

New Medicines Intervention Service Tools (NMIST)

(This guide should be read in conjunction with the PCR User Guide Version 6; available on www.communitypharmacy.scot.nhs.uk)

This tool was added to the Pharmacy Care Record in April 2012 and was designed to support community pharmacists with a structured intervention with patients who received new medication from their GP or other prescribers.

It should be treated as a guide for a CP in a discussion with a patient around key aspects of their new medication and allows this discussion to be recorded within the PCR. As with the High Risk Medicine tool, there is a direct link to the care planning section of the PCR, with pre-populated fields.

NMIST may also provide a hook to engage potential patients into CMS as it demonstrates the pharmaceutical care aspect of the service.

Getting started

As with all PCR work, you must associate to the PCR and then log in to the records. Create or select the patient that you require. You will now notice that there is an additional tab across the top of the patient profile section – this is how you access both the HRM and NMIST tools.

The first step is to add the details of the new drug which is being prescribed and the service that is being used to prescribe it – there are five options:

- AMS (as per current prescriptions)
- CMS (serial prescription)
- MAS (not quite sure why you would use this option, though...)
- OTC (again, not sure why you would use this either)
- CPUS (ditto above!)

It is expected that in most cases, either AMS or CMS options would be used. If you also know the indication for the medication, please add by free text. It is acceptable if you don't know the indication but the patient may know the reason.

There are then three questions for you to ask the patient. Try and use open or closed questions to get the answers from the patient to ensure that you can gather as much information as you can. There are also free text boxes for you to annotate the conversation with the patient or to add other relevant information.

Watch the intervention date box – it will default to today's date (i.e. the date of PCR entry) and this may not necessarily be the date on which the intervention took place. The date entered here needs to be the date on which the intervention took place.

NB the questions are structured in a different manner from both HRM and risk assessments. Depending on the yes or no answer, this will indicate whether

there is a care issue or not!!! In the example below, all three questions were answered differently and all suggest that there is a care issue to be addressed!

Initial intervention * Means a field requires data

Medicine

Medicine detail Salbutamol inhaler
 Instructions use two puffs up to four times a day when required
 Service AMS
 Indication asthma

Intervention record

Intervention date 07-09-2012
e.g. 01-05-2010 for the 1st of May 2010

Does the patient know why they have been prescribed the medicine? Yes No Not recorded

Notes
 Patient says went to see GP about persistent cough, worse at night.

Is there anything that the patient would like to know about the medicine and how it should work? Yes No Not recorded

Notes
 Doesn't know how to use the inhaler

Is there anything else that the patient would like to know about the medicine? Yes No Not recorded

Notes
 Patient unsure of what "when required" means and when she should use it.

Record & Review Cancel

Use the + buttons at the side of the summary, you can go use these to go direct into a care issue:

Pharmacy: 9802 - GGC2
 User: GGC2 - Elaine Ward
 Last login: Fri, Apr 27, 2012 11:00

Pharmacy Care Record **NHS** SCOTLAND

Search Protocols Reports Change password Manage profile Yellow card Help Logout

SHORTBREAD, Sally
 Born 05-May-1955 (57y) Gender Female CHI No. 555555555
 Patient Details Last Modified On 23-Jun-2011 By GGC2

Address Phone and email

New medicines intervention for Salbutamol inhaler

Use + to add care issues for the specific question.

Medicine

Medicine detail Salbutamol inhaler
 Instructions use two puffs up to four times a day when required
 Service AMS
 Indication asthma
 Last modified: 07-Sep-2012 by GGC2

Initial intervention Show notes v

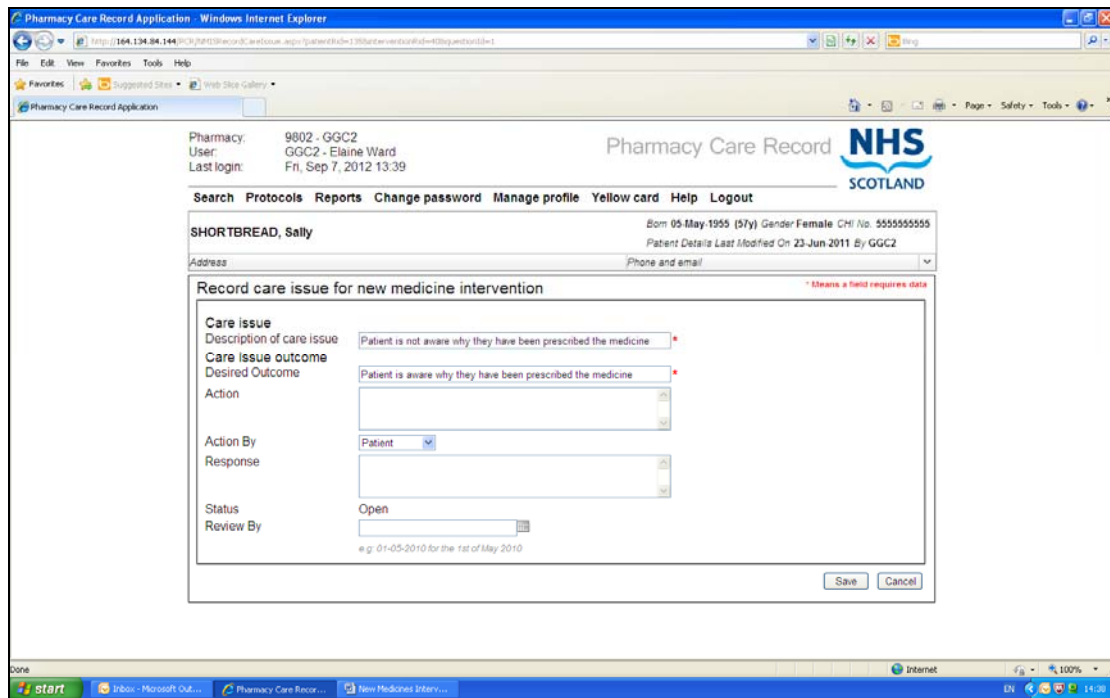
Does the patient know why they have been prescribed the medicine?	No	<input checked="" type="radio"/>	Notes
Is there anything that the patient would like to know about the medicine and how it should work?	Yes	<input type="radio"/>	Notes
Is there anything else that the patient would like to know about the medicine?	Yes	<input type="radio"/>	Notes

Last modified: 07-Sep-2012 by GGC2

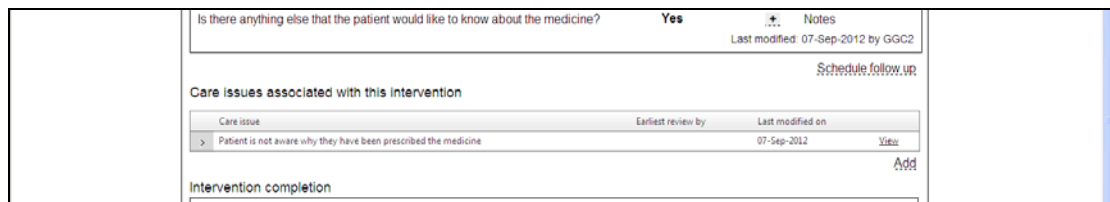
Care issues associated with this intervention

Care issue	Earliest review by	Last modified on
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This then takes you into a pre-populated screen for you to complete the outstanding boxes.



You can also manually add a care record using the care intervention box below the summary and clicking on the “Add” box:



It is not expected that the pharmacist will be able to achieve resolutions for all issues during this initial discussion. To accommodate this, there is a “follow up” functionality (on right hand side underneath the summary of initial intervention) to allow the pharmacist to make an “appointment” to have another discussion with the patient. Ideally, this should be face to face but could be carried out by telephone.

You should then return to patient home screen to exit and save at this stage.

Follow up Interventions.

Once the appointment is made for the follow up, the screen alters and gives you further structured questions to guide the conversation with the patient.

The idea of this part of the tool is to provide the patient with further reassurance, to check on their compliance and provide early feedback to the GP/ prescriber if necessary.

Access to the follow up questions is gained on the (future) date by re-entering the PCR; clicking on NMIST then Edit on right hand side. This will take you to

the summary/ review page and then you click on “follow up” at the top of the box.

The screenshot shows a web browser window displaying the Pharmacy Care Record Application. The main content area is titled "Initial intervention" and contains several questions with "Yes" or "No" options and "Notes" fields. A red rectangular box highlights a "Follow up" button located below the initial intervention questions. Below the "Follow up" button, there is a section for scheduling a follow-up, including fields for "Scheduled date" (Friday, September 14, 2012), "Intervention date" (Not set), "Contact preference" (By telephone on 0141 123 4567), and "Time slot preference" (afternoon). There are also several "Unanswered" questions regarding patient adherence and understanding. At the bottom, there is a table for "Care issues associated with this intervention" with columns for "Care issue", "Earliest review by", and "Last modified on".

Clicking here will allow you to go through the next discussion (you can have this discussion in advance of completing/ updating the PCR if time is an issue).

The screenshot shows the "Follow up intervention" section of the Pharmacy Care Record Application. It includes a "Medicine" section with details for "Salbutamol inhaler", instructions to "use two puffs up to four times a day when required", service "AMS", and indication "asthma". The "Contact preference" section shows a dropdown menu set to "By telephone" and a telephone number field containing "0141 123 4567". The "Intervention record" section contains two date pickers for "Scheduled date" and "Intervention date", both set to "14-09-2012". Below these are three questions with radio button options for "Yes", "No", and "Not recorded": "Has the patient started to take the medicine?", "Is the patient still taking the medicine according to the instructions?", and "Has the patient missed any doses of the medicine or changed how they take it?". Each question has a corresponding "Notes" text area.

Follow ups can go on for a number of appointments until the pharmacist and patient are satisfied that the issues are resolved. Once this stage is reached, then the pharmacist can complete the intervention.

Completing the intervention

This can be done for a number of reasons:

- Confirmation that the patient is taking the medication as prescribed
- Confirmation that the patient is not taking the medication as prescribed (refer back to GP)
- Patient is lost to follow up.

The pharmacist must select a reason for closing the intervention and then press the button to finish and save.

Planning workload

The report functionality has been update to help pharmacists to plan their CMS/ PCR workload. Ideally, this could be scheduled in line with dispensing iterations for a serial prescription as it gives the pharmacist a good idea when the patient is likely to be accessing the pharmacy.

The pharmacist selects the report (and time frame) that they need and the report will be generated.

The screenshot shows the Pharmacy Care Record Application interface. At the top, it displays user information: Pharmacy: 9902 - GGC2, User: GGC2 - Elaine Ward, and Last login: Fri, Sep 7, 2012 14:39. The NHS SCOTLAND logo is visible on the right. Below this is a navigation menu with options: Search, Protocols, Reports, Change password, Manage profile, Yellow card, Help, and Logout. The main content area is titled 'Reports' and contains two sections:

- Care issue and patient report**
 - Outstanding care issues
 - Patient report for associated pharmacy
- New medicine intervention support tool reports**

All new medicine interventions for the pharmacy	[2]
All open new medicine interventions	[2]
Follow ups scheduled up to TODAY	[1]
Follow ups scheduled up to 7 days from today	[1]
Follow ups scheduled up to 14 days from today	[2]
Follow ups scheduled up to 28 days from today	[2]
Open new medicine interventions without any follow ups	[0]