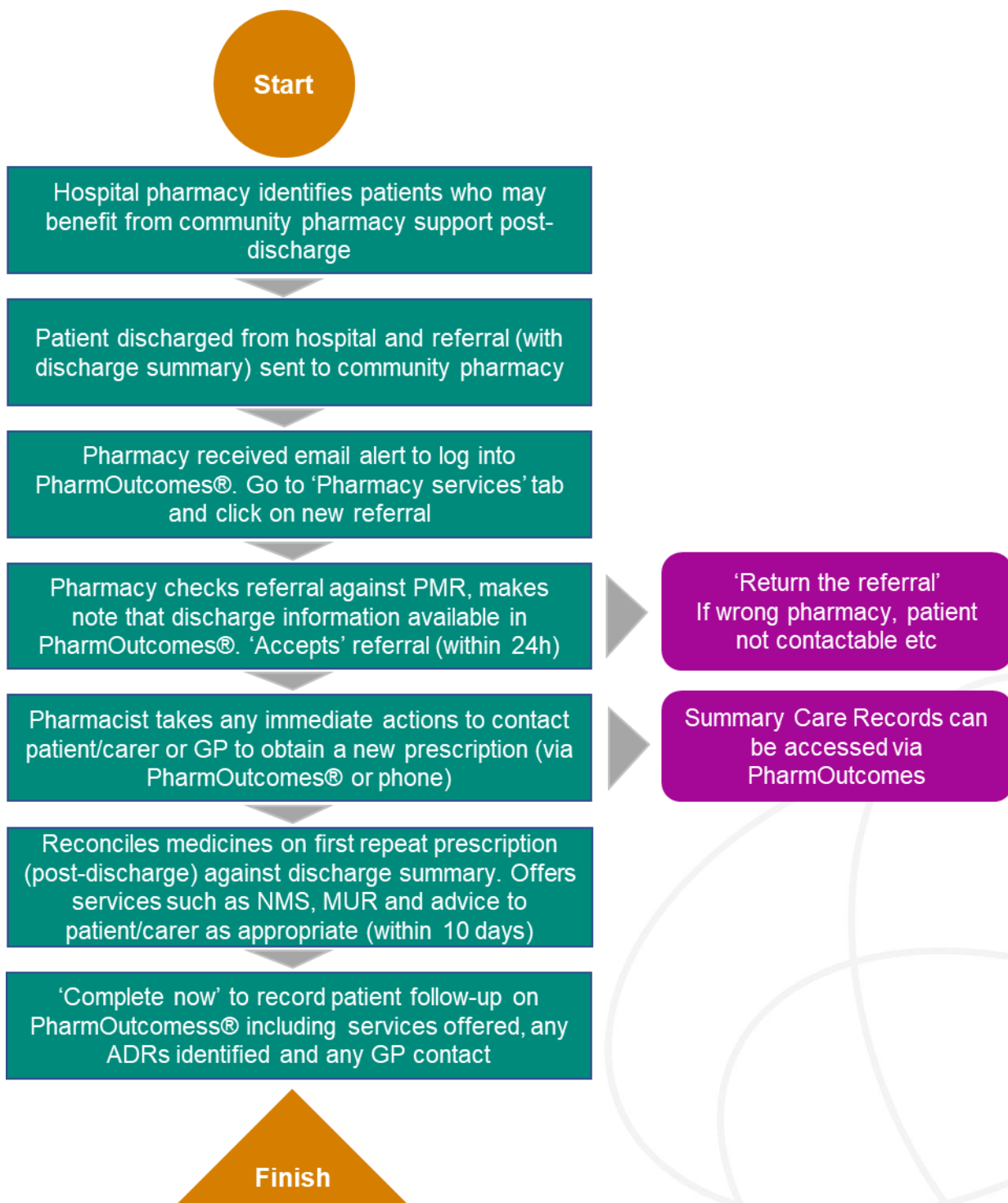


Transfer of Care Around Medicines (TCAM) - FAQs

The TCAM Process



What is TCAM?

- TCAM is a national initiative being facilitated by ICHP to connect hospitals with community pharmacies to ensure patients get medicines support after leaving hospital and reduce errors in medication.
- It involves a copy of the hospital discharge summary (referral) being sent by the hospital pharmacy via PharmOutcomes®, for patients who have nominated your community pharmacy. This copy is the same copy that the GP receives.
- Currently, it is not a paid service, however it will be a new clinical service in the forthcoming Pharmacy Contract (pending further details).

Who is participating?

- Chelsea and Westminster Hospital
- The Royal Brompton and Harefield Hospitals
- The Hillingdon Hospitals

What are the benefits of TCAM?

The receipt of the discharge summary enables reconciliation against the patient's repeat prescription to reduce unintentional changes or errors. It also enables services such as MUR, NMS, healthy living support and health checks to be offered to patients to manage the multiple medication changes often made during their hospital stay. TCAM supports patients' longer-term care and reduces readmission. Most pharmacies can expect about one or two discharge summaries (referrals) per month.

How to obtain PharmOutcomes® Log-In and Follow-Up the referral?

Please see the TCAM PharmOutcomes® guide or contact the helpdesk on (tel 01983 216 699 <https://pharmoutcomes.org>)

What are the follow-up timelines?

After receiving an alert to your management email (accessible to your pharmacy team), the pharmacist should log into PharmOutcomes® on the **day of receipt** of a referral (discharge summary), particularly if it relates to a patient on a Monitored Dose System (MDS) as the hospital pharmacy may have only provided a 7day supply.

How do you complete the 'Follow-Up'?

- a. **Log-in** to PharmOutcomes® and open the referral.
- b. **“Accept” the referral** – to change the displayed status to accepted and leave the referral at the top of the PharmOutcomes “Services” screen. Pressing ACCEPT notifies the hospital pharmacy that you intend to follow up the referral.

It is suggested you make a note of the referral on patient's PMR so that you are alerted to the referral when the patient's PMR is next accessed.

- c. **“Return the referral”** – select this only if the patient no longer uses your pharmacy, is not contactable, etc. This makes the hospital pharmacy aware that there has been no follow-up, so alternative actions can be taken.
- d. **“Complete now”** – When the patient or their representative arrive at the pharmacy or contact is made, then click “complete now” to access the follow-up and complete the follow-up care record.

Why is Follow-Up so important?

It is extremely important for the hospital to know the status of referral, so pressing **“Accept”** (you intend to take action) and **“Complete now”** informs them when patient follow-up has occurred.

The LPCs encourage you to contact your patient **within a few days of their discharge** to;

- offer medicines support
- resolve any medicine discrepancies
- complete MUR/NMS and other support services promptly
- contact the GP or GP practice pharmacist, where necessary, with any queries or concerns.

Your LPC may consider it necessary to contact you to ascertain if you are experiencing any difficulties in completing follow-up in a timely manner.

The LPCs would like to prove the value of the TCAM Service to NHSE. It is therefore important that community pharmacists can evidence using PharmOutcomes®, the number of **COMPLETED** follow-ups, the medicines support services offered for each patient referred and time taken

Note to Pharmacist

1. Please ensure staff are clear on the process and who takes responsibility.
2. Please ask your assistant or technician to check the pharmacy management email account at least once a day and inform you of any referrals requiring action.
3. **To obtain your log-in** or if you do not know which email address Pinnacle hold on file for your pharmacy, please contact the PharmOutcomes® HelpDesk (tel 01983 216 699 <https://pharmoutcomes.org>)

For queries or training on the TCAM process, please contact your LPC or TCAM Programme facilitator (TCAM@imperialcollegehealthpartners.com)