

MURs: preparing to become accredited (previously called MUR accreditation)

A CPPE guide



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Welcome to this guide to preparing to become MUR accredited

The Centre for Pharmacy Postgraduate Education (CPPE) has developed this guide as part of a series of learning and support resources to support you in delivering NHS and public health services.

Learning with CPPE

About CPPE

CPPE offers a wide range of learning opportunities in a variety of formats for pharmacy professionals from all sectors of practice. We are funded by Health Education England to offer continuing professional development (CPD) for all pharmacists and pharmacy technicians providing NHS services in England. For further information about our learning portfolio, visit: www.cppe.ac.uk

CPPE guides

We have developed a series of guides within our learning portfolio to advise you and support your learning in many different areas. Each guide covers a range of approaches to help you develop and apply key skills and techniques to your own practice.

Many of the guides provide toolkits to help you to document and plan your development, while others demonstrate pharmacy-specific situations to help you put your learning into context. Some of them recommend that you work with a mentor to support you in your development.

Our full portfolio of guides is online at: www.cppe.ac.uk/guides



About this guide to preparing to become MUR accredited

The purpose of this guide is to support pharmacists who want to learn how to become accredited to deliver the medicines use review (MUR) service. This guide is divided into two parts. Part 1 will give you general information about the MUR service and will signpost you to the most appropriate places for your learning and to other key resources. Part 2 will provide you with advice to help you successfully complete the CPPE and University of Manchester MUR assessment.

Part 1

Why should you become MUR accredited?

An MUR is a consultation conducted by a pharmacist to support patients in getting the most from their medicines. It was the first advanced service within the community pharmacy contractual framework. The MUR service includes MURs undertaken periodically for patients taking multiple medicines, as well as prescription intervention MURs, which are triggered by a significant problem with a patient's prescription.

The aim of the service is to work together with the patient to improve their knowledge and use of medicines by:

- establishing the patient's actual use, understanding and experience of taking their medicines
- identifying, discussing and assisting them in the resolution of poor or ineffective use of their medicines
- identifying side-effects and drug interactions that may act as a barrier to medicines adherence
- improving the clinical and cost effectiveness of prescribed medicines and reducing medicine wastage.

During an MUR, the pharmacist will review the medicines and establish the patient's knowledge and understanding of their medicines. They will work together to discuss how the patient can get the best from their medicines. Any problems which arise can be discussed and resolved. Where necessary the pharmacist will provide feedback to the prescriber using the NHS MUR service feedback form available at: <http://psnc.org.uk/services-commissioning/advanced-services/murs/communicating-with-gps>

This form allows the pharmacist to highlight areas of concern and suggest the possible actions agreed with the patient. The pharmacy is also responsible for collecting a specific data set of information for each MUR.

The MUR service supports the medicines optimisation agenda and benefits include more effective medicines use, reduced medicines waste and improved medicines adherence, which in turn should lead to better health outcomes for the patient.

In order to provide this service, pharmacists must be accredited. Pharmacies are able to claim a fee for completing MURs; your employer may request that you are accredited, and you will find it advantageous if you wish to work as a locum pharmacist in community pharmacy.

What accreditation do you need if you wish to provide the MUR service?

The regulatory framework for MUR service provision is set out in the Secretary of State Directions (see the section entitled *What legal requirements will you need to meet?* for more details). The Directions require any pharmacist providing the MUR service to have satisfactorily completed an assessment that is set by a higher education institution (HEI) and based on the national competency framework available at: http://psnc.org.uk/wp-content/uploads/2013/07/advanced_service_competency_framework.pdf

You must be able to provide evidence of this in the form of an MUR certificate, which is a statement of satisfactory performance awarded or endorsed by a HEI. Pharmacists must send a copy of their certificate to the local NHS England team before they can begin providing the MUR service.

There are a number of different providers of an accredited MUR competency assessment, but each one of them needs you to demonstrate that you have achieved the competencies outlined in the competency framework that the Department of Health (DH) agreed with the Pharmaceutical Services Negotiating Committee (PSNC).

You must be able to show that you:

- have gained an appropriate level of clinical knowledge
- understand the law relating to providing MURs
- can apply these in the MUR consultation.

In Part 2 of this guide, we will discuss the University of Manchester's assessment for accreditation, hosted by CPPE. Information on courses and HEIs providing competency assessments can be accessed via: <http://psnc.org.uk/services-commissioning/advanced-services/murs/pharmacist-mur-accreditation>

Some provide learning materials and each of them has their own individual style of assessment. You will need to review each of them to decide which is best for you. Further information can be found on the PSNC website: <http://psnc.org.uk/services-commissioning/advanced-services/murs/pharmacist-mur-accreditation> or on the individual HEI websites.

Preparing to become MUR accredited

Where you start with your learning on MUR will depend on your own personal learning needs. Good communication skills are key to delivering the MUR service, so you should ensure your consultation skills are of a high standard. You can further develop your consultation skills by visiting the Consultation Skills for Pharmacy Practice website: **www.consultationskillsforpharmacy.com**. This supports you through a learning pathway as you develop and improve your consultation skills. There may also be a consultation skills workshop available in your area; you can find CPPE events in your area by visiting: **www.cppe.ac.uk/events**

You will need to ensure that the appropriate skill mix among staff is in place in your pharmacy to ensure dispensing and other services are maintained to a high standard. This may involve developing your organisational skills and delegating roles to other trained members of the team. You may also find it useful to develop your influencing skills to assist you in communicating with GPs and commissioners on the MUR service. If you need help advancing any of these skills, then CPPE offers a range of guides to support you. Further details can be found on the *Guides* section of the CPPE website **www.cppe.ac.uk/guides**

What legal requirements will you need to meet?

If you offer the MUR service then there are legal requirements to which you must adhere. These requirements, called Directions for England, can be found in Part VIC of the Drug Tariff, under *Medicines Use Review (MUR) and Prescription Intervention (PI) Service*. Your pharmacy premises must also meet certain requirements before you can offer the MUR service. The Directions will give you full details should you need them.

What guidance documents will you need to consider?

Before you attempt any form of MUR assessment, it is important that you are familiar with the guidance documents on MUR. These will outline the guidelines and ethical points which you need to consider.

A good place to start is on the PSNC website, where you will be able to access the MUR and prescription intervention service specification. This can be accessed via:

<http://psnc.org.uk/services-commissioning/advanced-services/murs>

The PSNC and NHS Employers *Guidance on the medicines use review service* document provides important information on the current requirements which must be met by pharmacy contractors and pharmacists when delivering the MUR service. This document will provide helpful information when attempting section 2 of the CPPE MUR assessment. To access the latest MUR guidance, go to: **<http://psnc.org.uk/services-commissioning/advanced-services/murs>**

The key requirements of the MUR guidance are:

- the introduction of national target groups
- at least 70 percent of all MURs must be undertaken on patients who fall within one or more of the national target groups
- patients must give their signed consent to receive the MUR service and for their information to be shared with the GP, NHS England, NHS Business Services Authority and the Secretary of State for Health
- the pharmacy must provide information to NHS England, on request, from the records of MURs undertaken.

Further information is available from the above PSNC resources.

Top tip

You need to be able to differentiate a legal requirement from a good practice requirement. Take the time to write down exactly what the service specification and law requires you to do. Compare the law with what you consider to be good practice.

Targeting your MURs

Community pharmacies must carry out at least 70 percent of their MURs on patients in one or more of the agreed target groups. These are patients who:

- are prescribed two or more medicines, one of which must be on the asthma and COPD list for the new medicine service (NMS)
- take a high-risk medicine (on a national list), which includes NSAIDs, anticoagulants, antiplatelets and diuretics
- are prescribed two or more medicines and have been recently discharged from hospital and have had changes made to their medicines while in hospital
- are at risk of or diagnosed with cardiovascular disease and regularly being prescribed at least four medicines.

Further information on the current MUR target groups is available at:

<http://psnc.org.uk/services-commissioning/advanced-services/murs/national-target-groups-for-murs>

The introduction of national target patient groups is intended to ensure that MURs are provided to those who will benefit most. It is also intended to provide commissioners with assurance that the service is high quality and provides value for money as well as patient benefits. CPPE has produced a guide to targeting your MURs effectively, which is available at: **www.cppe.ac.uk/guides**

What level of clinical knowledge will you need?

It is important to remember that an MUR focuses on the patient's use of their medicines and is not a clinical review. You will already have the required pharmaceutical knowledge to conduct an MUR; however, patients sometimes ask questions we don't know the answers to. Most questions relating to medicines can be answered using the *British National Formulary (BNF)* so it will be helpful for you to be familiar with the different sections and appendices within this resource. You will then be able to access the information quickly during the consultation.

However, if you feel you need to brush up on a particular clinical area, you will find that CPPE learning programmes may support your individual learning requirements. CPPE also runs focal point events covering a range of clinical topics at venues across England. Take a look at the CPPE website: **www.cppe.ac.uk** for further details of programmes and events in your area.

If you need to find further information about specific medicines, the electronic Medicines Compendium: **www.medicines.org.uk** has summaries of product characteristics and patient information leaflets which you can view online or download and print.

Clinical knowledge summaries (CKS) are a reliable source of evidence-based information and practical 'know how' about the common conditions managed in primary care. The website can be accessed at: **<http://cks.nice.org.uk>**

What records will you need to keep?

To demonstrate the value of the MUR service, it is essential that data is collected to show the benefits of the service to patients. Direction 5(1)(j) requires the pharmacy contractor to provide NHS England or the Secretary of State, on request, information on the records of MURs undertaken. An electronic reporting template has been approved by NHS England to facilitate this data collection. There is more information relating to the specific data which must be collected in the PSNC resources referred to in this guide.

Part 2

How does the University of Manchester (hosted by CPPE) accreditation process work?

CPPE does not have a specific learning programme to support the MUR assessment. Instead we advise you to familiarise yourself with the documents outlined in Part 1 of this guide, which should prepare you for the assessment.

CPPE hosts the University of Manchester assessment, which is only available online. It tests your individual knowledge, skills and behaviours in line with the DH's *Competency Framework for the Assessment of Pharmacists Providing the Medicines Use Review (MUR) and Prescription Intervention (PI) Service*.

The assessment is certificated by the University of Manchester. In line with other MUR accreditation providers, CPPE charges a fee of £75 to access the assessment. This will give you access to the assessment for five years.

What is the format of the University of Manchester MUR assessment, hosted by CPPE?

There are four sections to the CPPE assessment, as shown below.

| Section | Title | Format of section |
|---------|--|---|
| 1 | Clinical Pharmacy and Pharmaceutical Care | 30 multiple choice questions |
| 2 | The Medicines Use Review (MUR) Service | 10 x 4 true/false questions |
| 3 | Medicines Use Review (MUR) and Prescription Intervention (PI) Case Studies | 2 case studies each with 5 true/false questions |
| 4 | Bringing it all together – undertaking the full MUR process | Use of patient data to complete MUR documentation |

- Each section is allocated a set time and you need to complete each section within the time allocated.
- Each section addresses key areas of the MUR process.
- There is an introduction to each section which explains the content and assessment process within that section. If you are unfamiliar with online assessment, the introduction provides examples of the IT mechanisms you need to be able to use in that section.
- You must do each section sequentially and you must pass each section before you can move on to the next one.
- Once you have passed section 1, you will have a maximum period of 49 days to complete the full assessment. After this period you must restart the assessment from the beginning.
- After you complete each section you will be told whether you have passed or failed.
- Some of the questions have been classed as 'significant'. The knowledge being assessed in these questions is considered to be critical. If you answer a significant question incorrectly you will automatically fail a section. You will not be told which of the questions in the assessment are significant but you will be told at the end of the section that you answered a significant question incorrectly.

PC requirements for the assessment

- You must have reliable* access to the internet.
- You must have a screen resolution of at least 1024 x 768 (higher than this is recommended).
- You should also ensure the zoom setting in your browser is set to 100 percent (use 'ctrl' and '0').
- The MUR assessment works with most browsers. You must have Microsoft Media Player installed (version 11 recommended) for the browser you are using. (If you are using any browser other than Internet Explorer you may need to install the Windows Media Plugin in order to be able to view the video in section 4).

To maintain a secure site the IT programming in this assessment restricts the use of some of the normal Internet Explorer features. Pharmacists **must only use** the onscreen buttons and controls (mouse operated) available throughout the assessment. Use of other keyboard functions or shortcuts can result in errors in the system, which can lead to failure of the section being undertaken and application of the 'lockout' period.

***Important note:** You must ensure that you have a reliable internet connection. Problems with internet connections can result in incomplete downloads of assessment information and/or questions or loss of connection to the website. In the event of a connection failure (including loss of power to your PC) or incomplete download when you are undertaking a section of the assessment, this will result in failure of the section and application of the 'lockout' period.

What happens if you fail one of the sections?

If you fail one of the sections you will receive a message at the end of the section telling you this. You will then need to wait six days before you can retake the section and continue with the assessment.

This 'lockout' period will give you an opportunity to reflect on your learning needs and undertake any appropriate self-directed learning. It also helps to maintain the integrity of the assessment. If you fail any section three times, after the lockout period you will have to restart the assessment from the beginning at section 1.

Accessibility

We provide extra time for people to do our assessments. It is estimated that most people will be able to complete each section of the assessment in 20-30 minutes, depending on the section and its complexity. To take account of those with dyslexia, reading difficulties, anxiety and/or issues with concentration, we allow extra time for each section.

Sections 1, 3 and 4 are each allocated 45 minutes, while section 2 is allocated 30 minutes. Allocating 50 percent extra time is in excess of the recommendations of the British Dyslexia Association. As with other CPPE assessments, we build this time in for all of our students to ensure that we take account of particular needs.

What advice will help you to successfully complete the University of Manchester MUR assessment, hosted by CPPE?

- Before you start, make sure you have a reliable internet connection. Any failure of connection will result in you failing the section you are attempting.
- You should attempt the assessment under exam conditions. Find a quiet place where you are unlikely to be interrupted and complete the assessment on your own. You will need to be able to concentrate, so try not to do the assessment late at night, after a busy day's work or when there are other distractions.
- Read the introduction text to each of the sections of the assessment. This will provide you with valuable information on the format and content of that section.
- Read the question and answer options carefully, but do not over-interpret them. It is important to take the questions at face value and base your answers on the information you have been given.
- Use a watch or clock to keep track of the time. Depending on the speed of your internet connection, the onscreen timer may not be accurate and time is short in many of the sections.
- Use the most recent copy of the *BNF* and have any other resources you think you may need to hand.
- Read all of the information on the CPPE website about the assessment. To read this, go to: www.cppe.ac.uk/services and click on the MUR button.

Now you have passed the assessment – what's the next step?

Once you have successfully completed all four sections of the MUR assessment, your certificate will be posted to within ten working days. If you are a pre-registration pharmacist, your certificate will be posted to you once you qualify. For security purposes, each certificate has a unique security number.

Certificates are only available as hard copies, so you will not be able to print the certificate yourself.

You should supply a copy of your MUR certificate to your local NHS England team, prior to delivering the service. Find out if your **local NHS England team** is running any directed MUR schemes – for example, for patients with a particular clinical condition.

Inform your local GP practice that you are offering the MUR service, and start to build up regular communication with them about the service. Building relationships with GP practices about the MUR service can help you target specific patients and get feedback on your MURs to ensure your recommendations are acted upon.

In addition, you should record your accreditation as part of your CPD. It is good practice to demonstrate ongoing evidence of your experience and learning related to the MUR service for your CPD. Click on the following link to take you to the GPhC online CPD recording website: www.uptodate.org.uk/home/welcome.shtml



Some resources to help you perform great MURs

PSNC

There is a wide range of information available on the MUR page on the PSNC website. In particular, there are links to frequently asked questions which you may find useful:

<http://psnc.org.uk/services-commissioning/advanced-services/murs>

C+D

C+D has tips for successful MURs, searchable by condition or by drug class:

www.chemistanddruggist.co.uk/mur-zone

Notes

Notes

Contacting CPPE

For information on your orders and bookings, or any general enquiries, please contact us by email, telephone or post. A member of our customer services team will be happy to help you with your enquiry.

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