

# TAKE CONTROL OF YOUR DESTINY

**Getting patients to know more about their new medicine and how to take a step towards a longer, healthier life**

Pharmacists can give all the information and support that is needed.

## What is the New Medicine Service?

The New Medicine Service 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 1st October 2011.

### Who is eligible for the service?

This NHS service is for patients who have received their first prescription for a medicine to treat any of the following conditions:

- Asthma/COPD
- Type 2 diabetes
- Hypertension
- Or an anticoagulant or antiplatelet drug

The full list of BNF categories for eligible drugs is available as appendix 3 in the full service specification, which is available from:

<http://psnc.org.uk/wp-content/uploads/2013/06/NMS-guidance-v2-May-2012.pdf>

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.

The first consultation will probably take about 15 minutes and then there is a follow-up consultation to resolve any issues. Referral back to the GP can happen if necessary.

**The service is FREE to the patient on the NHS**

**Speak to a friendly face at your local community pharmacy**

## What's the difference between the New Medicines Service, a Medicines Use Review and a Medication Review

For patients starting an eligible new medicine, the NMS is designed to promote patient understanding and adherence. The Medicines Use Review (MUR) has the same goal, but it should only be performed on patients with established medication. Neither of these services constitutes a clinical review of the medication regime. The Medication Review, usually undertaken within a practice by a prescriber, evaluates the clinical appropriateness of the medication that a patient is taking.

## Community Pharmacy Unfulfilled Potential?

Local pharmacies offer free NHS services that help patients get the greatest possible benefit from their prescribed medicines.

All community pharmacies in England with consultation rooms are able to provide the New Medicine service. Pharmacists delivering this service will have completed additional training to ensure they have the necessary skills and knowledge.

For certain patients who lead an active working life the local pharmacy can be a more appropriate, inviting and readily accessible venue than a hospital or GP surgery. The New Medicine Service is a way of empowering the patient to take a control of their own health.

## The answer is transparently obvious

Community pharmacists are, by definition, embedded within our communities

### How will it benefit patients?

Research shows that non-adherence to medications for long-term conditions develop rapidly, with 30% of patients being non-adherent at 10 days. Studies have also shown that patients who receive support from a pharmacist when starting a new medicine, to complement advice given by the prescriber, are more likely to be taking it as prescribed at 28 days. The research also demonstrated that the number of patients with medicine related problems also reduced significantly. Better adherence to medication is associated with better clinical outcomes.

### What benefits are there to the health economy?

It is estimated that 30-50% of prescriptions are not taken as the prescriber intended, resulting in hundreds of millions of pounds of NHS money being wasted every year.

Improving adherence will mean that the practice will get more value from its spend on medicines and could reduce spending on acute admissions. Improving outcomes can help meet Quality and Outcomes Framework (QOF) targets, tackle waste to ensure patients get the maximum benefit from their medicines. The New Medicines Service therefore aligns with the NHS Quality, Innovation, Productivity and Prevention (QIPP) programme.

There is no cost to either the practice or the commissioning group for this service as the NMS is funded from a central ring-fenced budget, which is part of the core Community Pharmacy contract funding.

### Can GP's refer into the service?

Yes, practices can refer patients into this service. Patients can also self-refer, as can secondary care clinicians.

### Will GPs receive referrals and/or more paperwork from pharmacies?

Practices will not receive paperwork every time a patient enrolls in the New Medicine Service. Pharmacists will only refer patients to the practice when it is clear to them that a prescriber review is required.

**We wish to work with local stakeholders to find ways to better use the skills of Community Pharmacy teams.**

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