

Transfer of Care Pharmacy Referral

A Guide for Community Pharmacies in East Riding, Hull, North Lincolnshire and North East Lincolnshire.

Background

Sometimes patients leaving hospital need extra support taking their medicines. This may be because they've had changes to their medicines, have started something new, or just need a bit of help to ensure they are taking their medicines safely and effectively. Patients say they don't always remember everything they are told in hospital so having someone go through it again, discussing side effects and checking their understanding is very helpful.

Transfer of Care allows patients who have been identified in hospital as needing additional support with their medicines to be referred (through a safe and secure digital platform), to their local community pharmacy when they are discharged.

Since April 2016, Hull and East Yorkshire NHS Trust have been referring patients to their Community pharmacy. However, this was just from the Cardiology ward at Castle Hill and therefore the level of referrals and completions was relatively low.

Community Pharmacy Humber has now secured funding from Yorkshire & Humber Academic Health Science Network (YHAHSN) to expand the project, working in partnership with Hull University Teaching Hospitals NHS Trust.

Patients from the Respiratory Ward and Discharge Lounge at Hull Royal Infirmary are now being referred and the project will be rolled out to more wards soon.

There is huge potential for Community Pharmacists to improve patient care at the point of discharge from hospital.

The aims of the project are:-

- Increase patient's awareness and knowledge of their medication
- Improve communication between healthcare professionals
- Increase in medicines reconciliation in the community
- Increase in post-discharge Medicine Use Reviews and New Medicine Service Consultations
- Reduce post discharge medication errors
- Reduce Medicines Wastage
- Reduce hospital readmissions

Transfer of Care is a great opportunity for community pharmacy to support patients following discharge to improve their care.

Similar projects in other areas have been well received and demonstrated benefits for patients and generated income for Community Pharmacy through advanced services.

Leeds Teaching Hospitals Trust have sent over 9000 referrals to pharmacy and 95% of these have been accepted by Community Pharmacy. This has resulted in reduced readmission rates or shorter hospital stays, freeing up valuable bed space and creating savings for the NHS which can be reinvested elsewhere. Community pharmacies have been better informed to support patients on discharge and able to offer services such as post discharge MUR/NMS.

Outline of the process

- On discharge from hospital patient gives consent for their information to be passed to Community Pharmacy of their choice. Discharge referral sent via PharmOutcomes to community pharmacy.
- Community pharmacy receives an email (to the management e-mail address set up on PharmOutcomes), to inform them they have been sent a discharge notification/referral.
- Community Pharmacy to access referral:-
 - Log onto PharmOutcomes
 - Click 'Services Tab'
 - Select the referral 'Transfer of Care (ToC) Pharmacy Referral Follow up'.
 - Open and click to 'accept'.
 - Can print off if wish
- Contact patient (within 3 days of receiving referral) and ask them to come in and bring their medication and/or Discharge letter
- Pharmacist provides support to patient e.g. reconcile medication, MUR or NMS* or signpost e.g. Stop Smoking Services.
- Pharmacist claims for any service done in usual way.
- Log back onto referral on PharmOutcomes, complete and save the record.

**Please note that NMS can be provided when receiving a referral by a HealthCare professional at the hospital where the new medication has been prescribed (don't need to wait for a GP prescription to be presented).*

It is really important that you log back onto PharmOutcomes to complete so we can capture the support you have given to the patient and feedback to the hospital. It's important for the hospital team to know that their referrals are leading to action in community pharmacy.

The pharmacy e-mail or PharmOutcomes should be checked daily to see if there have been any hospital referrals.

Community Pharmacy Humber will be expecting that all referrals are actioned. We will be running regular reports to audit the progress made by both the hospital and community pharmacy team in both identifying patients and taking action following referrals. We will provide community pharmacy and the hospitals with regular updates and feedback on how the service is progressing.

PharmOutcomes Screenshots

Services - PharmOutcomes

31/03/2016, 13:21

Referral Accepted for completion now Revert and discard changes

Follow up date 31-Mar-2016

Referral date

Enter as dd-mm-yyyy (eg 23-Feb-1989)

Long term condition

Select patient's underlying condition(s)

☐ Respiratory

☐ CVD

☐ Diabetes

☐ Other

Service Outcomes

Better understanding of medicines' use

☐ Yes ☐ No

Check patient understanding of meds

Better understanding of when to take medicines

☐ Yes ☐ No

Is patient taking correct dose

Better understanding of how to take medicines

☐ Yes ☐ No

e.g. inhaler technique

Advice given about medical condition

☐ Yes ☐ No

General patient feedback

Please record patient's comments about the service, e.g. useful after discharge, repetition of information already received, etc.

Side effects

Has the patient experienced an ADR?

☐ Yes ☐ No

Detail of any side effects/ADRs

Outcomes of ADR

☐ Manageable and non-harmful - patient to continue

☐ Patient stopped taking medicine

☐ Refer to GP

☐ Refer to hospital

☐ Not Applicable - No ADRs

Pharmacy actions

Changes made and advice provided and

reason

This information is essential for service evaluation

Please provide RiO score

- ☐ RiO 1 - no likelihood of admission
☐ RiO 2 - possible admission
☐ RiO 3 - likely admission

An explanation of the RiO score and examples of actions / advice related to each score can be found [here](#)

Audit of services provided

Services provided

- ☐ MUR
☐ NMS
☐ Home delivery service
☐ Stop smoking service
☐ Flu vaccination (Sept - March)
☐ Other

Tick all that apply, if Other please specify

Audit of support provided - Tick all that apply

Support services provided

- ☐ Medicines reconciliation - Do not tick if meds already reconciled
☐ Large print labels
☐ Talking labels
☐ Easy open tops
☐ Review dose form
☐ Review MDS arrangements
☐ MAR chart provided
☐ MDS
☐ Repeat dispensing
☐ Home delivery
☐ Other
☐ None

Tick ALL that apply, if Other please specify

Service complete

Has the service been completed e.g. MUR?

- ☐ Complete - return information to hospital
☐ Complete - no hospital follow up required

Please tick return info to hospital if
e.g. patient experiences intolerable
ADR(s), adjustments are made,
infuser technique has been
checked, confirmation that a dose
has been tested

Intervention completed by

Pharmacist Name GPNC number

Setting up Management e-mail address

- To set up an e-mail notification that a referral has been sent.
 - Log onto PharmOutcome
 - On Homepage click 'My Account'
 - Click 'update my organisation details'
 - Check the 'management e-mail' is correct
 - Confirm any changes made.

Future Plans

- Future expansion to more wards within Hull University Teaching Hospitals NHS Trust.
- Potential of expanding to other Trusts in the area.
- Discharge letter to be attached to the referral on PharmOutcomes.

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We will be keen to hear any feedback on the system so please contact us you have any queries or questions.

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