



## NHS Discharge Medicines Service - Questions & Answers

**Question:**

In terms of withdrawing of consent, how does that affect funding?

**Answer:**

Consent will have been gained from the patient whilst they are in hospital which will allow you to carry out stage 1 and 2, however a patient can withdraw consent at any time. Additional consent by the patient is required for stage 3.

You will be able claim for any stages which have been completed.

**Question:**

If the DMS hasn't be actioned on PharmOutcomes within 72 hours but has been started in the Pharmacy will that still be ok?

**Answer:**

This is considered a breach of the contract so ensure you complete Stage 1 within 72 working hours of receipt of a referral. We would encourage you to complete the actions as PharmOutcomes will allow this but be mindful of the contractual terms.

**Question:**

How can we get PharmAlarm?

**Answer:**

Contact PharmOutcomes directly and they will support [pharmalarm@phpartnership.com](mailto:pharmalarm@phpartnership.com)

There is also further info available on the PharmAlarm available here <https://pharmalarm.app/#home>

**Question:**

Who do we contact in the NHS trust - will a PharmOutcomes referral give us contact details?

**Answer:**

Each referral will provide details of the clinician.

**Question:**

Is there a way that GP's can mark the prescription as a DMS to minimise the script being missed at stage 2?

**Answer:**

Not at the moment. We would advise that you have a record and make notes on the PMR, so it doesn't get missed.

**Question:**

Is there a payment for the service?

**Answer:**

Yes, payment details are as follows:

A setup fee of £400 has been agreed to cover the costs of preparing to provide the service, principally training staff and putting in place a standard operating procedure for the service. Any

pharmacy on the pharmaceutical list on 1st February 2021 will automatically receive this payment on 1st April 2021, and it will be itemised in the Schedule of Payments.

Contractors providing the full service will be paid a fee of £35.

Where only part of the service can be provided, in certain circumstances defined in the Drug Tariff, contractors will be paid a partial payment:

Stage 1:	£12
Stage 2	£11
Stage 3:	£12

**Question:**

Will we be receiving DMS for care home patients as our pharmacy has a large number of care homes?

**Answer:**

The Trusts are currently looking which patients are suitable for referral. The Toolkit provides a list of a patients that should be considered this may include patients in care homes and those using monitored dosage systems. See section 14 of the Toolkit for further details:

<https://www.england.nhs.uk/publication/nhs-discharge-medicines-service-essential-service-toolkit-for-pharmacy-staff-in-community-primary-and-secondary-care/>

**Question:**

Will all referrals mention the DMS service, or if we receive a discharge via NHS mail should we assume we need to complete the service?

**Answer:**

Yes, when you receive a mail from a trust then you should assume that it is part of the service.

**Question:**

What is medicine reconciliation?

**Answer:**

Medicines reconciliation is reconciling the pre and post discharge medicines and compare and see if they are appropriate and relevant for the patient.

**Further Frequently asked questions are available on the PSNC website:**

- <https://psnc.org.uk/our-news/dms-frequently-asked-questions/>
- <https://psnc.org.uk/our-news/dms-frequently-asked-questions-2/>
- <https://psnc.org.uk/our-news/dms-frequently-asked-questions-3/>
- <https://psnc.org.uk/services-commissioning/essential-services/discharge-medicines-service/discharge-medicines-service-faqs/>