

Senior Homecare Managers and staff

GP Statement

These pharmacy technicians are becoming the new eyes and ears of H&SCP

Pharmacy Technicians improving safety, improving compliance, reducing waste – yes- but also really listening to people

ER HSCP Our Culture award winners 2017

CPO acknowledgement in A Strategy for Scotland 2017

- Does similar services exists in other areas?
- Is it Technician-Led?
- Does your area provide “in-house” medication training to Homecare staff?

Thank You
Questions?

Medication Support Service email: GG-UHB.EastRenMedicationCheck@nhs.net



spsp-medicines.hcis@nhs.net

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



@SPSP Medicines



Healthcare
Improvement
Scotland

ihub

Enabling health and social
care improvement



Looking forward
to welcoming you to...



Glasgow 2019

F O R U M

