

Transfer of Care Around Medicines (TCAM) - Pharmacy Follow-up

For assistance, the helpdesk telephone is 01983 216 699 or you can email <https://pharmoutcomes.org>

Quick Start Guide

Participating pharmacies will be alerted of referral notifications received by:

1. A message to the management email.

NOTE: If you wish to change your management email to an email address that all staff can access to receive **alerts** (containing non-patient identifiable information), you can do this via the PharmOutcomes® Home page once logged in. For instructions, refer to the Appendix at the end of this Guide.

Appropriate staff will **require a PharmOutcomes® log-in and password to access the actual referral containing patient identifiable information.**

2. If the pharmacy has a 'PharmAlarm' installed, it will start to flash blue:



To access the service or complete a follow up, go to <https://pharmoutcomes.org> and enter your username and password:



Enter your username and password then click Go or press enter.

Once successfully logged in, **select the 'Services' tab** on the menu bar to go to the Services page:



Select the Services menu from the list

All new referrals received will appear at the top of the PharmOutcomes® ‘Services’ page:

The screenshot shows the PharmOutcomes 'Services' page. At the top, there is a navigation bar with 'Home', 'Services', 'Reports', 'Claims', 'Admin', and 'Help'. Below this is a 'Provide Services' section with a 'Provision List Options' dropdown and a 'Show patient identifiable details' link. The main content is a table of referrals:

Received Referrals	Service (stage)	Identifiers	User	Status
2019-05-01	Pharmacy Follow-up (Discharge) - ChelWest	KAN	[Referral]	Pending Review

A blue callout box with an arrow points to the top of the table, containing the text: "New referrals received will appear at the top of the Pharmacy 'Services' page".

To open the referral simply click on the referral link to show the information sent by the hospital.

This is a close-up of the referral table. The header row is blue and contains 'Date Order', 'Service (stage)', 'Identifiers', and 'User'. The first row of data is highlighted with a yellow box and contains: '2019-01-24', 'Hospital Referral - Chelsea and Westminster', 'DB', and 'Em'.

The **very first time** a pharmacist opens a referral they will be asked to enrol. The enrolment to the service is requested once only.

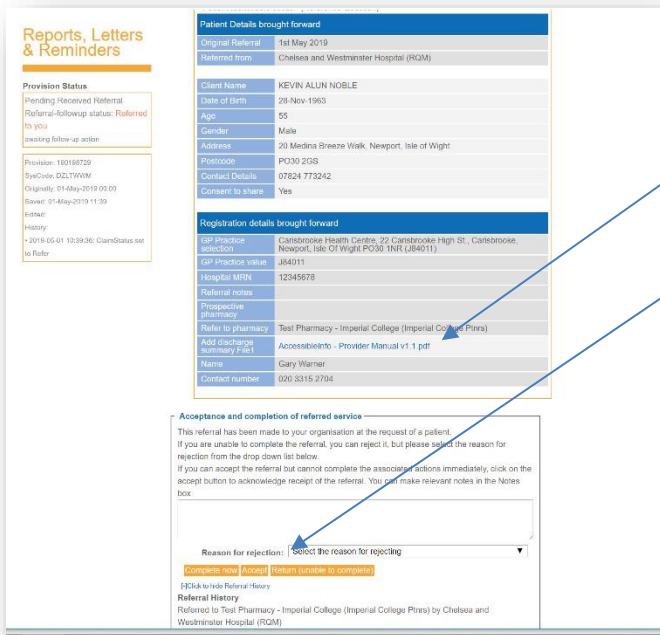
Enter name and select “New Practitioner”. Click the blue “enrol me” button that appears:

The left screenshot shows the 'Enrolment Requirements' form. The 'Practitioner Name' field contains 'Kevin Noble' and there is a 'New Practitioner' button below it. The right screenshot shows the same form, but the 'Practitioner Name' field now has a blue 'Enrol Me' button next to it.

Clicking the enrol button will reveal the declaration that must be completed. Enter all required information then click the orange “Enrol” button.

You will now see your name appear each time you enter into the Practitioner name field and you can select it by clicking on it. (Note that more than one name may appear).

The referral information, including the Hospital Pharmacy Referral Note is displayed in a table format:



Any discharge documents sent are attached to the referral. To open the attachment simply click on the link.

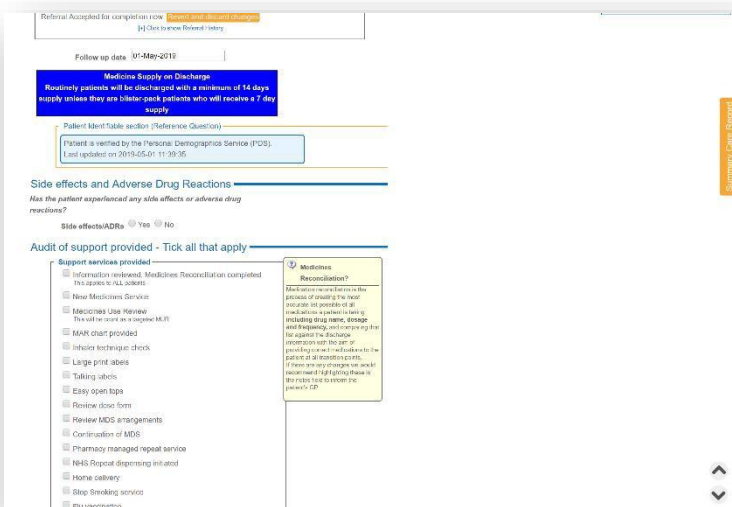
Beneath the table is a text box with a drop-down box and three orange buttons that allow the pharmacist to:

i. "Return the referral" – This might be necessary if a patient is deceased, moved away or no longer uses the pharmacy.

ii. "Accept" the referral – Changes the displayed status to accepted but leaves the referral at the top of the PharmOutcomes "Services" screen. Pressing ACCEPT notifies the hospital pharmacy that you intend to follow up the referral.

iii. "Complete now" – When the patient or their representative arrives at the pharmacy or you make contact, click "complete now" to access the follow-up and complete your follow-up care record.

How to access the Summary Care Record



You will see a link to the **Summary Care Record (SCR)** (if the patient has been validated against the Personal Demographic Service (PDS) on referral) which may assist you when reconciling the Discharge Medicines against previous prescriptions. *Note: You will only be able to access the SCR if you have a smart card reader with a valid smart card inserted connected to the PC you are working on. The smart card will need to have the appropriate RBAC code configured.*

Referral Follow-up

The follow up stage is simple to complete and for most patients should take no longer than a few minutes.

There are **three elements to the follow up:**

1. Investigation of side effects and ADRs

If the patient is experiencing side effects and adverse drug reactions these should be recorded, using the fields provided and reported to the GP where appropriate.

notice the hyper-link to the “Yellow card Reporting” page

2. Record of each type of support provided

Simple tick box fields to record support

provided.

Please note, every patient should have a **medicines reconciliation** recorded as a **minimum**

The screenshot displays the PharmOutcomes follow-up form. Key sections include:

- Side effects and Adverse Drug Reactions:** A section with a question "Has the patient experienced any side effects or adverse drug reactions?" and radio button options for "Yes" and "No". Below this, there are radio button options for "Manageable and non-harmful - patient to continue" and "Patient has stopped taking medicine - Refer to GP". A link for "Yellow Card Reporting" is visible.
- Audit of support provided - Tick all that apply:** A section with a list of support services provided, each with a tick box:
 - Information reviewed, Medicines Reconciliation completed
 - New Medicines Service
 - Medicines Use Review
 - MAR chart provided
 - Inhaler technique check
 - Large print labels
 - Talking labels
 - Easy open tops
 - Review dose form
 - Review MDS arrangements
 - Continuation of MDS
 - Pharmacy managed repeat service
 - NHS Repeat dispensing initiated
 - Home delivery
 - Stop Smoking service
 - Flu vaccination
 - Other Public Health intervention
 - Specialist Medicines Management Service assessment
 - Other
- Medicines Reconciliation:** A section with a question "Medicines Reconciliation?" and a text box for notes.

3. Repeat reconciliation and GP referral

As part of the follow-up any relevant issues can be fed back to the patients GP. The repeat reconciliation section of the pharmacy follow-up will allow any anomalies to be recorded. This could be issues such as the first repeat issued at the GP not matching the medicines information sent by the hospital.

If a GP referral is necessary the system will reveal a consent question that, when answered, will allow the patients GP practice to be recorded, please check that the GP practice information entered at this stage matches the information received in the referral. Record referral reason and enter any relevant free text that will help clarify issues identified.

NB: The GP Practice status for receiving electronic notifications will be displayed on entry and selection of GP practice information. If a GP practice has not provided or verified a secure email address, PharmOutcomes® may prompt you to print a hard copy of any notifications and send securely by other means.

Please note: You MUST NOT enter any patient identifiable data (PID) in the free text field at the referral stage. All PID will be imported to the GP referral using the hospital data sent.

Patient benefits

As a result of the support provided, the patient has a better understanding of:

From NMS, MUR or Advice Given

- Greater understanding of their condition
- The purpose of their medication
- When to take/use their medicines
- How to take/use their medicines
- Other:

If 'other', please provide details. Tick ALL that apply

Other Actions/ Additional comments:

This information will be used for service evaluation so please do not include patient identifiable information

Time taken to complete follow-up actions from referral

How long have these follow-up actions taken?
Time taken: mins

Pharmacist Feedback

If you would like to provide service feedback please answer yes below and use the free text field.
DO NOT include any patient data in this field

Pharmacist feedback: Yes No

Enter feedback below

Feedback:

The final part of the template captures **patient benefits and time taken to complete information**. There is also a section that allows for pharmacist feedback on the service if appropriate e.g. ways in which the service might be improved.

Clicking the orange **“Save”** button will save the record and trigger any service notifications e.g. GP notifications

Appendix – Updating your Management Email Address

The management email for a pharmacy can be amended or set from the home page, once logged in, by clicking the link to **“Update my organisation details”**

PharmOutcomes® Delivering Evidence

Home Services Reports Claims Admin Help

Welcome Home Recent and outstanding messages

Welcome to PharmOutcomes. You can select your actions from the menu above.

My Account

Manage your account, change your email address, phone numbers and change your password.

- Change My Password
- Change My Details
- Update My Organisation Details
- PharmAlarm Controls

EULA License Agreement • GDPR • Privacy Policy • Cookie Policy • Contact Us • GlobalSign 0hKlAe/92.207.128.213 • 20 in 0.031secs using ZMB © Copyright 2007-19 Pinnacle Health Partnership LLP - Supporting Community Pharmacy and Partners

Click in the **“Management email”** field to set or amend:

Welcome Home Missing Essential Details

Welcome to PharmOutcomes. You can select your actions from the menu above.

My Account

Manage your account, change your email address, phone numbers and change your password.

- Change My Password
- Change My Details
- Update My Organisation Details
- PharmAlarm Controls

You will need to complete the information on this screen before proceeding.

Organisation Name: Test Pharmacy - Imperial College
Address: London SW10 9NH

EULA Acceptance

You cannot proceed to log in unless you have accepted the End User License Agreement (EULA).
Tick to accept EULA:

The EULA version 0100/2018 has been accepted by all CICA companies at Head Office level. If you are a pharmacy owned by a CICA company, you can accept this without comment. For other users, you can read the document here.

Local Identifier: Imperial College Phrms
Where organisations have the same name, this field needs to differentiate between different practices.

If any of the above information is not correct, you should contact the helpdesk who can amend this if needed.

Vital Information

NHS CDS Code: [NOT SET] You will need to contact our helpdesk to set this. Some may also know as the P-Code or NHS Code. You are being prompted for this because you are not a Community Pharmacy.

VAT Number: If you are registered for VAT, it is vital that your VAT number appears on the system generated invoices. If you are not VAT registered or the number is incorrect, you should contact the helpdesk who can amend this if needed.

Management Email: When PharmOutcomes messages are sent to you from commissioners or referrers, this email address will receive a notification that there are messages to be read on the system. It is also used to notify you of referrals from hospitals, NHS 111 and other providers.