



**Improving MUR and NMS Uptake – Resources for Pharmacists
Leicestershire and Rutland LPC**



This guide summarises some key information for Pharmacists to improve NMS and MUR delivery

Introduction

Improving uptake of NMS and MUR delivery is a key opportunity for community pharmacies to support medicines optimisation and improved adherence to prescribed medicines. 30-50% patients either stop taking their medicines or do not take them correctly once prescribed.

The opportunity to provide an NMS/MUR allows the patient understand their medicines; take prescribed medicine safely and correctly whilst addressing concerns and questions they have to improve confidence and adherence to the prescribed regime. The patient also has the opportunity to receive lifestyle and prevention advice. The Pharmacist can also advise and support if any problems are encountered with the prescribed medicines.

This guide will summarise and provide some key resources available to support your consultation with the patient to deliver a high quality MUR and NMS that will benefit patients to improve management of their conditions

Section 1 : Targeted MUR and NMS groups (PSNC Resource)

Section 2: Resources link to Factsheets and articles to support MUR/NMS

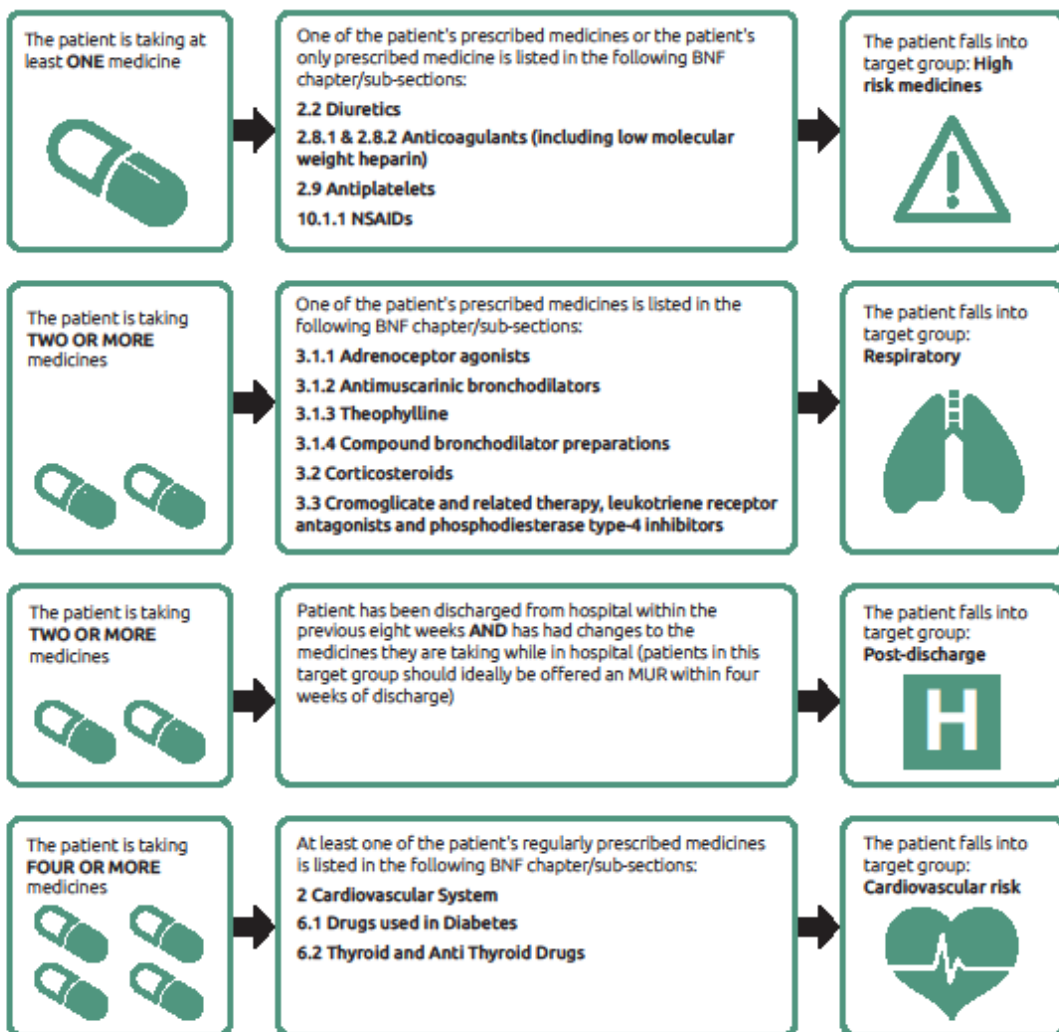
National Target Groups for MUR's

Three national target groups for Medicines Use Reviews (MURs) were introduced in October 2011; a fourth target group was agreed in September 2014 (Cardiovascular risk) and was implemented from 1st January 2015. The national target groups are:

1. patients taking high risk medicines;
2. patients recently discharged from hospital who had changes made to their medicines while they were in hospital. Ideally patients discharged from hospital will receive an MUR within four weeks of discharge but in certain circumstances the MUR can take place within eight weeks of discharge;
3. patients with respiratory disease; and
4. patients at risk of or diagnosed with cardiovascular disease and regularly being prescribed at least four medicines.

National target groups for MURs

Community pharmacy contractors must carry out at least 70% of their Medicine Use Reviews (MURs) within any given financial year on patients in one or more of the target groups outlined below



National Target groups for NMS

Four conditions/therapy areas were selected to be included in the initial rollout of the New Medicine Service (NMS). These are:

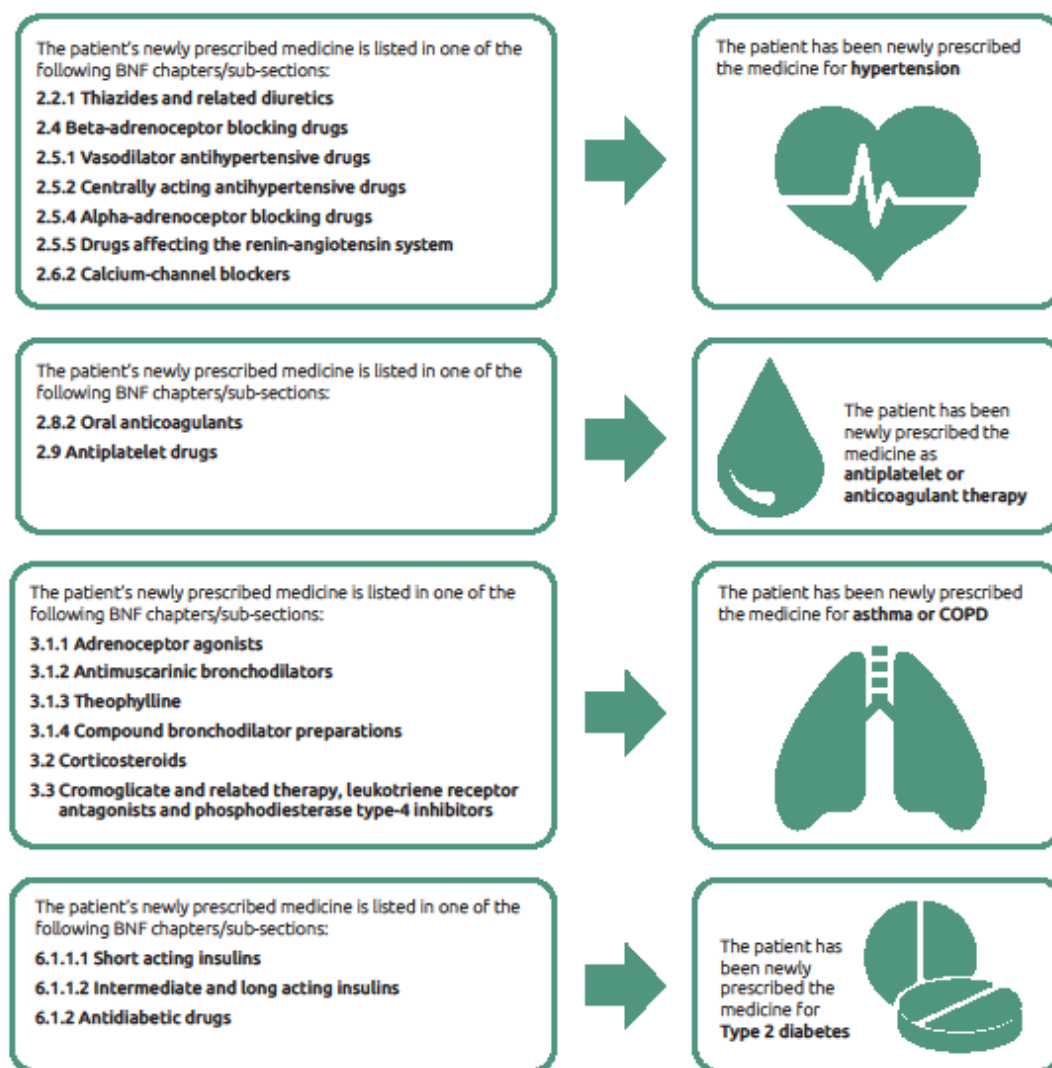
1. asthma and COPD;
2. type 2 diabetes;
3. antiplatelet/anticoagulant therapy; and
4. hypertension.

The rationale for selection of the therapy areas/conditions was twofold: first, the evidence from the original proof of concept research, and secondly on the basis that these are areas where community pharmacists are best able to demonstrate the value of the service.

For each therapy area/condition, a list of medicines has been agreed. If a patient is newly prescribed one of these medicines then they will be eligible to receive the service, subject to the pharmacist being able to determine that the medicine is being used to treat one of the above conditions in circumstances where a medicine can be used to treat multiple conditions.

New Medicine Service – condition/therapy areas

If a patient is newly prescribed a medicine listed in the chapters/sub-headings of the British National Formulary (BNF) as detailed below then they will be eligible to receive the New Medicine Service (NMS), subject to the pharmacist being able to determine that the medicine is being used to treat one of the below conditions/therapy areas





New Medicine Service – condition/therapy areas

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The patient's newly prescribed medicine is listed in one of the following BNF chapters/sub-sections:

- 2.2.1 Thiazides and related diuretics
- 2.4 Beta-adrenoceptor blocking drugs
- 2.5.1 Vasodilator antihypertensive drugs
- 2.5.2 Centrally acting antihypertensive drugs
- 2.5.4 Alpha-adrenoceptor blocking drugs
- 2.5.5 Drugs affecting the renin-angiotensin system
- 2.6.2 Calcium-channel blockers



The patient has been newly prescribed the medicine for **hypertension**



The patient's newly prescribed medicine is listed in one of the following BNF chapters/sub-sections:

- 2.8.2 Oral anticoagulants
- 2.9 Antiplatelet drugs



The patient has been newly prescribed the medicine as **antiplatelet or anticoagulant therapy**



The patient's newly prescribed medicine is listed in one of the following BNF chapters/sub-sections:

- 3.1.1 Adrenoceptor agonists
- 3.1.2 Antimuscarinic bronchodilators
- 3.1.3 Theophylline
- 3.1.4 Compound bronchodilator preparations
- 3.2 Corticosteroids
- 3.3 Cromoglicate and related therapy, leukotriene receptor antagonists and phosphodiesterase type-4 inhibitors



The patient has been newly prescribed the medicine for **asthma or COPD**



The patient's newly prescribed medicine is listed in one of the following BNF chapters/sub-sections:

- 6.1.1.1 Short acting insulins
- 6.1.1.2 Intermediate and long acting insulins
- 6.1.2 Antidiabetic drugs



The patient has been newly prescribed the medicine for **Type 2 diabetes**



Click on the links below to access resources available to support you to deliver effective MURs

- [MUR national target group factsheet](#)
- [PSNC MUR resources](#)
- [Community pharmacy MUR guidance from HSCIC](#)
- [Chemist and Druggist MUR zone](#)
- [Online resource for MUR training](#)
- [MUR practical guide](#)
- [Warfarin-MUR-tips](#)
- [Antihypertensives Guide-MUR tips](#)
- [Respiratory Guide-MUR tips](#)
- [Methotrexate Guide-MUR tips](#)
- [Diabetes MUR toolkit](#)
- [Lithium Guide-MUR tips](#)
- [NSAIDs Guide-MUR tips](#)
- [Oral antiplatelets -MUR tips](#)
- [Thiazides Guide-MUR tips](#)
- [MUR resources from CPPE](#)
- [RPSGB guidance on medicine optimisation](#)
- [Resources for MURs from NPA](#)

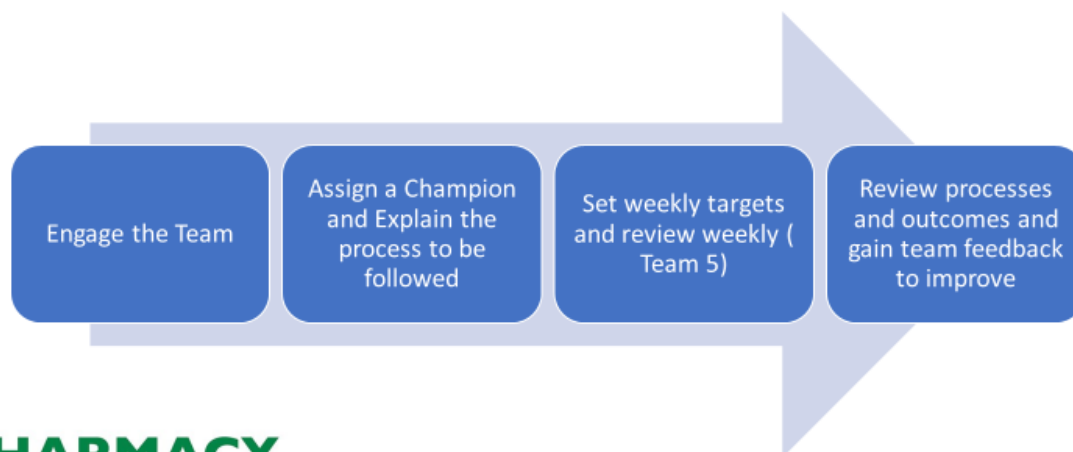
MUR lifestyle advice

- [Healthy Eating](#)
- [Physical Activity](#)
- [Loosing weight](#)
- [Stop smoking](#)
- [Steps to prevent and treat high blood pressure](#)
- [How to reduce your risk of getting coronary heart disease](#)

Pharmacompany Resources

- [Medicine optimisation toolkit-Astrazeneca](#)
- [Access to pfizer scrath cards for medicine optimisation](#)

4 essential steps to improving MUR/NMS Uptake

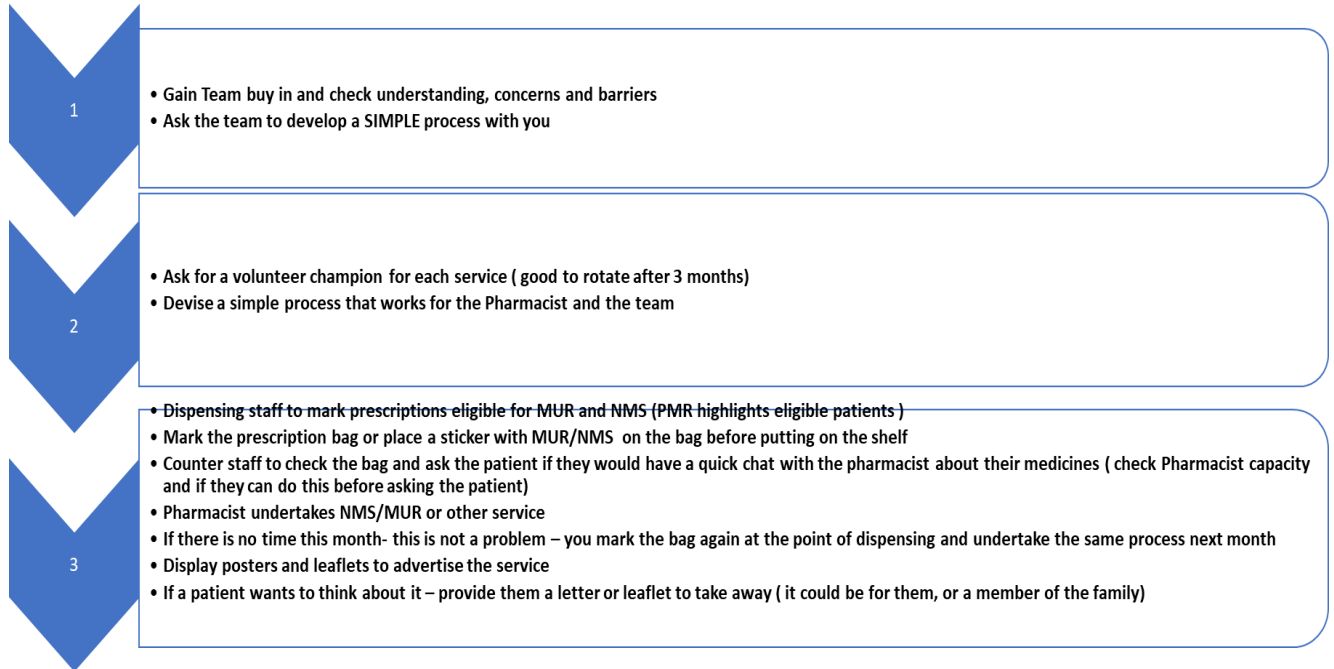


Step 1 - Engaging the Team

- Explain what MUR/NMS to the Pharmacy Team
- Explain why MUR'S/NMS are important for patients and medicines optimisation
- Generate ideas together and Decide on a simple daily process to engage with patients

Refer to LLRLPC simple guide for narrative to use

Step 2 – Assign a champion and decide on a simple process



Increasing uptake of MUR/NMS

- **Dispensing staff to mark prescriptions eligible for MUR and NMS (PMR highlights eligible patients)**
 - **Mark the prescription bag or place a sticker with MUR/NMS on the bag before putting on the shelf**
 - **Counter staff to check the bag and ask the patient if they would have a quick chat with the pharmacist about their medicines (check Pharmacist capacity and if they can do this before asking the patient)**
 - **Pharmacist undertakes NMS/MUR or other service**
 - **If there is no time this month- this is not a problem – you mark the bag again at the point of dispensing and undertake the same process next month**
 - **Display posters and leaflets to advertise the service**
 - **If a patient wants to think about it – provide them a letter or leaflet to take away (it could be for them, a member of the family, friend or carer)**
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MUR's : Key messages for Pharmacy Teams

1. An MUR is an annual Medicines use review. 30-50% of patients don't take medicines correctly or stop taking their medicines shortly after being prescribed them.
2. The Pharmacist undertakes an MUR to help the patient understand their medicines, take their medicines correctly and on time.
3. It is also an opportunity for the patient to discuss any problems and receive advice on prevention and healthy lifestyles. The Pharmacist. The pharmacist can also identify safety issues, dose, or formulation issues.
4. The doctor reviews the medicines and pharmacists ensure the patient takes the medicine, regularly correctly and on time (adherence).

Why deliver MUR's

This supports patients to manage their medicines, take them correctly, manage their long term condition(s) with lifestyle advice. This helps to reduce the need for GP appointments and reduces risk of hospital admissions therefore improving quality of care and supporting the NHS.

Delivering this service supports Pharmacy's role as medicines experts as we move towards clinical service delivery not just dispensing items.

Engaging the Patient

Remember to check briefly with the Pharmacist if they can provide it. Good communication and teamwork is key to this process

1. Use simple language e.g. " would you have a few minutes to speak to the Pharmacist about your medicines" (Remember that sometimes carers and family collect medicines on behalf of the patient)
2. Give the patient the opportunity to ask questions if needed. Use the above to help you answer any questions
3. If the patient doesn't agree – provide a leaflet to take away so they can read it or give it to their family or friend to read.
4. Ensure you have information to support your conversations.
5. If the patient agrees then escort them to the consultation room.
6. Ensure confidentiality is maintained in an open environment e.g. ask the patient discreetly if there are other patients present in the Pharmacy

NMS : Key messages for Pharmacy Teams

1. An NMS or New Medicines Service is undertaken by a pharmacist when patients are prescribed new medicines.
2. The Pharmacist undertakes an NMS to help the patient understand their newly prescribed medicine, take their medicines correctly and on time.
3. The NMS service consists of three stages;
 - a) an initial consultation where the pharmacist provides information about the new medicine. Provide information, support and answer questions.
 - b) The patient is invited to a second consultation within 7-14 days to check how they are getting on with the new medicine, provide information, support and resolve any concerns.
 - c) The patient is invited to a final consultation 14-21 days after the initial discussion to check how the patient is getting on with their new medicine.
4. It is also an opportunity for the patient to discuss any problems and concerns regarding their medicine and also to receive advice on prevention and healthy lifestyles. The pharmacist can also identify safety issues, dose, or formulation issues.
5. The doctor prescribes the medicines and pharmacists ensure the patient takes the medicine safely, regularly, correctly and on time (adherence).

Why deliver NMS

This supports patients to take medicines correctly and safely whilst addressing any concerns they may have. This also helps the patient to manage their long term conditions with lifestyle advice helping to reduce the need for GP appointments and reducing risk of hospital admissions therefore improving quality of care to the patient and supporting the NHS.

Delivering this service supports Pharmacy's role as medicines experts as we move towards clinical service delivery and not just dispensing items.

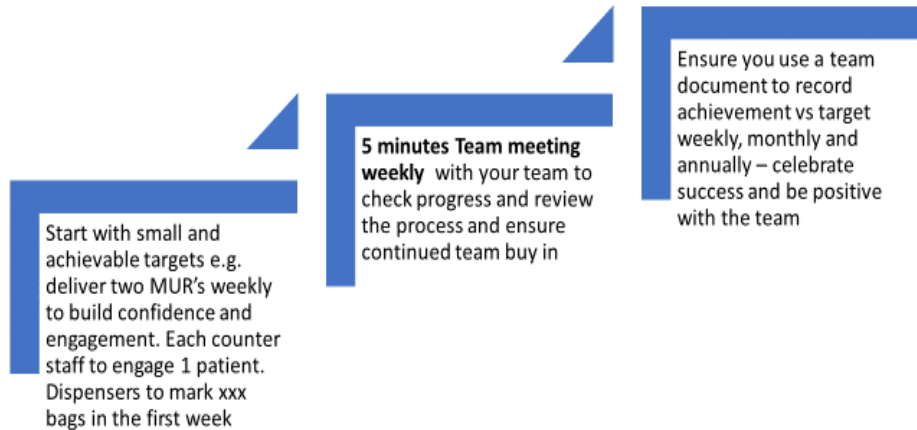
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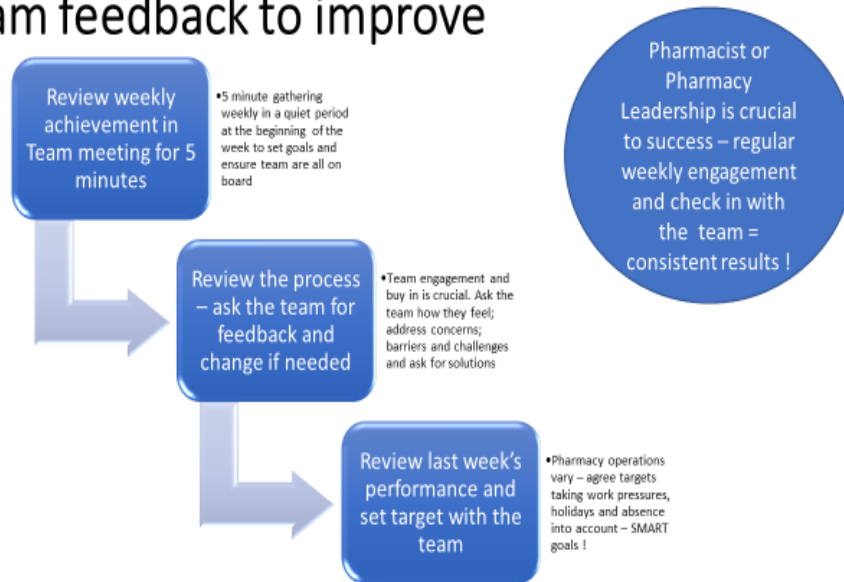
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Step 3 – Set weekly and annual target and review weekly at Team 5 meetings



Always set SMART goals (specific, measurable, achievable, relevant and within time frame

Step 4 – Review outcomes weekly and monthly – gain team feedback to improve



This can be applied to other services or focus the pharmacy may have

Key Resources – NPA and other Pharmacy services leads such as numark also have such available resources

Resource	Service	Link
poster	MUR	https://psnc.org.uk/wp-content/uploads/2014/02/ThinkPharmacyPoster-Medicines-use.pdf https://psnc.org.uk/wp-content/uploads/2013/07/MUR Poster colour.pdf https://psnc.org.uk/wp-content/uploads/2013/07/MUR Poster-BW.pdf
leaflet	MUR	https://www.clch.nhs.uk/application/files/7515/2214/6738/MUR and NMS leaflets.pdf
Booklet	MUR	https://psnc.org.uk/wp-content/uploads/2013/07/mur_booklet.pdf
Letter	MUR	https://psnc.org.uk/services-commissioning/advanced-services/murs/mur-resources/ (see mur understand your medicines – updated text and other resources available)
Poster	NMS	
Leaflet	NMS	https://psnc.org.uk/wp-content/uploads/2013/07/NMS patient leaflet with HoC logo for website.pdf
Letter	NMS	https://psnc.org.uk/services-commissioning/advanced-services/nms/providing-the-nms/ (see template NMS letter and other resources)
Patient chart	NMS/MUR	https://www.mencap.org.uk/sites/default/files/2016-09/How take medicine multiple meds.pdf

Training

MUR course with assessment

[Skills for MURs \(Medway School of Pharmacy\)](#)

[WCPPE/Welsh School of Pharmacy](#)

[Keele University – Medicine Use Review \(MUR\) Module](#)

Postgraduate courses which include MUR assessment

[University of Bath – Postgraduate Certificate, Diploma and MSc](#)

[Queen’s University Belfast – PG Cert/PG Dip/MSc in Community Pharmacy programme](#)

[University of Leeds – Postgraduate Certificate, Diploma, MSc](#)

Assessments only

[University of Manchester/CPPE Online assessment](#)

Courses without assessments

[Pharmaceutical Resource Network](#)

[The Informacist](#)

Next steps

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- 2.
- 3.
- 4.
- 5.
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Notes