

SCHEDULE 2 – THE SERVICES

A. Service Specifications

Mandatory headings 1 – 4: mandatory but detail for local determination and agreement
 Optional headings 5-7: optional to use, detail for local determination and agreement.

All subheadings for local determination and agreement

Service Specification No.	
Service	Improving Medicines Management and Patient Safety at the Interface for Vulnerable Patients.
Commissioner Lead	Caroline Brew
Provider Lead	
Period	1 st October 2015 – 30 th September 2016
Date of Review	1 st July 2016

1. Population Needs
<p>1.1 National/local context and evidence base</p> <p>The service is designed to provide pharmaceutical care for particularly vulnerable patients in the community to enable them to be supported by a community pharmacy with their complex medication needs during their transition back into the community from both secondary and intermediate care.</p> <p>Approximately 30% to 70% of patients have either an error or an unintentional change to their medicines when their care is transferred from secondary to community care.</p> <p>The likelihood that an elderly patient will be discharged on the same medicines they were admitted on is less than 10%.</p> <p>Between 28-40% of medicines are discontinued during hospitalisation and 45% of medicines prescribed at discharge are new medicines. 60% of patients have three or more medicines changed during their hospital stay.</p> <p>Adverse drug events occur in up to 20% of patients after discharge and it is estimated that 11-22% of hospital admissions or re-admissions for exacerbations of chronic disease are a direct result of non-compliance with medication. It is estimated that risk of an adverse drug event post-discharge increased by 4.4% for every drug alteration or change.</p> <p>In primary care approximately £300m per year of medicines are wasted, of which £150m is avoidable.</p> <p>Poor communication systems can lead to patients experiencing problems with new medication regimes if there is not a joined-up approach between the care setting, the prescriber and the community pharmacist at the point of discharge. This can lead to the risk of incorrect medication being dispensed if there is not a coordinated approach to proactively managing the patient's discharge to their own home.</p>

2. Outcomes

2.1 NHS Outcomes Framework Domains & Indicators

Domain 1	Preventing people from dying prematurely	
Domain 2	Enhancing quality of life for people with long-term conditions	
Domain 3	Helping people to recover from episodes of ill-health or following injury	
Domain 4	Ensuring people have a positive experience of care	
Domain 5	Treating and caring for people in safe environment and protecting them from avoidable harm	

2.2 Local defined outcomes

NHS Nottingham City CCG strategic aims:

- Enhancing the quality of life for people with long term conditions.
- Improving the health and wellbeing of the frail and elderly.
- Improving mental health outcomes.

3. Scope

3.1 Aims and objectives of service

The aims of the service are:

- To provide seamless pharmaceutical care for vulnerable patients.
- Improved treatment outcomes through increased patient compliance with prescribed medication.
- A reduction in unplanned hospital admissions.

The objectives of the service are:

- Healthcare professional to liaise with and hand over responsibility of pharmaceutical care to a community pharmacy following discharge.
- Patient discharge information to be shared with the community pharmacy by the relevant healthcare professional.
- Ensure any changes to medication adjusted in a timely manner.
- Pharmaceutical care to include:
 - Patient education and support with taking their medication.
 - Provision of the appropriate compliance aid to assist their patient with their medicines compliance.
- Patient has improved compliance with their medication and intake of the appropriate medication is increased.
- Patient has a reduction in unplanned hospital admissions.

3.2 Service description/care pathway

The service is commissioned as a one year pilot and is available to all eligible adult patients who are registered with a GP practice in Nottingham City CCG and meet the referral criteria. The service will be offered in eight community pharmacies in Nottingham City, one community pharmacy per Care Delivery Group (CDG).

Referral Criteria

The service will provide seamless pharmaceutical care for vulnerable patients who are:

- Deemed vulnerable due having more than one of the following: being elderly, housebound, disabled or mentally ill.
- On high risk drugs for side effects/adverse reactions.
- Have been flagged by a healthcare professional as needing an enhanced level of care with their medication due to risk of admission/readmission to hospital.
- Receiving medication either from a secondary or primary care setting and are having difficulty taking the medication supplied in a safe and effective manner.
- Having frequent changes to their medication regime, ie more than once per month.

It is anticipated that the majority of patients referred into the service will receive their medication in a Metered Dosage System (MDS) or will require an alternative compliance aid to manage their medication.

Process

The purpose of the scheme is to manage any changes to the medication regime in a timely manner and to facilitate the efficient transfer of patient information in relation primarily to medication changes, but also any other associated relevant healthcare issues.

Patients who are eligible for the scheme will be referred to the community pharmacy, with patient consent, by the following healthcare professionals:

- GP
- Hospital pharmacist
- Community Matron
- District Nurse
- Intermediate Care Provider.

The patient will not be able to self-refer into the service or be recruited directly by the community pharmacy. If the pharmacist recognizes that a patient may benefit from this service they must liaise with the relevant healthcare professional who is responsible for their care. It will be the responsibility of the service provider to promote the service to GP practices and healthcare professionals to ensure referrals into the service take place.

Following referral the service provider will:

- Contact the patient to arrange to meet with them, and their carer if required.
- Meet with the patient, either at home or in the pharmacy, to have an in depth discussion around their medication and any issues they may have with compliance.
- Identify with the patient how their medication could be managed and the most appropriate compliance aid if required.
- Explain how to use the compliance aid identified and how it will benefit the patient.
- Ensure the patient is aware that the pharmacist will be dealing with their medication issues and to contact the pharmacist if they have any queries or problems.

Patient has medication changes applied by GP:

- Patient or their GP should contact the community pharmacy to make them aware of changes.
- Pharmacist will liaise with the patient's GP to ensure up to date prescription is obtained.

- Community pharmacy to contact the patient, or their carer, to arrange to deliver the compliance aid and discuss the patient's medication needs and compliance with them.
- When delivering the compliance aid to the patient, the pharmacist should ensure all old medication is removed from the patient's house.
- If the pharmacist has any concerns regarding the patient's medication compliance or requirements they should liaise with the patient's GP as well as any other healthcare professional involved in their care as required.
- Once the community pharmacist has visited the patient they should inform the GP and feedback on the outcomes of the visit.

Patient has medication changes applied by secondary care:

- Make the patient aware that the pharmacist should be contacted when they are admitted to hospital so should make secondary care staff aware of who to notify.
- The pharmacist should be contacted once the patient is discharged from hospital so that they can liaise with the patient's GP and any changes to their medication can be implemented as soon as possible. Healthcare professional to contact community pharmacy with changes via telephone, fax or secure email.
- The patient should be discharged with sufficient medication to last for seven days.
- Patient, or their carer, should contact the community pharmacy to inform they have been discharged. Pharmacist to advise and help patient with any medication compliance issues that may arise from taking additional supplies of medication provided by the hospital.
- Community pharmacy will liaise with the patient's GP to get an up to date prescription, this must be issued within seven days at the latest to ensure the pharmacy is able to order and assemble the required medication in the appropriate compliance aid.
- Community pharmacy to contact the patient, or their carer, to arrange to deliver the compliance aid and discuss the patient's medication needs and compliance with them.
- When delivering the compliance aid to the patient, the pharmacist should ensure all old medication is removed from the patient's house.
- If the pharmacist has any concerns regarding the patient's medication compliance or requirements they should liaise with the patient's GP as well as any other healthcare professional involved in their care as required.
- Once the community pharmacist has visited the patient they should inform the GP and feedback on the outcomes of the visit.

The community pharmacy will be required to continue the service with the patient until it is agreed with all stakeholder healthcare professionals that the patient is able to self-manage their medication appropriately within existing services and can therefore be discharged from this service.

Monitoring

The community pharmacy will be required to capture data regarding the service, as requested by Nottingham City CCG, to ensure ongoing monitoring and evaluation of the service. The data will be captured monthly via PharmOutcomes.

3.3 Population covered

The service will cover all patients over the age of 18 years, registered with a Nottingham City CCG GP practice, who meet the referral criteria as noted above.

3.4 Any acceptance and exclusion criteria and thresholds

Inclusion Criteria

A patient is deemed vulnerable due to being elderly, housebound, disable or mentally ill, are unable to attend the pharmacy for the medication and have been flagged by a healthcare professional as needing an enhanced level of care with their medication due to risk of admission/readmission to hospital.

Acceptance Criteria

Any patient who is registered with a Nottingham City CCG GP practice and meets the referral criteria as noted in 3.2 above will be accepted on the scheme, providing the referral is made by a relevant healthcare professional.

Exclusion Criteria

Any patient who is not registered with a Nottingham City CCG GP practice and is under the age of 18 years.

Threshold

Each community pharmacy participating in the service can only have a maximum of 40 patients signed up to the service at any one time.

3.5 Interdependence with other services/providers

The community pharmacy should establish key working relationships and interdependencies with:

- Nottingham City CCG GP practices
- Nottingham City CCG Medicines Management Team
- Secondary Care Pharmacy Team
- Community Healthcare Professionals

4. Applicable Service Standards

4.1 Applicable national standards (eg NICE)

- The pharmacist will abide by the code of ethics and standards and professional requirements set out by the General Pharmaceutical Council (GPhC).
- The pharmacy contractor will have due regard to promote equality and eliminate unlawful discrimination as set out in the Race Relations (Amendment) Act 2000, the Disability Equality Duty and the Gender Equality Duty.
- The pharmacy contractor will ensure that all patients, carers and relatives are treated with dignity and respect. The pharmacy contractor will ensure that it meets the needs and right of different patient groups with regard to dignity including by meeting the relevant requirements of the Human Rights Act 1998, the Race Relations Act 1976 (as amended), the Disability Discrimination Act 1995, The Disability Discrimination Act 2005 and the Equality Act 2006.

4.2 Applicable standards set out in Guidance and/or issued by a competent body (eg Royal Colleges)

- Must be a registered community pharmacy with an NHS dispensing contract.
- Any pharmacist participating in the service must be registered with the General Pharmaceutical Council and have suitable indemnity insurance in place.

4.3 Applicable local standards

- As per each individual initiative.

5. Applicable quality requirements and CQUIN goals

5.1 Applicable Quality Requirements (See Schedule 4A-D)

- The pharmacy contractor shall comply with all the requirements of the essential services of the NHS Community Pharmacy Contractual Framework.
- All pharmacists working within participating pharmacies must adhere to the guidelines of this service.
- The pharmacy must work to the service specification of this service.
- The pharmacy contractor will ensure that any paperwork and/or monitoring data relating to the service, local procedures and guidelines issued by Nottingham City CCG are easily accessible in the pharmacy.
- The pharmacy contractor is required to have a robust incident reporting and investigation procedure in place for all clinical and non-clinical incidents. All Serious Untoward Incidents (SUIs) should be recorded and reported to Nottingham City CCG.
- The pharmacy contractor must ensure that they are aware of any issued safety alerts that apply to any equipment or patient safety concerns associated with this service and that these are acted upon. Details of action taken must be reported back to Nottingham City CCG Medicines Management Team.
- Any pharmacy staff involved in this service must have received appropriate safeguarding training.
- Any pharmacy staff involved in the service must have had a suitable DBS check and be able to provide evidence of this.

5.2 Applicable CQUIN goals (See Schedule 4E)

6. Location of Provider Premises

The Provider's Premises are located at:

- Within Nottingham City CCG boundaries.

7. Individual Service User Placement

ADDITIONAL INFORMATION FOR TENDER:

Activity

There is no guaranteed activity volume, but each pharmacy can have no more than 40 patients signed up to the service at any one time and must liaise with the patient at least once per month while they are on the service for a minimum of four months and a maximum of 12 months.

Payment

Each pharmacy will be paid per patient as follows:

Month	Payment
1	£50
2	£20
3	£10
4	£10
5 to 12	£5 per month

Each patient will be supported by the service for a minimum of four months and a maximum

of 12 months, depending on their compliance to their medicines and suitability to be discharged from the service. Each pharmacy will be able to support up to a maximum of 40 patients at any one time.

Quality Requirements

- Once a referral has been made the pharmacy/pharmacist must make contact with the patient, or their carer, within 24 hours.
- The pharmacist must ensure there is continued liaison and feedback with the patient's GP and/or relevant healthcare professional while they are on the service.
- All data required for the service must be captured via PharmOutcomes.

Key Performance Indicators

Providers will be required to report the following indicators for each patient while on the service using PharmOutcomes:

- The medicines each patient is taking, including dose.
- Issues/concerns the patient has with their medicines.
- Advice/support pharmacist gives to the patient.
- Date of any hospital admission while on the service.
- Date of discharge from hospital.
- Date of referral to service or notification from healthcare professional if changes are made to medication.
- Date of patient receiving appropriate medicines.
- Date of discharge from service.

Participating Community Pharmacies

<p>CDG 1 Boots UK Ltd 1-3 Commercial Road Bulwell Nottingham, NG6 8HD Tel: 0115 9278057 Fax: 0115 9794193 Email: sheraz.mahmood@boots.com Lead Pharmacist: Sheraz Mahmood</p>	<p>CDG 2 Boots UK Ltd 234 Beckhampton Road Bestwood Park Nottingham, NG5 5PA Tel: 0115 9266209 Fax: Email: r.smith@boots.com Lead Pharmacist: Rachel Smith</p>
<p>CDG 3 Queen’s Pharmacy Centre 403 Nuthall Road Aspley Nottingham, NG8 5DB Tel: 0115 9784786 Fax: 0115 9781962 Email: inty26@hotmail.com Lead Pharmacist: Interkhab Din</p>	<p>CDG 4 Lloyds Pharmacy 103-105 Hartley Road Radford Nottingham, NG7 3AQ Tel: 0115 9785826 Fax: 0115 9785826 Email: LP7412@lloydspharmacy.co.uk Lead Pharmacist: Maulik Jhaveri</p>
<p>CDG 5 Lloyds Pharmacy 682 Mansfield Road Sherwood Nottingham, NG5 2GE Tel: 0115 9604512 Fax: 0115 9603487 Email: lp0281@lloydspharmacy.co.uk Lead Pharmacist: Emily Booth</p>	<p>CDG 6 Lloyds Pharmacy 113 Sneinton Road Sneinton Nottingham, NG2 4QL Tel: 0115 9504938 Fax: 0115 9504938 Email: lp7114@lloydspharmacy.co.uk Lead Pharmacist: Gordon Heeley</p>
<p>CDG 7 Jayson’s Pharmacy 97 Arleston Drive Wollaton Nottingham, NG8 2GB Tel: 0115 9284563 Fax: 0115 9284563 Email: jaysonsparmacy-wollaton@aah-n3.co.uk Lead Pharmacist: Nitin Lakhani</p>	<p>CDG 8 Boots UK Ltd Unit A, Riverside Retail Park Queens Drive Nottingham, NG2 1AL Tel: 0115 9864182 Fax: 0115 9863473 Email: colin.reid@boots.com Lead Pharmacist: Colin Reid</p>

Nottingham City CCG GP Practices in Care Delivery Groups

Care Delivery Group 1

Practice Name	GP	Practice Manager	Practice Nurse	Telephone
St. Albans Medical Centre, Hucknall Lane, NG6 8AQ	Dr A Lukas Dr S Vashisht	Kirstie Veasey	Christine Herrmann	0115 9273444
Leen View Surgery, Bulwell Riverside Centre, Main Street, Bulwell, NG6 8QJ	Dr HS Pabla Dr S Khan	Linda Lawton	Lizzie Brian Lisa Hayes Clare McNally Helen Oliver Georgina Rhodes	0115 9771181
Parkside Medical Practice, Bulwell Riverside Centre, Main Street, Bulwell, NG6 8QJ	Dr A Deolkar Dr SM York Dr AW Foster	Louise Owen	Joanna Booth Judy Lunn	0115 9279119
Rise Park Surgery, Off Revelstoke Way, Rise Park, NG5 5EB	Dr MC Jones Dr M Salisbury Dr SJ Parker Dr C Malone Dr K Earis	Julie Harris	Jacqueline Haw Alison Merchant Rachel Nield	0115 9272525
Springfield MC, 301 Main Street, Bulwell, NG6 8ED	Dr AR Rao Dr S Mohindra Dr E Quinton	Reeta Mohindra	Saroj Sandhu	0115 9756501
St. Marys Medical Centre, Harvest Close, Top Valley, NG5 9BW	Dr S Arya Dr T Arya	Saroj Arya		0115 9276038
Riverlyn Medical Centre, Station Road, Bulwell, NG6 9AA	Dr A Tangri Dr C Tangri Locums- Ruchika Dhar Vinod Manikkoth	Lynette Ward	Jodie Anderson	0115 9752666

Care Delivery Group 2

Practice Name	GP	Practice Manager	Practice Nurse	Telephone
Hucknall Road Medical Group, Off Kibworth Close, Heathfield, NG5 1NA	Dr MA Butler Dr M Crowe Dr AE Gilbert Dr S Kinra Dr Chinta Dr E Gladman Dr G Wilkinson Dr P Wieseaman Dr A Tiwari Dr K Bradbury Dr G Martin	Maxine Lewis	Catherine Gilibrand Ma Lourdes Cadiente (Bambi Cadiente) Justine Camm Margot Shaw	0115 9606652
Queens Bower Road Surgery, 201 Queens Bower Road, Bestwood Park, NG5 5RB	Dr B Collinson Dr T Arya	-	Carol Needham Tracey Nelmes	0115 920 8615
Nirmala Medical Centre (Branch of St Albans), 112 Pedmore Valley, Bestwood Park, NG5 5NN	Dr A Lukas Dr Vashisht	Kirstie Veasey	Christine Herrmann	0115 920 8501
Alice Medical Centre, 1 Carnwood Road, Bestwood Estate, NG5 5HW	Dr TM Atiomo	Helen Goodwin	Karen Goddard	0115 985 7944
SSAFA Southglade Health Centre, Southglade Road, NG5 5GU	Locums Ije Nnadi Daniel Frimpong	Lisa Phillips	Robana Hussain-Mills	0115 977 0224

Care Delivery Group 3

Practice Name	GP	Practice Manager	Practice Nurse	Telephone
Churchfields Medical Practice, Old Basford Health Centre, 1 Bailey Street, Old Basford NG6 0HD	Dr K Roy Dr T Mills Dr L Cookson Dr R Ibrahim Dr KL Brown Dr N Sarwar Dr R Madhu Dr I Singh Dr A Maharaj	Julie Frankish	Hilary Kavanagh Fiona Schofield Karen Liddell Donna Booth (Nurse Practitioner)	0115 9781231
Aspley Medical Centre, 509 Aspley Lane, Aspley, NG8 5RU	Dr S Wright Dr J Harte Dr P Shields Dr M Macarthur Dr S Keogh Dr K Jenkins (GP Retainer)	Cheryl Miller	Teresa Browning Maggie Litchfield Christine Wilks	0115 9292700
Melbourne Park Medical Centre, Melbourne Park, Aspley, NG8 5HL	Dr D Ridley Dr F Khalid Dr P Badhe Dr I Mendis Dr A Ahmed	Lynda Cotton	Elizabeth Mills Karen Vesey Julie Wilson Rosemary Brown	0115 9787070
Bilborough Surgery, 112 Graylands Road, Bilborough, NG8 4FD	Dr NV Philips	Amjid Yaqub		0115 9292358
Boulevard Medical Centre, 635 Western Boulevard, NG8 5GS	Dr M Bicknell	Shelly Taylor	Christine Mason	0115 978 6557
RHR Medical Centre, Calverton Drive, Strelley, NG8 6QN	Dr K Sharma Dr T Sivakumar Dr N. Bassi Dr A. Tiwari	Yvette Beighton		0115 9797910
Bilborough Medical Centre, 48 Bracebridge Drive, Bilborough, NG8 4PN	Dr A Khalique Dr S Tiwari Dr L Lau Dr M Al-Araji	Anila Khalique	Shaurna Chapman Diane McGowan	0115 9292354

Limetree Surgery, 1 Limetree Avenue, Cinderhill, NG8 6AB	Dr A Sharma Dr R Karim Dr A Raj	Jayne Sharma	Sharon Scalon Rita Cannon	0115 9791281
Strelley Health Centre, Strelley Road, Strelley, NG8 6LN	Dr J Cockrill Dr MK Dal	Nina Campbell	Julie Jackson Patricia Mather	0115 9299219
Beechdale Surgery, 439 Beechdale Road, Aspley, NG8 3LF	Dr M Bicknell	Amanda Magee	Denise Nath	0115 9290754
Grange Farm Medical Centre, Tremayne Road, Bilborough, NG8 4HQ	Dr JE Jones Dr H Hollis Dr E Tyrrell Dr PM Crow Dr KK Morar	Emma Bravery Louise Perkins	Sarah Ward Chelsie Sherwood	0115 8370958

Care Delivery Group 4

Practice Name	GP	Practice Manager	Practice Nurse	Telephone
Derby Road Health Centre, 336 Derby Road, Lenton, NG7 2DW	Dr KL Hambletonn Dr JE Jones Dr KK Morar Dr SA Jones Dr PM Crowe Dr N Vadama Dr G Srinivasan	Emma Bravery	Natasha Schneider Chelsie Sherwood Kirsten Taylor Sarah Ward Alison Willmott	08444 773096
Radford Health Centre, Ilkeston Road, Radford, NG7 3GW	Dr N Phillips Locums- Dr Bassi Dr Mughal	Amjid Yaqub	Saroj Sandhu Karen Hooks	0115 9791313
The Forest Practice, Mary Potter Centre, Gregory Boulevard, Hyson Green, NG7 5HY	Dr N Kagzi Dr M Chamberlain Dr JA Guha Dr J O'Donoghue Dr Afzal	Karen Gabriel	Jacqueline Bamford Nicola Shaw	0115 9423759
Greenfields Medical Centre, 12 Terrace Street, Hyson Green NG7 6ER	Dr OP Sharma Locum- Zohra Jafri	Annie Meakin	Karen Lunn	0115 9423386
The Fairfields Practice, Mary Potter Centre, Gregory Boulevard, Hyson Green, NG7 5HY	Dr S Rudrashetty Dr SM Taylor Dr JEP Coleman Dr Z Marsh Dr Nandakumar	Helen Davies	Jo Eastwood Juliet Wright	0115 9424352
Radford Medical Practice, Radford Health Centre, Ilkeston Road, Radford, NG7 3GW	Dr K Kaur Dr RE Lonsdale Dr FO Liau Dr PB Delmas Dr R Shah	Karen Murch	Anna Beardshaw Lisa Benson Jane Clarke Patricia Jones Caroline Forrest	0115 9792691
St Luke's Surgery, Radford Health Centre, Ilkeston Road, Radford, NG7 3GW	Dr S Amin	Jennet Simpson	Jenny Finney Beverley Green	0115 9784374

Lenton Medical Centre, 266 Derby Road, Lenton, NG7 1PR	Dr E Alawale	Funmi Alawale	Jacqueline Parkin	0115 9411208
Mayfield Medical Practice, 12 Terrace Street, Hyson Green, NG7 6ER	Dr YVS Rao	Sheila Davis	Caroline Henretty	0115 9423582
High Green Medical Practice, Mary Potter Centre, Gregory Boulevard, Hyson Green, NG7 5HY	Dr Z Khan Dr M Ali Dr S Mir	Shaheen Khan	Harriet Lawrence Sarah Jane Barnard	0115 9423216
Sunrise Medical Centre, Radford Health Centre, Ilkeston Road, Radford, NG7 3GW	Dr AS Ghattaora Dr RS Ghattaora	Sukhi Ghattaora	Sue Lewis Claire Brown	0115 9196662

Care Delivery Group 5

Practice Name	GP	Practice Manager	Practice Nurse	Telephone
Elmswood Surgery, Sherwood Health Centre, Elmswood Gardens, Sherwood, NG5 4AD	Dr I Trimble Dr J Millburn Dr RL King Dr IA Malik Dr CJ Bond Dr AC Bloor	Mary Simpson	Heidi Beard Mandy Wilkins Louise Moore Jane Avdulli Julie Katsouris	0115 9858822
Zulu Road Medical Centre, 2a Zulu Road, Basford, NG7 7DS	Dr Irfam	Ruth Waldron	Karen Goddard	0115 9792255
Tudor House Medical Practice, 138 Edwards Lane, Sherwood, NG5 3HU	Dr J Henry Dr J Lloyd Dr J Simm	Patricia Gibbons	Nichola Pearce	0115 9661233
Sherwood Rise Medical Practice, 31 Nottingham Road, Sherwood Rise, NG7 7AD	Dr SM Qureshi Dr M Iqbal Dr FB Lo Dr Sassdar	Lynsey Smith	Elaine Webb	0115 9622522
Welbeck Surgery, 481-491 Mansfield Road, Sherwood, NG5 2JJ	Dr KV Worth Dr A Barber Dr R Lloyd	Ruth Cutler	Helen Cooper	0115 9620932
Sherrington Park Medical Practice, 402 Mansfield Road, Sherwood, NG5 2EJ	Dr A Flewitt Dr M Vindla	Audrey Watkiss	Glenda Deighton Ann Langrick	0115 9858552

Care Delivery Group 6

Practice Name	GP	Practice Manager	Practice Nurse	Telephone
Family Medical Centre, 171 Carlton Road, NG3 2FW	Dr NC Sood Dr KP Brown Dr JS Day Dr S Bashir Dr A Crofts-Arnes Dr E Fairhurst	Elizabeth Pain	Debbie Cook Laura Dudley Julie Marlow	0115 9504068
Greenwood & Sneinton Family Medical Centre, 249 Sneinton Dale, Sneinton, NG3 7DQ	Dr GDR Martin Dr ME Smith Dr S Layzell Dr J Taplin	Mark Shipston	Rita Davies Julia Murphy Christine Smith Tomas Knowlson	0115 9501854
Wellspring Surgery, St Ann's Valley Centre, 2 Livingstone Road, St Ann's, NG3 3GG	Dr AR Teed Dr A Neville Dr SA Caplin Dr C Campbell Dr BG Karrasch Dr C Bell Dr MJ Swinscoe Dr H Gandhi	Joanne Sherwood	Helen Kelly Laura Ritchie Ann Sayer Karen Hooks	0115 9505907
Victoria and Mapperley Practice, Victoria Health Centre, Glasshouse Street, NG1 3LW	Dr F Elias Dr C Worsley Dr L Gaden Dr L Baig Dr H Mawji Dr B Adams Dr C Nightingale	Alison Parker/ Collete Saxon	Sarah Cocayne Anne Regan Sylvia Waters Dawn Hurst	0115 8839080
Mapperley Park Medical Centre, Malvern House, 41 Mapperley Road, Mapperley Park, NG3 5AQ	Dr M Stevens	Julie Guest	Kathryn Wright	0115 8412022
The Dale Surgery, 67 Sneinton Dale, Sneinton, NG2 4LG	Dr P Chahal Dr L Steiner Dr K Singh (GP Registrars) Dr J Dickinson Dr P Notingher Dr M Albert Dr R Dewinton	Mark Shipston	Julie Cozens Cheryl Teager Julia Harrison	0844 8151161

The Windmill Practice, Sneinton Health Centre, Beaumont Street, Sneinton, NG2 4PJ	Dr MD Abbott Dr H Sperry Dr SA Willott Dr RA Scott Dr N Brown Dr Hughes Dr K Nathan	Mark Ebb	Nicola Green Sally Fisher Judy Wightman	0115 8838660
Bakersfield Medical Centre, 141 Oakdale Road, Bakersfield, NG3 7EJ	Dr B Mehat Dr G Dhaliwal	Diane Parr	(Currently no Practice Nurse)	0115 9401007

Care Delivery Group 7

Practice Name	GP	Practice Manager	Practice Nurse	Telephone
The University of Nottingham Health Service, Cripps Health Centre, University Park, NG7 2QW	Dr DL Nash Dr ER Gibbs Dr JF Porter Dr FE Armitage Dr A Connor Dr TM Baker Dr Manktelow Dr A Walton Dr S Royal Dr SL Oakley Dr R Booker	Daniel Hammersley/ Hayley Casey	Kathy Berwick Laura Bowles Sarah Poole Ann Marie Swallow Chris Tomblin Susan Belton Melanie Savage Kathy Rosenberg	0115 8468888
Deer Park Family Medical Practice, Wollaton Vale Health Centre, Wollaton Vale, NG8 2GR	Dr JR Merry Dr G Rose Dr W Tao Dr S Vogelzang Dr S Raybould	Nicola Willis	Debra Anderson Yvonne Dawson Zoe Lawson	0115 9282216
Wollaton Park Medical Centre, 12 Harrow Road, Wollaton Park, NG8 1FG	Dr NA Silcock Dr AN Duffy Dr JA Ambrose Dr EH McVicar Dr A Walsh Dr JWR Parker Dr J Fairhurst	Claire Glover	Alison Brindley Cheryl Swain	0115 9855016
Wollaton Vale Health Centre, Wollaton Vale, NG8 2GR	Dr K Ghaharian	Seyed Roshanmonir	Sian Connor	0115 9281842

Care Delivery Group 8

Practice Name	GP	Practice Manager	Practice Nurse	Telephone
Clifton Medical Practice, Clifton Cornerstone, Southchurch Drive, Clifton, NG11 8EW	Dr HD Taylor Dr L Beale Dr H Patel Dr C Collins Dr J Edmeades Dr M Bolarinwa Dr C Atherton	Marilyn Brooks	Lorraine Higham Anne-Marie Hemming Michelle Daniels Georgana Walker Elizabeth Doggan	0115 9211288
Rivergreen Medical Centre, 106 Southchurch Drive, Clifton, NG11 8AD	Dr H Lewis Dr M Arora Dr H Law	Mark Milnes	Kath Ashley Barbara Malpass Karen Cropley	0115 9211566
John Ryle Medical Centre, Clifton Cornerstone, Southchurch Drive, Clifton, NG11 8EW	Dr P Lavelle Dr SP Riley Dr SH Ko Dr SC Yap	Marion Tongue	Pam Bradley Catherine Dane Linda Piggott	0115 9212970
Bridgeway Practice, Meadows Health Centre, 1 Bridgeway Centre, The Meadows, NG2 2JG	Dr RSC Rao Dr K. Anandappa Dr M. Kiran	Susanne Croll	Natalia D'Souza	0115 9861128
Meadows Health Centre, 1 Bridgeway Centre, The Meadows, NG2 2JG	Dr JR Lerner Dr NS Jadoon	Joy Pitt	Anna Murphy Jo Eastwood	0115 9865410
NHS Nottingham 8am-8pm HC, 79a Upper Parliament Street, NG1 6LD	Dr Rosser Dr Turrill Dr Ilyas Dr Steed Dr Killingley	Julie Kent	Rachel Green Shelley Bhambra Jackie Parkin	0115 8831960
NEMS Platform One Medical Practice, Forward House, Station Street, NG2 3AJ	Dr Rosser Dr Turrill Dr Ilyas Dr Steed Dr Killingley Dr Johns Dr Burns Dr Sauven Dr Marshall	Julie Kent	Linda Jenkinson Louise Moore Claire Francis Nichola Pearce Christine Taylor	0115 8831900

Improving Medicines Management and Patient Safety at the Interface for Vulnerable Patients

Patient information, to be completed at first visit only.

Name:	
Date of Birth:	
Gender:	
Ethnicity:	
Postcode:	
NHS No.:	
Name and contact details of referrer, e.g. GP, Nurse:	
Date of referral on to service:	
Date of first meeting with patient:	

Patient Medication (to be completed at each monthly visit).

Date of appointment:	
Patient medication and dosage:	
Any issues or concerns with medication:	
Any advice or support given by the pharmacist:	
Any correspondence with the patient's GP (brief summary):	
Any changes to the patient's medication:	
Date patient received appropriate medication:	

Hospital Admissions (to be completed at each monthly visit).

Date of admission (if none put N/A):	
Reason for admission:	
Any changes made to medication:	
Date of discharge from hospital:	

(To be completed on patient discharge from service).

Date of discharge from service:	
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Improving Medicines Management and Patient Safety at the Interface for Vulnerable Patients

Claim Form

Pharmacy Address / Stamp:

Pharmacist:

Date:

Month	Patient no.	£ per patient	Total £ per month
No. of patients on month 1 of service		£50	
No. of patients on month 2 of service		£20	
No. of patient on month 3 of service		£10	
No. of patients on month 4 of service		£10	
No. of patients on month 5 of service		£5	
No. of patients on month 6 of service		£5	
No. of patients on month 7 of service		£5	
No. of patients on month 8 of service		£5	
No. of patients on month 9 of service		£5	
No. of patients on month 10 of service		£5	
No. of patients on month 11 of service		£5	
No. of patients on month 12 of service		£5	
Total			

Please complete and return by the 5th of each month to the following address:
Marilyn Longstaff, Medicines Management Officer, Nottingham City CCG, 1 Standard Court, Park Row, Nottingham, NG1 6GN, or by fax at 0115 9123301 or email at Marilyn.longstaff@nottinghamcity.nhs.uk