

Quality Payments:

Our tip guide to help you qualify

Issue 5: MURs (linked to gateway)

- MURs are one of the advanced services that qualify in the gateway criteria.
- You can't claim any Quality Payments if you don't meet the 4 gateway criteria. You will miss the opportunity to get £1,760 (27.5 points) in April 2017.

More about MUR & Quality Payments:

Income available

MUR is an advanced service that many pharmacies provide. As well as remuneration of £28 for each MUR you carry out (up to the 400 limit), MURs can also help you meet the gateway criteria for Quality Payments. If you don't meet the gateway criteria at the 28th April 2017 review date, you will miss a potential £1,760 income (27.5 points). If you don't achieve them by the 24th November 2017 review date, you will also miss a potential £4,640 (72.5 points).

What is MUR?

- The MUR is a consultation where pharmacist and patient discuss the medication the patient is prescribed, whether/how they are taking it, how they are feeling, etc.

How is it commissioned?

- The MUR (medicines use review) is nationally commissioned across England.
- That means any pharmacy can provide MUR if it meets the criteria: the pharmacy must have a [suitable consultation room](#); and pharmacists need to pass an assessment (this [PSNC guidance](#) explains more).

Which patients are eligible?

- Any patient on multiple medications who is capable of giving consent may be suitable for a MUR. Patients on a single high-risk medication are also eligible.
- **70% of MURs in each financial year (Apr-Mar) must be carried out on patients in the target categories.**
- This [visual from PSNC](#) is a good guide to the national target groups.

What are the benefits of MURs?

- They can identify any issues a patient is having e.g. being unsure how/when to use a medicine, no longer taking some medication, side-effects they're experiencing etc.
- As a result, pharmacists can help patients use their medication better, let GPs/other professionals know about any side-effects or issues and highlight medication that may no longer need, etc. This helps patients, health professionals and the NHS.

Tips on arranging and carrying out MURs

- Make it part of your daily practice to think about which patients may be suitable for MUR, especially those in the target groups. Have a system for flagging this up e.g. when the patient comes in to collect a prescription. Your PMR may have tools that help with this. You can also use letters and bag-stuffers.
- Tailor the approach to your patient. Build on your relationship and rapport with them. Use ordinary language (e.g. suggesting a chat about their medicines) rather than formal or technical terms like a medicines use review.
- Explain the benefits and see if they would like to arrange it. It may be worth letting them know it's a free NHS service.
- Get the pharmacy team involved. They can help identify patients and let them know the pharmacist would like a chat with them about their medicines.
- You need written patient consent to carry out a MUR. The PSNC website has [templates](#) you can use, including some that record demographic data.
- During the MUR, feel free to use your own personal style and rapport with the patient so they get the most out of it. There are suggested questions on the PSNC website but you can adapt them as appropriate for your patient. Again, it is worth using ordinary language rather than clinical or technical terms.
- Afterwards, you will need to inform the patient's GP of any issues or recommendations. You may also need to communicate with hospital colleagues or other health professionals. The PSNC website has useful guidance and templates for [communicating with GPs](#) and [hospitals](#).
- You also need to keep a record of the MUR for two years. There's a minimum dataset that must be included. The NHS BSA website has a [template](#) that you may find helpful.
- Each quarter, you need to return the minimum dataset to NHS BSA in order to claim your payments. You can use the [Excel template](#) above or do it [online](#).

Full guidance

- The PSNC website has a dedicated [MUR section](#) with loads of guidance & resources. It also [includes links](#) to guidance on getting started with MURs and condition-specific discussions with patients.
- These [PSNC FAQs](#) are also very useful.
- CPPE run [courses on how to target MURs](#) more effectively and on [consultation skills](#).

Issue 5

Date issued: 14th February 2017