



**Improving MUR and NMS Uptake – A simple guide for Pharmacy Teams
Leicestershire and Rutland LPC**



This guide summarises some top tips to help engagement with MUR, NMS and other services such as flu.

Key essential Steps

4 essential steps to improving MUR/NMS Uptake

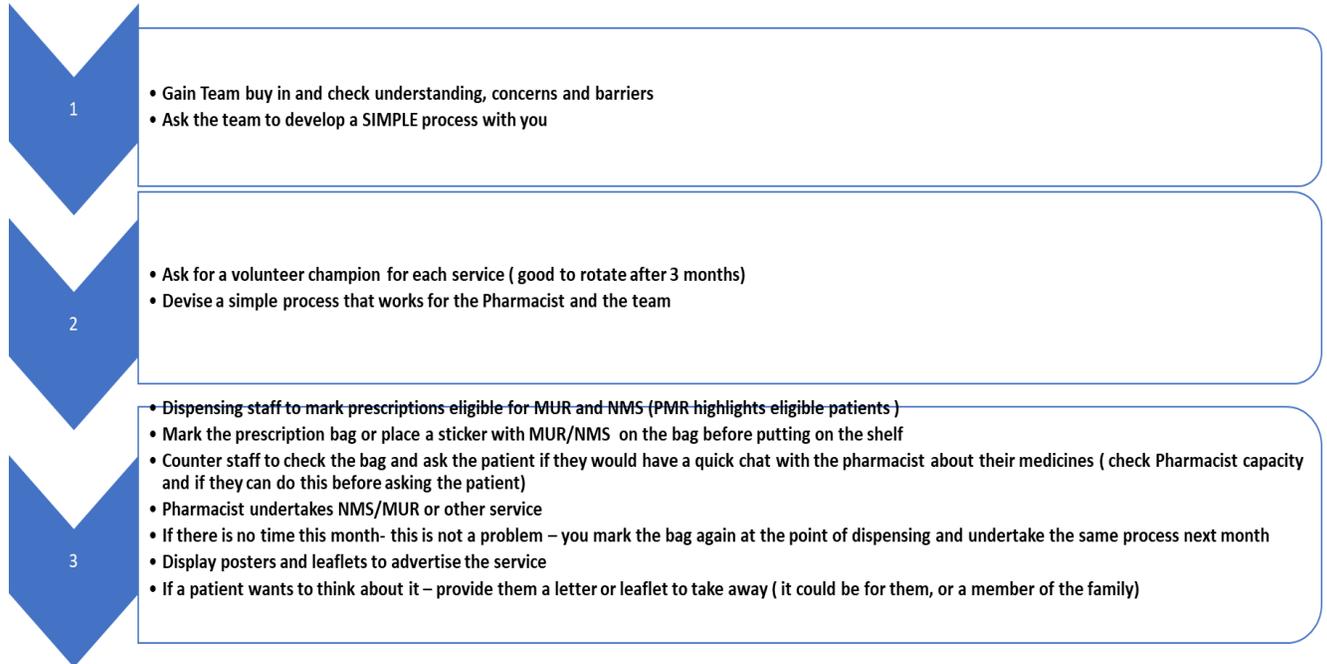


Step 1 - Engaging the Team



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.

Engaging the Patient

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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

Next steps

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Notes