# NHS New Medicine Service Worksheet

<table>
<thead>
<tr>
<th>Patient details</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Patient name:</td>
<td>DOB:</td>
</tr>
<tr>
<td>Gender:</td>
<td></td>
</tr>
<tr>
<td>Not Known</td>
<td>Male</td>
</tr>
<tr>
<td>Female</td>
<td>Not Specified</td>
</tr>
<tr>
<td>Ethnicity:</td>
<td></td>
</tr>
<tr>
<td>Method of entry to service:</td>
<td>Date referred or identified:</td>
</tr>
<tr>
<td>Referred by GP, hospital or other health prof</td>
<td></td>
</tr>
<tr>
<td>Identified in pharmacy</td>
<td></td>
</tr>
<tr>
<td>Identified in pharmacy for Catch-up NMS</td>
<td></td>
</tr>
<tr>
<td>Medicine and dosage:</td>
<td></td>
</tr>
<tr>
<td>Condition related to the new medicine:</td>
<td></td>
</tr>
</tbody>
</table>

**Where appropriate, record the reason why a patient does not take part in the *Intervention* stage of the service**

**Intervention not undertaken due to:**

- Prescriber has stopped the new medicine
- Patient has withdrawn consent to receive the service
- Patient has withdrawn consent for information sharing
- Patient could not be contacted
- Other (record detail in ‘Other notes’ below)

**Other notes**
# Intervention stage

<table>
<thead>
<tr>
<th>Pharmacist (name and GPhC number):</th>
<th>Date:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Location/method of consultation:</td>
<td></td>
</tr>
<tr>
<td>☐ in pharmacy ☐ by telephone/audio link/video ☐ in patient’s home</td>
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## Intervention questions

| 1. Have you had the chance to start taking your new medicine yet? |
| 2. How are you getting on with it? |
| 3. Are you having any problems with your new medicine, or concerns about taking it? |
| 4. Do you think it is working? (Prompt: is this different from what you were expecting?) |
| 5. Do you think you are getting any side effects or unexpected effects? |
| 6. People often miss taking doses of their medicines, for a wide range of reasons. Have you missed any doses of your new medicine, or changed when you take it? (Prompt: when did you last miss a dose?) |
| 7. Do you have anything else you would like to know about your new medicine or is there anything you would like me to go over again? |

### After the consultation use the following sections to code your discussion with the patient

## Matters identified with patient

### Patient reports:

- ☐ Using the medicine as prescribed
- ☐ Not having started using the medicine
- ☐ Not using the medicine in line with the directions of the prescriber
- ☐ Need for more information about the medicine
- ☐ Negative feelings about the medicine
- ☐ Concern about remembering to take the medicine
- ☐ Other (record detail in ‘Other notes’ overleaf)

- ☐ Not using the medicine as prescribed
- ☐ Prescriber has stopped the new medicine
- ☐ Missing a dose in the past 7 days
- ☐ Side effects
- ☐ Uncertainty on whether the medicine is working
- ☐ Difficulty using the medicine due to its pharmaceutical form/formulation

## Outcomes of the discussion with the patient

### Advice provided:

- ☐ Reminder strategies to support use of medicine
- ☐ How to manage or minimise side effects
- ☐ Change to timing of doses to support adherence
### Information provided:
- Interactions with other medicines
- Correct dose of the medicine
- Timing of the dose
- Why am I using the medicine / what is it for?
- Effects of the medicine on the body / how it works
- How to use the medicine
- Why should I take the medicine?
- Interpretation of side effect information

### Agreed patient actions:
- Carry on using medicine as prescribed
- Submit Yellow Card report to MHRA
- Use medicine as agreed during the intervention
- Other (record detail in ‘Other notes’)

### Actions taken by pharmacist:
- Referral (record details below)
- Yellow card report submitted to MHRA
- Reminder chart / MAR chart provided
- Other (record detail in ‘Other notes’)

### Referral reasons
- Drug interaction(s)
- Potential side effect(s) / ADR preventing use of medicine
- Not using medicine any more
- Never having started using medicine
- Difficulty using the medicine – issue with device
- Difficulty using the medicine – issue with formulation
- Lack of efficacy
- Problem with dosage regimen
- Unresolved concern about the use of the medicine
- Other issue (detail below)

### Further information / comments / possible action regarding referral:

### Other notes

### Healthy living advice
- Diet & nutrition
- Smoking
- Physical activity
- Alcohol
- Sexual health
- Weight management

**Where appropriate, record the reason why a patient does not take part in the Follow up stage of the service**

### Follow up not undertaken due to:
- Prescriber has stopped the new medicine
- Patient has withdrawn consent for information sharing
- Patient has withdrawn consent to receive the service
- Patient could not be contacted
- Other (record detail in ‘Other notes’ below)
- Catch up NMS and pharmacist deemed Follow up not required

### Other notes
Follow up stage

**Pharmacist (name and GPhC number):**

**Date:**

**Location/method of consultation:**
- [ ] in pharmacy
- [ ] by telephone/audio link/video
- [ ] in patient’s home

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<tr>
<th>Follow up questions</th>
<th>Consultation notes</th>
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<td>1. How have you been getting on with your new medicine since we last spoke? (Prompt: are you still taking it?)</td>
<td></td>
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<td>2. Last time we spoke, you mentioned a few issues you’d been having with your new medicine. Shall we go through each of these and see how you’re getting on?</td>
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| 3. A) The first issue you mentioned was [refer to specific issue] – is that correct?  
B) Did you try [the advice / solution recommended at the previous contact] to help with this issue? | |
| 4. Did you try anything else? | |
| 5. Did this help? (Prompt: how did it help?) | |
| 6. Is this still a problem or concern? | |
| 7. Have there been any other problems / concerns with your new medicine since we last spoke? | |
| 8. People often miss taking doses of their medicines, for a wide range of reasons. Since we last spoke, have you missed any doses of your new medicine, or changed when you take it? (Prompt: when did you last miss a dose?) | |

**Matters identified with patient**

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