

The background of the slide is a light gray gradient with several realistic water droplets of various sizes scattered across it. The droplets have highlights and shadows, giving them a three-dimensional appearance.

CEPN GP PRACTICE PLACEMENT QUALITY IMPROVEMENT

BY: KWETHEMBA FAIRBAIRN

QUALITY IMPROVEMENT OUTLINES

- REPEAT & BATCH REQUEST SYSTEM
- STABLE PATIENTS TO BE PUT ON BATCHES
- MINOR AILMENTS SERVICE
- MEDICATION REVIEW ON 8 OR MORE MEDICINES
- DOSETT TRAY MONITORING
- NSAIDS AND PPI'S FOR OVER AGE OVER 60



BATCH & REPEAT REQUESTS

BATCH ISSUES

- BATCHES END AND PATIENTS DON'T REQUEST ON TIME.
- PATIENT STABLE FOR MANY YEARS STILL ON REPEAT= MORE ADMIN WORK

SOLUTIONS

- PHARMACY REQUESTS NEW BATCH FOR PATIENT
- STABLE PATIENTS PUT ON BATCHES.

REPEAT REQUEST ISSUES

- ITEMS MISSED OFF FROM PAPER REPEATS
- 3-5 WORKING DAY DELAYS

SOLUTIONS

- ENCOURAGE USE OF EMIS REDUCES ERRORS.
- REPEATS ARE PROCESSED THE NEXT WORKING DAY

PHARMACY FIRST

Pharmacy First West Kent Common Ailments Scheme

Appendix 3: Prescription Payment: Declaration of Exemption

To be completed by the patient/patient's representative and stored with the Consultation Form
The patient does not pay because he/she:

A	X	is under 16 years of age
B	X	is 16, 17 or 18 and in full-time education
C	X	is 60 years of age or over
D	X	has a valid maternity exemption certificate
E	X	has a valid medical exemption certificate
G	X	has a valid War Pension exemption certificate
L	X	is named on a current HG2 charges certificate
H	X	gets Income Support or Income-related Employment and Support Allowance
K	X	gets income-based Jobseeker's Allowance
M	X	is entitled to, or named on, a valid NHS Tax Credit Exemption Certificate
S	X	has a partner who gets Pension Credit, Guarantee Credit (PCGC)

To be completed by the patient/patient's representative:

I am the: patient patient's parent or guardian patient's representative

I confirm that the patient is a patient of Dr..... at Surgery. I give my consent for anonymous details of this Pharmacy First consultation to be shared for the purposes of service evaluation. I give my permission to be contacted as part of the service evaluation. Organisations who may view this information are the Kent Local Pharmaceutical Committee and NHS West Kent Clinical Commissioning Group.



PHARMACY FIRST SCHEME

ISSUES

- LACK OF PUBLIC AND STAFF KNOWLEDGE IN SURGERIES.
- GP AND PRACTICE NURSE APPOINTMENT FOR MINOR AILMENTS

RESOLUTION

- PROMOTION WITHIN THE PHARMACY
- EDUCATE RECEPTION OF SERVICE AND OFFER
- OTHER SURGERY'S CONTACTED AND REMINDED

QUESTIONNAIRE FOR NURSE PRACTITIONER

<u>Patients who could have used Pharmacy First</u>			
Are They Exempt:	Ailment:	Prescription <input type="checkbox"/>	Could they have been treated with OTC-meds?
		Self-care <input type="checkbox"/>	Yes <input type="checkbox"/>
		Referral <input type="checkbox"/>	No <input type="checkbox"/>
		Outcome:	Maybe <input type="checkbox"/>

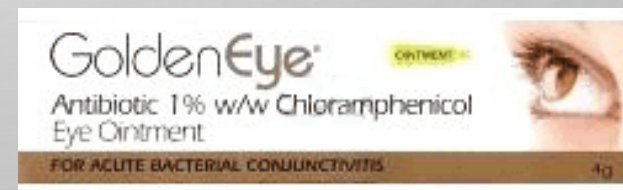


<u>Patients who could have used Pharmacist First</u>			
Are They Exempt:	Ailment:	Prescription <input type="checkbox"/>	Could they have been treated with OTC-meds?
		Self-care <input type="checkbox"/>	Yes <input type="checkbox"/>
		Referral <input type="checkbox"/>	No <input type="checkbox"/>
		Outcome:	Maybe <input type="checkbox"/>

PHARMACY FIRST

OUTCOME

- MORE PATIENTS REFERRED BY SURGERY AFTER TELEPHONE TRIAGE
- INCREASED WORD OF MOUTH= REDUCED NUMBER OF MINOR AILMENT'S WITH NURSE CONSULTATION
- CURRENT STATS FROM THE PRACTICE NURSE
- THE FUTURE USING STATISTICS



POLYPHARMACY???



IS THE DRUG STILL NEEDED

- EXAMPLE: PATIENT ON 40MG OMEPRAZOLE ALSO BEING TREATED FOR OSTEOPOROSIS
- OUTCOME: DRUG REMOVED AND PATIENT WILL BE MONITORED



OPPORTUNITY TO SWAP TO MORE COST EFFECTIVE FORM.

- EXAMPLE: PATIENT ON ROTIGOTINE 4MG PATCH AND 2MG PATCH=6MG DAILY

PRICE: 4MG PATCH £123.60 + 2MG PATCH £81.10= £204.70

- OUTCOME: PATCHES CHANGE TO ONE 6MG DAILY TOTAL PRICE £149.93

MONTHLY SAVING £54.77



DOSETT TRAY MONITORING

ISSUES

- TABLETS WEREN'T TAKEN= MEDICATION HOARDED.
- TRAY'S NOT PICKED UP

ACTIONS TAKEN

- UPON COLLECTION PREVIOUS WEEK DOSETT RETURNED.
- PATIENTS WERE CALLED IF NOT PICKED UP AFTER A FEW DAYS.
- LED TO DISCOVERING THAT PATIENT WAS STILL GIVEN A DRUG BUT NOT TAKING IT BECAUSE OF SIDE EFFECTS



NSAIDS AND PPI'S

ASPIRIN BUT ON PPI REPORT

Patient count	Males	Females
216	142	74

Outcome

- PARTNERS TO DISCUSS FURTHER AS SOME PATIENTS DON'T NEED TO BE ON ASPIRIN
- AN ALERT SYSTEM TO BE PUT IN PLACE WHEN PATIENT SEEN IS ON ASPIRIN AND REVIEW FOR NEED AND NEED FOR PPI

CONCLUSION

BENEFITS OF CHANGES MADE

- IMPROVED REPEAT REQUEST SYSTEM
- IMPROVED RELATIONSHIPS BETWEEN PHARMACY AND SURGERY
- IMPROVED PATIENT CARE

THANK YOU