

# Clinical Handover at discharge - The Newcastle experience

Steven Brice, Assistant Director of Pharmacy

31.10.17



# Newcastle Journey

- Determination to link hospital and community pharmacy
- NMS launch in September 2011
- Good intentions never realised
- Created close links with LPC in 2013
- Discovered platform called PharmOutcomes (Pinnacle)



*Healthcare at its very best - with a personal touch*

- Already used by all community pharmacies in the North East of England
- Simple web-based application
- Secure encrypted link, fully auditable, compliant with NHS IG Toolkit
- Licence owned by LPC
- End of 2013 Pinnacle agreed to collaborate with LPC and Newcastle Hospitals to create referral template



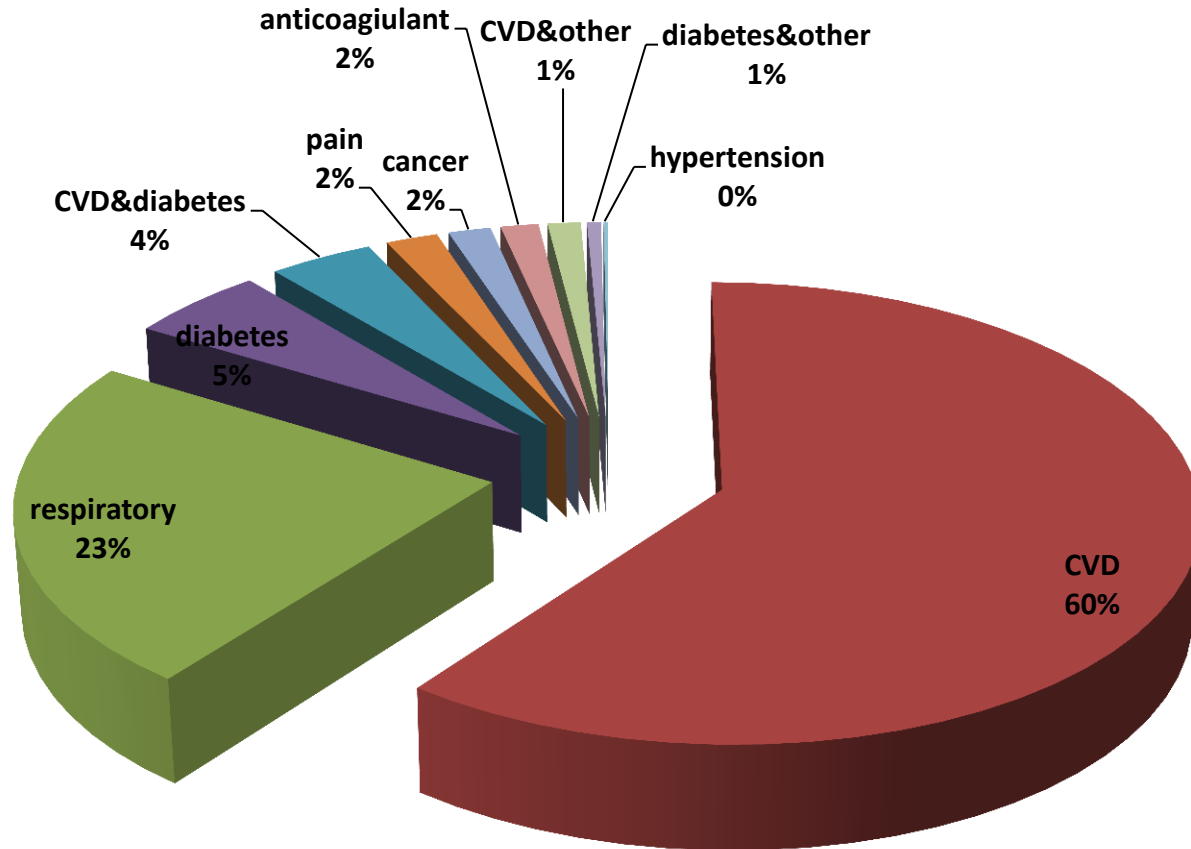
*Healthcare at its very best - with a personal touch*

- Created template and sent test referrals
- Received Trust IG approval
- No IT installation required
- Launch events for hospital and community pharmacy
- Sent first referral (based on NMS and MUR criteria) in July 2014



- Community pharmacy follow-up consultation rate was initially lower than expected (<40%)
- Patients receiving a follow-up consultation had lower rates of early hospital readmission and shorter lengths of stays - [BMJ Open 2016;6:1-9](#)
  - LPC representative encouraged completion
  - E-mail prompts
  - Worked closely with multiples
  - Able to attach discharge letters
- Community pharmacy follow-up consultation rate improved to 58% (two multiples were 68% and 81%)

# Completed e-Referrals



## Service provided

MUR

NMS

Home delivery

Medidose

Repeat dispensing

Medicine reconciliation

Smoking cessation

Discussion

Review of dosage form

Review MDS arrangements

Flu vaccination

MAR chart

Large print labels

Easy open tops

Healthy living advice

Appliance Use Review

- Community pharmacy template changed so:
  - details of interventions could be recorded / provide feedback(e.g. inhalers, warfarin, insulin)
  - additional information about the service added including how to claim payments
- Newcastle able to refer directly from patients electronic record, potential for automatic targeted referral
- Reports continue to be developed



*Healthcare at its very best - with a personal touch*



# AHSN NENC

- Project Team = Hospital, LPC, LPN, NHS England, NECS, patient and university reps
- Licence issues
- IG and IT challenges different for each hospital
- Eight hospitals in the NENC now able to make referrals to 700 community pharmacies
- Hospitals do need to consider service re-design and provide feedback to staff
- Community pharmacy engagement



*Healthcare at its very best - with a personal touch*

# Future

- National referral system linked to nhs.net?
- Defined referral criteria?
- Refer to GPs / GP practice pharmacists
- Data analysis to drive service improvement
  - Further economic evaluation
  - Commissioners monitor hospital / community pharmacy performance?
- Cultural change – pharmacists rotate through hospital, community, care homes and GP practices?



*Healthcare at its very best - with a personal touch*