

Annex 2:

Pharmacy guidance for identifying patients who may require additional assistance with repeat medication ordering- Assisted Patients

The CCG have asked GP surgeries to liaise with their local community pharmacies to identify patients who may need additional assistance from the practice or pharmacy to order their medicines. Identified patients will be referred to as “Assisted Patients”.

- Check with your local GP surgeries if they plan to implement the new proposal and restrict the ordering of repeat prescriptions for the majority of their patients.
- Make patients aware of the changes to repeat prescription ordering methods and where appropriate explain the changes to the patient. Offer an information leaflet where appropriate.
- Arrange with the GP surgery a named person to liaise with in case of any issues or exceptions.

Rationale

A person who may require additional assistance is an individual who is at risk of being unable to order or manage their own medication supplies due to life circumstances such as age, mental illness or capacity etc.

Patients who may require additional assistance to manage their medication ordering, either from the practice or from a pharmacy, **may be** those patients who have or are:

- Their medication dispensed in a dosette box
- Elderly housebound/ socially isolated
- Palliative care
- Serious mental health issues
- Learning disabilities
- Hearing or visual disabilities
- Language difficulties
- No access to family or carers to support them
- No access to the internet and have mobility issues in terms of attending the GP practice or pharmacy to drop off their repeat prescription.

This is not an exhaustive list and other patients identified by pharmacy staff as needing additional support in managing their medication can be added to the list.

Please note, if a patient receives their medication via delivery, they should not automatically be considered as housebound or socially isolated. Each patient should be reviewed on an individual basis against the criteria set out above before being considered as an Assisted Patient.

Method

1. Using the PMR, identify patients who could potentially be classed as Assisted Patients.
2. Summarise what makes them an assisted patient and contact their GP surgery.
3. Advise why you feel they need to be assisted and ask the GP surgery to consider them as assisted patients.
4. If the surgery is in agreement, ask them to make appropriate notes in their notes to ensure future pharmacy requests are approved with no issues.
5. Make a note in the patients PMR stating they are an assisted patient and this has been agreed with their GP.
6. Discuss the Assisted Patient status with patient and advise there will be no changes to their repeat ordering process.
7. All future repeat medicines requests for Assisted Patients should be clearly marked as Assisted Patient to minimise the risk of confusion.
8. Continue to review these patients and if their situation changes and they no longer need to be considered as assisted patients, advise the GP surgery.

Abbreviations

CCG- Clinical Commissioning Group

GP- General Practitioner

NHS- National Health Service

PMR – Patient Medical Records