

Mental Health Medication Pharmacy Advice Line for Primary Care

September 2023

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Aims and Objectives

Aims

To develop a Pharmacy Advisory Telephone Service for Primary care to offer medication advice.

To avoid referrals to Community Mental Health Teams (CMHTs).

Objectives:

To set up a central telephone line with access to a Specialist Mental Health Pharmacist from 9-5pm Mon-Fri.

To devise an electronic form (RIO form) to capture outcomes and generate a letter to send to enquirer.

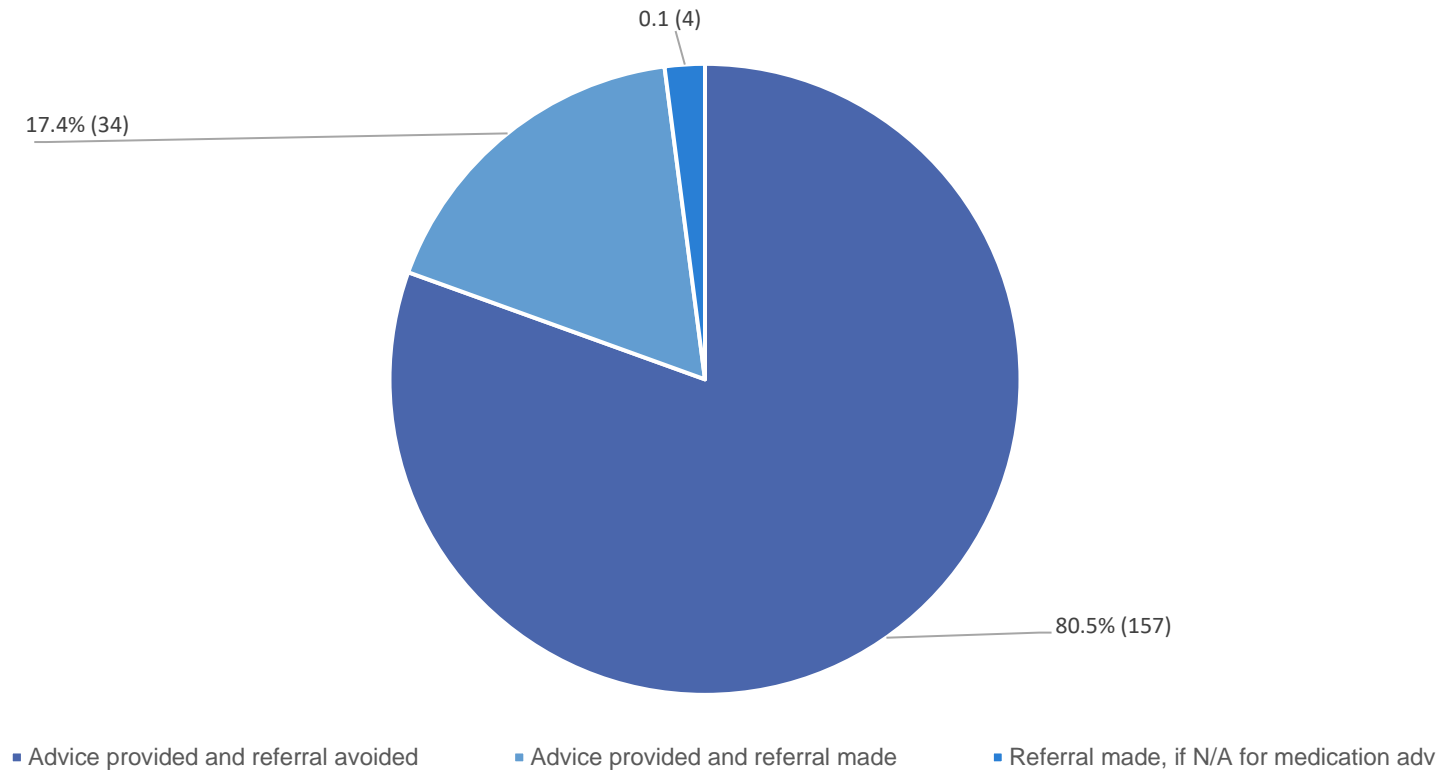
To promote the telephone line with Primary Care Network (PCN) colleagues and within NHCT.

Method

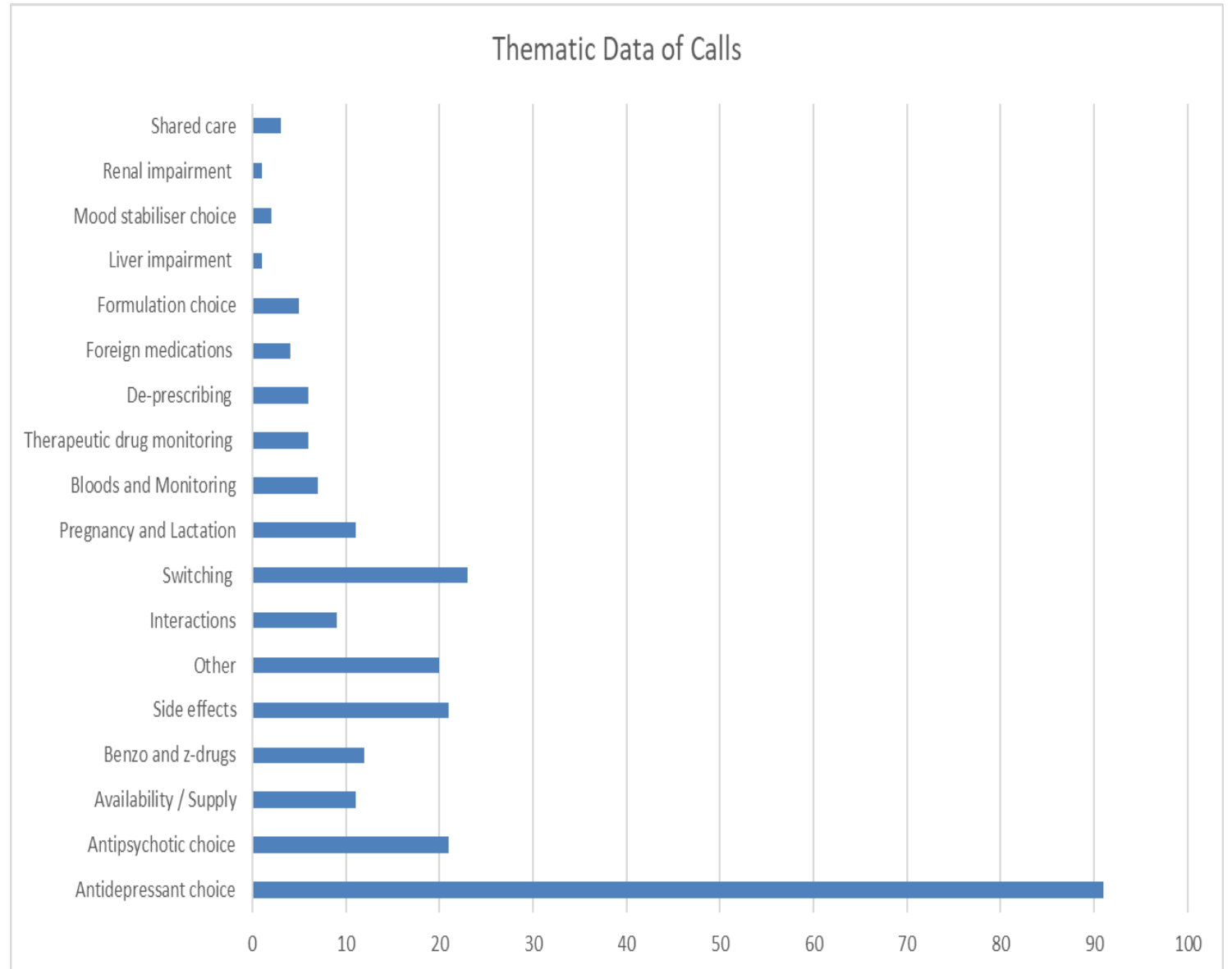
- Scoping exercise in line with other neighbouring trusts
- Key stakeholders engaged to establish place of service and how it would align with the other Transformational Plans being implemented across the CMHTs.
- Agreement made on reportable data
- RIO form captured call query and generated a letter to send to enquirer
- Implemented in February 2022 and open to referrals from GPs for patients who were open to secondary care mental health services and also those who are not
- July 2022 referrals to service opened up to Mental Health Practitioners and Pharmacists in Primary Care

Mental Health Medication Pharmacy Advice Line Data Analysis – 1 year

Mental Health Medication Advisory Telephone Service for Primary Care Outcomes - 1 year data



1 Year Data Analysis - PCN



Conclusions

There is clear data on the type of advice provided and the number of referrals avoided. The review of data highlights the need for this service. This data is being shared with the PCN, CMHT teams and Consultants. This aims to address any gaps in mental health prescribing support across the Integrated Care System such as education sessions led by Specialist Mental Health Pharmacists and also to promote the use of the service.

The CMHT now review referrals and proactively sign post to the Advisory Telephone Service

Phase 2 is now in place to have an electronic transfer of patient information from the GP to a Pharmacy Advisory Line homepage and the potential for the CMHT to transfer a referral electronically to the same homepage.

To roll out to Mental Health Older People Services

*Translating all that to real
case studies.....*