

NHS Community Pharmacy Contractual Framework Enhanced Service – Medicines Assessment & Compliance Support

1. Service description

- 1.1 The pharmacy will help support independent living in groups of vulnerable people, or those with special needs, who do not fall within the Disability Discrimination Act 1995 criteria.
- 1.2 The pharmacy will assess the person's knowledge and use of their medicines and the appropriate level or kind of support, if any, required by the person to help them take their medicines as intended. If support is necessary, the pharmacist will agree with the person or carer the appropriate level or kind of support.
- 1.3 The pharmacy may provide advice, support and assistance to the person with a view to improving the patient's knowledge and use of their drugs and their compliance, or may need to refer them to another health or social care professional. Pharmacy support could include compliance charts, screw top closures, medication administration record (MAR) charts, labelling medicines in large fonts and multi-compartment compliance aids.

2. Aims and intended service outcomes

- 2.1 To support independent living.
- 2.2 To help people manage their medicines safely and appropriately.
- 2.3 To reduce wastage of medicines.
- 2.4 To improve patient compliance with therapy by:
 - ◆ improving the patient's understanding of their medicines;
 - ◆ where possible, simplifying the medicines regimen and ordering process where appropriate;
 - ◆ identifying practical problems in taking their medicines and where appropriate providing compliance aids; and
 - ◆ providing advice and support to the patient and/or carer, including referral to other health and social care professionals where appropriate.

3. Service outline

- 3.1 It is advisable that where appropriate a medication review is carried out prior to a person being assessed within this service. The Medicines Use Review service or Enhanced Service 8 Full Clinical Medication Review could be used to provide this medication review.
- 3.2 The part of the pharmacy used for provision of the service provides a sufficient level of privacy and safety and meets other locally agreed criteria.
- 3.3 The pharmacy contractor has a duty to ensure that pharmacists and staff involved in the provision of the service have relevant knowledge and are appropriately trained in the operation of the service.
- 3.4 The pharmacy contractor has a duty to ensure that pharmacists and staff involved in the provision of the service are aware of and operate within local protocols.
- 3.5 The pharmacy should maintain appropriate records to ensure effective ongoing service delivery and audit.
- 3.6 The pharmacist should be trained in systemically assessing patients for compliance support.
- 3.7 The PCO will agree the patient eligibility criteria for this service, along with the referral mechanism, which may be from other health and social care professionals, including through the Single Assessment Process for older people.
- 3.8 The pharmacist will assess what level and kind of support the person requires.
- 3.9 If a requirement for a compliance aid is identified this will be provided with training for the patient and/or carer if appropriate.

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- 3.10 A follow up appointment should be made to assess whether the compliance aid has met the person's needs and whether they have experienced any problems.
- 3.11 The PCO may wish to agree the frequency of review required for certain compliance aids.
- 3.12 The PCO will need to provide a framework for the recording of relevant service information for the purposes of audit and the claiming of payment.
- 3.13 The PCO will need to provide details of relevant referral points which pharmacy staff can use to signpost service users who require further assistance.
- 3.14 Initial and follow up appointments will normally take place within the community pharmacy, however they could also take place in other environments, such as the person's home, or within a day care centre setting.

4. Suggested Quality Indicators

- 4.1 The pharmacy reviews its standard operating procedures and the referral pathways for the service on an annual basis.
- 4.2 The pharmacy can demonstrate that pharmacists and staff involved in the provision of the service have undertaken CPD relevant to this service.
- 4.3 The pharmacy participates in an annual PCO organised audit of service provision.
- 4.4 The pharmacy co-operates with any locally agreed PCO-led assessment of service user experience.

Background information – not part of the service specification

The Advanced level Medicines Use Review or Enhanced Service 8 Full Clinical Medication Review are services which would ideally be carried out alongside this service, in order to maximise patient safety and benefit.

CPPE training which may support this service:

Domiciliary visiting workshop
Concordance open learning and workshop.