



Update on Medicines supply from UHDB

The Boots store at Royal Derby Hospital (RDH) dispenses medication to outpatients and day case patients. This service has been provided by Boots since 2010 but a change of provider is imminent. From February 1st 2020 the outpatient dispensing service will be provided by Pride Pharmacy (a new company owned by UHDB) from the pharmacy store at RDH main entrance.

Pride Pharmacy aim to provide a high quality service with the key aim of improving the patient experience. In particular Pride will focus on reducing waiting times and having the medicines available when needed.

Patients seen away from RDH (e.g. London Road Community Hospital) will *not* be expected to collect their medicines from the Pride store at RDH. Pride Pharmacy will be using the Royal Mail tracked medicines delivery service to ensure these patients receive their medicines in a timely manner.

UHDB Outpatient prescriptions should only be written for urgent medication and they cannot be dispensed by high street pharmacies. If the medication required is non-urgent it will be prescribed via the patients GP in the normal manner.

Project	Headline	Aim	Brief Synopsis
Change provider of outpatient dispensing from Boots to Pride Pharmacy	Improve the patient experience	Aim to reduce delays. Waiting times under Boots at RDH have been unsatisfactory. Pride Pharmacy aims to reduce delays and improve turn around times	A dedicated focus on stock control will ensure that delays are reduced by having the right medicines available at the right time. Other action such as relocating workload will allow the team to focus on providing an excellent patient experience
Change provider of outpatient dispensing from Boots to Pride Pharmacy	Improve the availability of medicines	Aim to reduce 'stock outs'. The timely availability of medicines has not always been satisfactory under Boots at RDH. Pride Pharmacy aims to improve medicines availability	A dedicated focus on stock control will ensure that 'stock outs' are reduced by having the right medicines available at the right time. This will improve waiting times and the patient experience



Safe and timely supply of medicines to patients on discharge is a primary function for UHDB pharmacy. There are important clinical decisions that need to be made at discharge as many medicines used during an inpatient stay will not be required once the patient is at home. It is critical that supply of discharge medicines does not delay discharge and that adequate supplies of on-going medicines are provided for patients until they can obtain further supplies from their GP. Accurate and timely communication around discharge medicines across the primary and secondary care interface reduces medication errors. The table below describes the areas in which UHDB are working to improve medicines around discharge.

Project	Headline	Aim	Brief Synopsis
TCAM – Transfers of Care Around Medicines	Discharge information sent electronically directly to community pharmacy	Improve the transfer of care around medicines for patients across the primary/secondary care interface	When patients leave hospital they can need extra support with their medicines following changes made in hospital. Unintentional changes are common (30-70% of patients). Patients who see their community pharmacist after they've been in hospital are less likely to be readmitted. By summer 2020, the plan is to interface Derby and Burton's prescribing systems with the digital referral platform to remove the current need for manual data entry
Electronic Prescribing	Using technology to improve safety and support discharge	Improve the safety and quality of prescribing for inpatients and at discharge	There are different electronic prescribing systems used across UHDB but they all support accurate and timely generation of prescriptions.
Discharge Letters	Continuous review to ensure every patient discharged has a letter sent.	Ensure that discharge letters are accurate and providing timely information to GPs	Our electronic prescribing systems are used to generate accurate discharge prescriptions. Continuous monitoring is undertaken to assure the quantity and quality of discharge letters sent.
Use of Pharmacist Independent Prescribers	Utilising skills of pharmacists to support patients and clinicians	Utilise the clinical skills of pharmacists to improve prescribing practice and timely access to medicines	Over 40% of UHDB pharmacists are registered independent prescribers and pharmacist prescribing is widely used across a number of specialties. This supports the medical workforce and improves the accuracy and timeliness of prescribing.



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Prescribing Concerns Portal	Direct access for GPs to report any concerns	Allow primary care prescribers to communicate any patient specific issues with the prescribing or supply of medicines from UHDB at discharge	An electronic portal that can be found on the trust website that allows primary care clinicians to highlight specific concerns to UHDB to enable the trust to investigate and learn from any issues and to improve the quality of discharge information related to medication.
Winter pressures	Additional pharmacy staff on duty	Extra pharmacy staff are deployed to support the flow of patients through UHDB during the busy winter months.	Staff focus on patients in ED or the admission areas to ensure they receive the right treatment at the right time. This also supports timely discharge releasing beds for newly admitted patients.

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