Standard Operating Procedure

Title: Pharmacy Transfer of Care			
Author:		Date:	
Approved:		Date:	Review Date:

BACKGROUND

Community pharmacists can support patients to ensure that they get the best from their medicines by providing services such as the new medicines service (NMS) and post-discharge medicines use review (MUR).

Recent evidence into these post-discharge medicines adherence programmes has demonstrated significant increases in medicines adherence, leading to improved health outcomes for patients and fewer admissions and re-admissions to hospital.

Systems are in place that facilitate electronic referral of patients from their hospital bedside to their choice of community pharmacy.

SCOPE

This Standard Operating Procedure (SOP) applies to Pharmacies receiving referrals and electronic discharge letters via the 'Pharmacy Transfer of Care' scheme from an associated regional hospital where by a designated community pharmacy, as chosen by the patient, will then receive discharge referrals for post discharge **NMS & MUR's**.

RESPONSIBILITIES

It is the responsibility of the Pharmacy Owner/Manager/Superintendent to ensure that this Standard operating procedure is adhered to within the locality that the service is being operated. It is the responsibility of the Pharmacy manager/Owner/Superintendent to ensure this SOP remains up to date and available to all staff. It is the responsibility of all pharmacy staff working in the dispensary to follow this SOP at all times.

PROCEDURE

1. **Obtaining the Necessary Information**

   a) All referrals made to the pharmacy by the hospital will be available to view on your PharmOutcomes web account https://www.pharmoutcomes.org/pharmoutcomes/ , the user must log in with the Username & Password they have been provided with. Requests for a Username and Password can be made via the homepage.
   b) The Pharmacy will receive an email providing a notification to check their PharmOutcomes account for a referral that has been made to the pharmacy if a management email has been set up on PharmOutcomes. A management email can be entered on your account by updating your organisation details tab.

2. **Receiving & Managing a referral in Community Pharmacy**
   a) Viewing a Referral
   - When logged in to the PharmOutcomes website all referrals that are waiting to be actioned can be viewed in your provision history, new referrals will be shown as active.

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- These referrals are required to be viewed and assessed within 24 hours of receiving the initial notification to determine if they are suitable to be dealt with by the Pharmacy that has received them.

b) Accepting & Rejecting a Referral

- Upon review of the referral, a decision is made whether to Accept, Confirm or Reject the referral (Please do keep in mind that the patient referred may not necessarily be an existing patient at the pharmacy and that a patient has been discharged to an area within the locality of the Pharmacy. Should it be deemed that the referral is ambiguous in any manner, the patient should be contacted to confirm that they wish to attend the designated pharmacy for the required review).
- Once a referral is accepted, you will be able to view the patient's details and reasons for referral. The referral will show that it has been accepted, it will stay as such until the referral form (follow-up) form has been completed.
- Any referrals rejected will be referred back to the hospital, a reason must be provided on the form.

c) Booking an Appointment

- All patients for whom referrals have been accepted should be contacted via the telephone number provided within the referral. It is expected that patients will be contacted within 5 working days of receiving the referral.
- All appointments, where required, should be made at the patient's convenience.

d) Completing a Referral

- Choose the referral and click 'complete now'.
- This can be done either during the patient consultation or the same day of the consultation.
- The referral follow up form contains fields relating to the support provided; potential side effects; signposting repeat prescription reconciliation and RIO scoring. If you are unfamiliar with Rio scoring a link to a description can be found on the follow-up form.
- After completion of the referral, ideally notes should be added to the Patients PMR using the Pharmacies PMR system.
- Any decision to refer the patient to the GP should be recorded under the patient referral using the check box provided.
- To complete the referral the save button must be clicked. An anonymous completed referral follow up will be available to the referrer if requested in a report. Reports will be used to evaluate the service outcomes.
- Community pharmacy recorded interventions will be available as an anonymised report to Blackpool Teaching Hospital.

e) Updating a referral

- A referral can be accessed and updated with any additional information once it has been accepted (even after completion) by clicking the update button before entering the referral.

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3. Clinical Queries

All queries that are clinical in nature, and require further clarification for the referral to be processed by the Community Pharmacy should be referred back to the referrer. Details can be found on the referral itself.

In all instances, where possible, any clinical queries should be communicated via a phone conversation with the referrer. Should this not be possible, an email should be sent to the service lead to the same effect to the email address: alan.bloomer@bfwhospitals.nhs.uk). All attempts to contact the referrer should be recorded and logged.

4. CONFIDENTIALITY PROCEDURES

Due to the highly clinical and sensitive details that Pharmacies could receive about individual patients via the referral, the pharmacy is required to have a robust confidentiality procedure in place. It is important that all permanent staff including temporary staff are required to read & adhere to these procedures.

In addition, Pharmacies should have measures in place to safely dispose of any sensitive data should a hardcopy have been printed whilst accessing PharmOutcomes in order to process referrals, users should ensure that access is made available only through a designated computer in the registered Pharmacy for the service. Viewing of patient sensitive data should be restricted to authorised users of the service only.

Any Usernames and Passwords issued for access to PharmOutcomes should be kept confidential at all times and should not be shared amongst non-authorised personnel.

In cases where there is a change in staff that have previously had access to PharmOutcomes, it is advised PharmOutcomes are contacted to remove that user from the system.

5. MONITORING

The SOP will be monitored and amended using the following methods:

- New staff induction
- GPhC inspections

SIGNATURE LIST
Please print and sign below once the standard operating procedure for the Refer to Pharmacy service has been read and understood.

Name	Signature	Date