



Community
Phar+macy
Humber

THE SENTINEL INITIATIVE

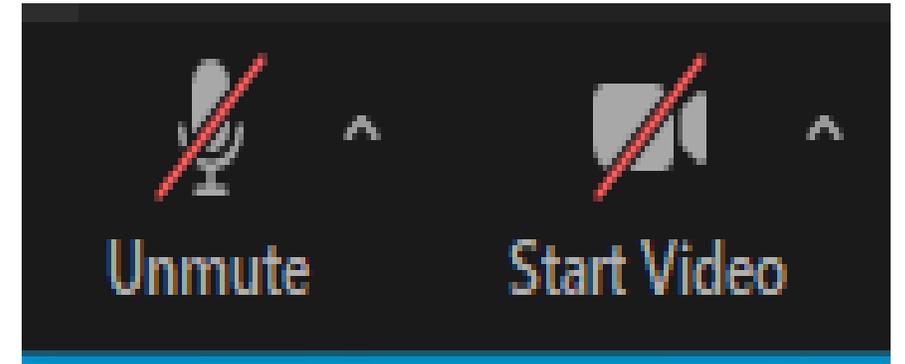
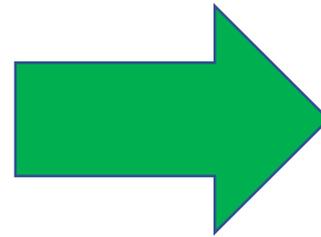
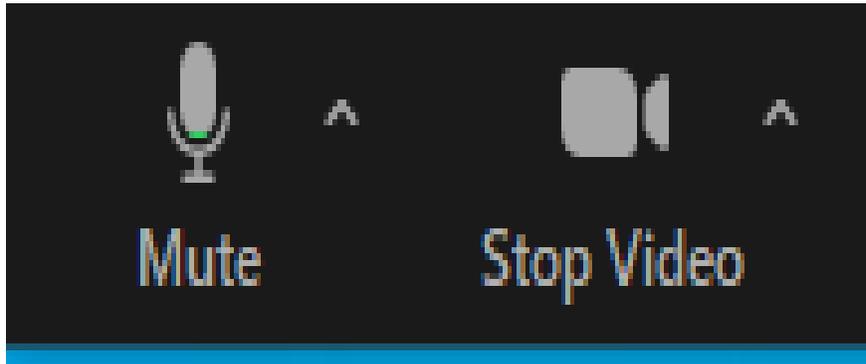
A training event for Community Pharmacies

SENTINEL is a quality improvement project that aims to promote appropriate use of MART (Maintenance and Reliever Therapy) in Hull and East Yorkshire in accordance with the local asthma guidelines.

All Attendees

Please:

- **Mute your Mic**
- **Turn Off your Video to save bandwidth**



This talk is supported by the SENTINEL
Project.

The SENTINEL Project is a Joint Working
Initiative between Hull University Teaching
Hospitals and AstraZeneca UK.

Tonight's Agenda

7:00pm Introduction and Welcome

7:02pm The Sentinel project: **What's it all about?** Followed by Q&A
Dr Michael Crooks Consultant Respiratory Physician.
Hull and East Yorkshire Hospital trust.

7:45pm Interface Clinical services: **Where we fit in.**
Mr Jack Birchall, Head of Service Development. Interface Clinical Services
Deputised by Elizabeth Hayward Reed and Faiza Rafique

8:00pm **The New Medicines Service: support for Sentinel**
Caroline Hayward , Professional development pharmacist. Humber LPC

8:15pm Close



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The Sentinel project. What's it all about?

Dr Michael Crooks
Consultant Respiratory Physician
Hull and East Yorkshire Hospital trust



Interface Clinical services Where we fit in.

Mr Jack Birchall
Head of Service Development.
Deputised by

Elizabeth Hayward Reed and Faiza Rafique
Interface Clinical Services



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The New Medicines Service Support for Sentinel

Caroline Hayward
Professional Development Pharmacist
Humber LPC

New Medicines Service (NMS): Reminder

WHAT IS IT?

NMS Service provides support for people with long-term conditions, newly prescribed a medicine to help improve medicines adherence

- Advanced Service added to the Community Pharmacy Contractual Framework (CPCF) 1st October 2011.
- Changes to the NMS service agreed as part of the Year 3 5-year CPCF deal: implemented from September 2021

NMS CONDITIONS/ DRUGS:

Service focuses on specific patient groups and conditions:

- Medications must be:
 - On approved NMS list <https://www.nhsbsa.nhs.uk/pharmacies-gp-practices-and-appliance-contractors/dispensing-contractors-information/medicines-0>
 - Prescribed on NHS Rx: Dispensed by the pharmacy providing the NMS OR Dispensed by hospital and referred to pharmacy by hospital for NMS

NMS PROCESS:

1. Recruitment/ Engagement (day Rx collected)
2. Intervention (7-14 days after recruitment)
3. Follow up (14-21 days after intervention)

Timings can be varied if professional judgement suggests appropriate

New Medicines Service summary

CONSENT

- Consent by patient if capable
- Consent by parent, guardian or carer if patient unable to consent themselves

WHO

- Adults
- Children (no age limit) or to their parent/guardian
- Care home resident
- Carer if applicable
 - Following changes to the service from 1st September 2021, where a patient is not able to provide informed consent themselves and the pharmacist feels the patient would benefit from the service, the patient's carer can be offered the support of the service to further enhance the patient's care.

WHERE

- On site in consultation room
- Over the telephone
- Via video link
- In patients home

Increases the reach of NMS to include delivery patients and patients who don't collect the Rx themselves

New Medicines Service facts

ELIGIBILITY: dispelling the myths

- No limit as to how many NMS interventions a patient can receive in a year
- If several new medicines are prescribed at the same time: this is ONE NMS only
- NMS can only be provided the 1st time a drug is prescribed (not if same drug re-initiated)
- **NMS can be delivered again if medication is changed to a combi product: This is significant in relation to the SENTINEL project**
- NMS cannot be provided if there is a simple strength change
- Simple change to medication formulation is not eligible for NMS: however **if a different inhaler device is prescribed this would be applicable for NMS (use prof judgement): relevant to the SENTINEL project**

New Medicines Service Payment

FEES AND PAYMENT CLAIMS

- NMS episode can straddle 2 (or 3) months: Claim in the month when NMS completed
- Can't claim if you can't contact patient for intervention
- Claim monthly via FP34C
- Keep NMS clinical record for 2 years

Payment rate is between £20 - £28 per NMS, depending on target reached by the pharmacy that month

- Each pharmacies NMS Target is based on the number of prescriptions dispensed in the pharmacy each month. (Rx volume)
- Maximum number of NMS interventions which can be claimed for, is **1%** of prescription dispensing volume.
- Provision of NMS greater than 1% of Rx dispensing volume will not be paid.

Summary: What's new from Sept 2021?

- New conditions introduced, with new drug categories
- Remote provision allowed
- Number of NMS interventions per pharmacy: Cap increased to 1% of monthly prescription volume (was 0.5%)
- Banding changed to include provision to: Parent/ Guardian/ Carers (where patient can't consent themselves)
- **'Catch up' NMS allowed** to be provided for 7 months (between 1 Sept 2021 -31 March 2022) to cover eligible new medicines prescribed during the pandemic (1 April 2020 – 31 Aug 2021) for patients who didn't receive an NMS when meds were started
 - Catch up NMS can include the new drug categories introduced in Sept 21
 - Don't need to have dispensed the first supply but must be sure patient has not received NMS already
 - Patient engagement and intervention stages of the NMS may occur simultaneously at the point the patient is identified / contacted by the pharmacy
 - Follow up intervention may not be necessary (prof judgement): can claim for the NMS after the 'intervention' has occurred if follow up not required
 - **Catch-up NMS can actively support patients who have already started MART therapy between 1.4.20 and 31.8.21**
 - Actively look for individuals who were prescribed a new inhaler device or drug between 1 April 2020 - 31 Aug 2021, potentially due to SENTINEL INTERVENTION during that period and provide catch up NMS
 - **Catch-up NMS will support patients identified through the Pharmacy Quality Scheme who have missed inhaler technique checks, to optimise use of their inhaler.**

NMS and Sentinel

Asthma and COPD is included in New Medicines Service

BNF Drug categories for Asthma / COPD include

- 3.1.1 Adrenoceptor agonists
- 3.1.2 Antimuscarinic bronchodilators
- 3.1.3 Theophylline
- 3.1.4 Compound bronchodilator preparations
- 3.2 Corticosteroids
- 3.3 Cromoglicate and related therapy, leukotriene receptor antagonists and phosphodiesterase type-4 inhibitors

Drugs included:

<https://www.nhsbsa.nhs.uk/sites/default/files/202109/Expanded%201%20Sep.%20NMS%20Drug%20List%20CLEAN.xlsx>

Sentinel approach: introduction of Maintenance and Reliever (MART) therapy:

- Maintenance and reliever therapy is a combined ICS (inhaled corticosteroid) and fast-acting LABA (long acting beta agonist) treatment in a single inhaler
- Used for both daily maintenance therapy and the relief of symptoms as required
- The use of a separate reliever inhaler (SABA: short acting beta agonist) is NOT required

Careful education of patients about the specific issues around this management strategy is required: New Medicines Service interventions ideal to support this therapy change and ensure effective patient outcome

Community Pharmacy, Interface & Sentinel

- LPC worked with Michael Crooks, Sentinel and Jack Birchall, Interface pharmacist group:
- identified and implement a way of highlighting patients to the community pharmacy who have been reviewed through the process and MART therapy introduced
 - Introduced wording on right hand side of Rx:
‘This is a new inhaler for this patient, please offer the NMS to the patient on collection’
 - Prompt to CP team to recognise patients starting (or started on MART during pandemic),
 - Prompt for Pharmacist to provide NMS intervention which supports the therapy change / medication adherence/ patient outcomes
 - Important that the pharmacist / team understand the principles behind the therapy
 - Able to support patient compliance through education and understanding
 - Whole team approach: Raise awareness to all members of team so they can support change and bring patients to pharmacists attention
- PCNs already actioned: Holderness, Bevan and Modality have completed. Nexus and MEDICAS are underway and Symphonie will be starting next month
- Provide ‘Catch up NMS’ for previous eligible clients.
- Provide NMS for newly ‘changed’ patients

Any Questions



Thank you for your attention



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From 1st September 2021, conditions covered by the service:

1. Asthma and COPD:
 2. Diabetes (Type 2);
 3. Hypertension;
 4. Hypercholesterolaemia;
 5. Osteoporosis;
 6. Gout;
 7. Glaucoma;
 8. Epilepsy;
 9. Parkinson's disease;
 10. Urinary incontinence/retention;
 11. Heart failure;
 12. Acute coronary syndromes;
 13. Atrial fibrillation;
 14. Long term risks of venous thromboembolism/embolism;
 15. Stroke / transient ischemic attack; and
 16. Coronary heart disease
- The antiplatelet/anticoagulant therapy eligibility continues, but it is now included in the above list by reference to the underlying condition/reason for prescribing.