

## How to Find Discharges on PharmOutcomes

When a patient is discharged from a local hospital, hospital staff will send a referral via PharmOutcomes to that patient's regular pharmacy. To access any referrals, log onto PharmOutcomes and click on the 'services' tab.

PharmOutcomes® Delivering Evidence

Home **Services** Assessments Reports Claims Admin Gallery Help

Welcome Home **Inbox** Requires Action Unread Message

Welcome to PharmOutcomes. You can select your actions from the menu above.

**My Account**

Manage your account, change your email address, phone numbers and change your password.

[Change My Password](#)

[Change My Details](#)

Once logged in, click on the services tab.

Any outstanding referrals can be found under 'Outstanding Referrals'. Click on a referral to access the details of the referral.

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Provide Services **Recent Provisions** Search for Identifier:

**Outstanding Referrals**

Outstanding Referrals	Service (stage)	Identifiers	User	Status
2015-05-19	Pharmacy Discharge Referral Follow-up	PP	Somerset Test Pharmacy	Referred
2015-05-19	Pharmacy Discharge Referral Follow-up	MM	Somerset Test Pharmacy	Referred
2015-05-19	Pharmacy Discharge Referral Follow-up	MJ	Somerset Test Pharmacy	Referred

[Click here to show explanations of the Provision Status column](#)

**Last Entries**

Last Entries	Service (stage)	Identifiers	User	Status
2015-05-19	Pharmacy Discharge Referral Follow-up <small>Already shown above</small>	PP	Somerset Test Pharmacy	Pending awaiting completion
2015-05-19	Pharmacy Discharge Referral Follow-up <small>Already shown above</small>	MM	Somerset Test Pharmacy	Pending awaiting completion
2015-05-19	Pharmacy Discharge Referral Follow-up <small>Already shown above</small>	MJ	Somerset Test Pharmacy	Pending awaiting completion

Unprocessed referrals are found under 'Outstanding Referrals'

Unprocessed referrals will have a 'Pending' status and remain under 'Outstanding Referrals'

Click on the referral to access information

## How to Accept, Complete Now and Reject Referrals

Once you click on a referral, the information submitted by the hospital will show. If the patient requires an MUR or NMS consultation, ring the patient in order to arrange an appointment for the consultation. A referral should be dealt with promptly as the maximum benefit of a NMS or MUR should be seen in the first 10 days of commencing a new medicine.

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Reports, Letters & Reminders

Pharmacy Discharge Referral Follow-up

Basic Provision Record  
Completed Referral Form

Provision: 43953641  
Originally: 19-May-2015 00:00  
Saved: 19-May-2015 13:12  
Edited:

Service Support

Registration Details brought forward	
Original Referral	19th May 2015
Referred from	Wellington and District Cottage Hospital (Wellington and District Cottage Hospital)
Patient Name	peter pan
Date of Birth	25 May 1943
Gender	Male
Address	23 Lancock Street, Rockwell Green, Wellington, Somerset, TA21 9RS
Postcode	TA21 9RS
NHS Number	Unknown
Contact Details	099166677353455
GP Practice (Selection)	Testvale Surgery, 12 Salisbury Road, Totton, Southampton, Hampshire SO40 3PY (J82132)
Referral reason	Patient cannot read normal labels; Patient may have old/discontinued medicines at home
Support required	NMS; Home delivery service
Hospital team member	dellilah
Contact number	0991666354478777255

The patient's telephone number can be found here – use this to make an appointment for and MUR/NMS.

Reasons for the referral can be found here i.e. home delivery, MUR, NMS, Smoking cessation...

### Acceptance and completion of referred service

This referral has been made to your service. If you are unable to complete the referral, you can reject it, but please state the reason for rejection in the Notes box below. If you can accept the referral but cannot complete the associated actions immediately, click on the accept button. You can make relevant notes in the Notes box.

Complete now Accept Reject referral

[ ] Click to hide Referral History

#### Referral History

Referred to Test pharmacy Somerset LPC by Wellington and District Cottage Hospital  
2015-05-19 13:12:47

Click 'Complete now' if the patient has presented for the consultation.

By clicking the 'Accept' button the referral will stay on the 'Outstanding referrals' section of the 'Services' screen for you to complete at a later date.

Sometimes, a referral may need to be rejected, for instance, if the patient referred does not belong to your pharmacy.

### Acceptance and completion of referred service

This referral has been made to your service. If you are unable to complete the referral, you can reject it, but please state the reason for rejection in the Notes box below. If you can accept the referral but cannot complete the associated actions immediately, click on the accept button. You can make relevant notes in the Notes box.

This is not our patient - we believe they are a patient at our branch in Anytown.

Complete now Accept Reject referral

[ ] Click to hide Referral History

#### Referral History

Referred to Test pharmacy Somerset LPC by Wellington and District Cottage Hospital  
2015-05-19 13:09:03

Ensure you write a reason for the rejection.

Once you have written a reason, click on 'Reject Referral' – this will then send the referral back to the hospital for action.

## How to Complete a Referral

By clicking on the 'Complete Now' button, the system will allow you to input the results of the referral:

### Support services provided

**Support audit**

- NMS
- MUR
- Medication compliance aid  
Continued
- Medication compliance aid  
New patient - supply agreed
- Update medication list for changes
- Non child-resistant packaging
- Large print labels
- Home delivery service
- Removal of unused medication from patient home
- Stop Smoking Service
- Flu vaccination (Sept to March) Specialist medicines management service assessment

Tick ALL that have been provided

Tick the boxes of the support you have given or will now provide as a result of the referral.

### Service Outcomes

As a result of the support provided, the patient has a better understanding of

**From NMS/MUR**

- Cardiac
- Respiratory
- Diabetes
- Advice given about medication
- Medicines use
- When to take medicines
- How to take medicines
- Other

Tick ALL that apply, If Other please specify

Give some understanding of the benefits the patient has had due to the referral.

Has the patient experienced any Adverse Drug Reactions since discharge (ADR)

Any ADR's  Yes  No

Detail of any side effects/ADRs

[Reporting ADR's](#)  
You can report an ADR here

Link to the Yellow Card Reporting website.

### Adverse Drug Reaction Outcomes & GP referral

ADR Outcomes   
Select from drop down

If outcome of ADR requires GP referral select either first or second option below to highlight issue. If no referral necessary select Not Applicable

**GP referral as**

- Significant ADR
- Patient stopped taking medicine
- Not Applicable as no referral

If there has been an adverse drug reaction, please complete this section. Ensure that the patient's GP is informed via your usual communication method.

**Information on next repeat prescription**

Did the next repeat prescription from the GP match the hospital discharge letter

Next Repeat matched?  Yes  No

**If No record issue**

- Medicines stopped in hospital still on FP 10
- Wrong drug
- Wrong dose
- Wrong frequency
- Wrong formulation
- Other

If Other please state

Additional comments

Please detail additional actions

This section allows you to demonstrate whether the next GP prescription matched that of the referral information. If changes to the patient's medication have been made, make a note of stopped and changed medication on the patient's PMR so that incorrect prescriptions can be flagged and notified to the GP.

**Intervention completed by**

Pharmacist Name

GPhC number

## How to Define Completed, Accepted and Rejected Referrals

This can be found under the 'Service' tab:



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Home Services Assessments Reports Claims Admin Gallery Help

Provide Services Recent Provisions Search for Identifier:

Outstanding Referrals	Service (stage)	Identifiers	User	Status
2015-05-19	Pharmacy Discharge Referral Follow-up	MM	Somerset Test Pharmacy	Accepted

\* Click here to show explanations of the Provision Status column

Last Entries	Service (stage)	Identifiers	User	Status
2015-05-19	Pharmacy Discharge Referral Follow-up <small>This record was created by rejecting a referral and is not editable [Click here to view record]</small>	MJ	Somerset Test Pharmacy	Active <small>Click to Cancel</small>
2015-05-19	Pharmacy Discharge Referral Follow-up	PP	Somerset Test Pharmacy	Active <small>Click to Cancel</small>
2015-05-19	Pharmacy Discharge Referral Follow-up <small>Already shown above</small>	MM	Somerset Test Pharmacy	Pending <small>awaiting completion</small>

Accepted referrals will remain under 'outstanding referrals until actioned..

Rejected referrals will look like this on your provision record.

Completed referrals will look like this on your provision record.

## Patients who do not attend

There will be patients that cannot attend for many reasons, for example the housebound. In this instance you can still offer both MUR's and NMS. To provide an offsite or telephone MUR, a PREM2 form needs to be completed and returned to NHS England. NMS consent forms could be posted or sent via a driver to the patient for signing and returning to the pharmacy. Changes such as large print labels, compliance aids etc. can all still be actioned without the presence of a patient.