**New Medicine Service-condition/therapy areas**

• Asthma/COPD

• Type 2 diabetes

• Hypertension

• Anticoagulant or antiplatelet drug

Further information on who is eligible for the NMS service is available here: <http://psnc.org.uk/wp-content/uploads/2013/07/NMS-Medicines-List-Factsheet.pdf>

**New Medicine Service (NMS)**

The New Medicine Service (NMS) involves an intervention in which the pharmacist will provide advice, information and reassurance to address patients’ concerns during the first month of a new treatment. This intervention has been shown to improve adherence to medication. The consultation takes place typically 7-14 days after the medicine is first prescribed and there is also a follow-up around 28 days. The New Medicine Service started on 1 October 2011. The New Medicine Service is an open conversation between the patient and the pharmacist to discuss any concerns the patient may have, such as side effects. It can take place over the telephone or in a consultation room at the pharmacy.

**Benefits of NMS to patients and the health economy**

* Improve patient adherence to medication instructions which will generally lead to better clinical outcomes for the patients
* Increase patient engagement with their condition and medicines, supporting patients in making decisions about their treatment and self-management
* Reduce medicines wastage
* Reduce hospital admissions due to adverse events from medicines. This can lead to reduced spending on hospital acute admissions.
* lead to increased reporting of adverse reactions to medicines by pharmacists and patients, thereby improving drug safety.

**Medication non-adherence**

* Between 33% and 50% of medicines for Long Term Conditions are not used as recommended
* 20-30% don’t adhere to medication instructions that can cure or relieve symptoms
* 30-40% fail to follow medication instructions designed to prevent health problems

***It has been suggested that increasing the effectiveness of adherence interventions may have a far greater impact on the health of the population than any improvement in specific medical treatments***

**Outcome of Successful NMS**

**“I had invited a patient to use the New Medicine Service when newly prescribed the drug dapagliflozin for diabetes. At the first stage of engagement with the patient I offered advice about the medication and opportunistic lifestyle advice for diabetes. Seven days after the engagement stage the patient was invited back to the pharmacy for a brief intervention. At this stage it was discovered the patient was experiencing pain and tenderness in her right torso. As dapaglitzoen can be associated with elevated liver enzymes I asked the patient to stop taking the medication. The patient was urgently referred to the doctor for a blood test which confirmed my suspicions of drug induced liver toxicity. The doctor stopped the medication. This is a great example of how successful implementation of NMS can lead to clinical benefits for the patients and reduce hospital admissions due to adverse events from medication” Deepak, Boots Pharmacy, Hatfield**

