

STANDARD OPERATING PROCEDURE

TITLE: Refer to Pharmacy (R2P)			
AUTHOR:		Date:	
Approved by:		Date: TBC	Review Date: TBC

A. BACKGROUND KNOWLEDGE

Community pharmacists can support patients to ensure that they get the best from their medicines by providing services such as the new medicines service (NMS) and post-discharge medicines use review (MUR), or just to update their patient medication records with medicine changes.

Recent evidence into these post-discharge medicines adherence programmes has demonstrated significant increases in medicines adherence, leading to improved health outcomes for patients and fewer admissions and re-admissions to hospital.

Systems are in place that facilitate electronic referral of patients from their hospital bedside to their choice of community pharmacy (including sharing a copy of their discharge letter and prescription), either for some sort of pharmaceutical consultation post-discharge, or to ensure changes to a person's medicines are known in order to improve medicines safety when they return to their home.

B. SCOPE

This Standard Operating Procedure (SOP) applies to Pharmacies receiving referrals and electronic discharge letters via the 'Refer to Pharmacy' scheme from an associated regional hospital where by a designated community pharmacy, as chosen by the patient, will then receive discharge referrals for post discharge **NMS & MUR's**. In addition the Pharmacy could be provided with relevant '**Information**' for a patients care, changes to MDS medications or be provided with details/information of '**Care Home**' related episodes with respect to a patient.

C. RESPONSIBILITIES

It is the responsibility of the Pharmacy Owner/Manager/Superintendent to ensure that this Standard operating procedure is adhered to within the locality that the service is being operated.

It is the responsibility of the Pharmacy manager/Owner/Superintendent to ensure this SOP remains up to date and available to all staff.

It is the responsibility of all pharmacy staff working in the dispensary to follow this SOP at all times.

STANDARD OPERATING PROCEDURE

TITLE: Refer to Pharmacy (R2P)			
AUTHOR:		Date:	
Approved by:		Date: TBC	Review Date: TBC

D. PROCEDURE**1. Obtaining the Necessary Information**

All referrals made to the pharmacy by the hospital will be available to view via the Refer to Pharmacy web portal homepage www.refertopharmacy.co.uk once the user has logged in with the Username & Password they have been provided with.

2. Receiving & Managing a referral in Community Pharmacya) Viewing a Referral

- The Pharmacy will receive a fax notification and an email in the first instance providing a notification to check the Refer to Pharmacy Web portal for a referral that has been made to the pharmacy.
- When logged in to the R2P website all referrals that are waiting to be actioned can be viewed under the 'View Pending Referral' link.
- These referrals are required to be viewed and assessed within 24 hours of receiving the initial notification to determine if they are suitable to be dealt with by the Pharmacy that has received them.

b) Accepting & Rejecting a Referral

- Upon Review of the referral, a decision is made whether to Accept or Reject the Referral (Please do keep in mind that the patient referred may not necessarily be an existing patient at the pharmacy and that a patient has been discharged to an area within the locality of the Pharmacy. Should it be deemed that the referral is ambiguous in any manner, the patient should be contacted to confirm that they wish to attend the designated pharmacy for the required review)
- Once a Referral is accepted, you will be able to view the patients discharge letter issued by the Hospital. (Please note that depending upon which web browser being used to access this service, the viewing of the PDF discharge letter may vary. In some instances, the PDF document will be downloaded automatically by the web browser. It is the User's responsibility that this document is deleted after its need to perform the service has expired)
- Any referrals rejected will be referred back to the hospital automatically by the web system

c) Booking an Appointment

- All patients for whom referrals have been accepted should be contacted via the telephone number provided within the referral

STANDARD OPERATING PROCEDURE

TITLE: Refer to Pharmacy (R2P)			
AUTHOR:		Date:	
Approved by:		Date: TBC	Review Date: TBC

- All appointments, where required, should be made at the patients convenience

d) Completing a Referral

- The date on which the completed action took place should be entered under the patients record in the designated field
- Additional resources such as MUR Forms and NMS forms can be accessed via the link on the web platform. These can be printed for use during the consultation/review with the patient
- After completion of the referral, ideally notes should be added to the Patients PMR using the Pharmacies PMR system, this action should be recorded under the patient referral using the check box provided
- Any decision to refer the patient to the GP should be recorded under the patient referral using the check box provided
- Additional notes are encouraged to be made in the text field provided to ensure record completeness
- To complete the referral an option selected within the 'Outcome' field drop down menu requires to be selected.

3. Clinical Queries

All queries that are clinical in nature, and require further clarification for the referral to be processed by the Community Pharmacy should be referred back to the referrer. Details can be found on the referral itself when viewed on the web platform

In all instances, where possible, any clinical queries should be communicated via a phone conversation with the referrer. Should this not be possible, an email should be sent to the same effect to the email address as provided on the referral. All attempts to contact the referrer should be recorded and logged.

E. CONFIDENTIALITY PROCEDURES

Due to the highly clinical and sensitive details that Pharmacies could receive about individual patients via discharge letters, the pharmacy is required to have a robust confidentiality procedure in place. It is important that all permanent staff including temporary staff are required to read & adhere to these procedures.

