



Welcome to the first South West Region LPCs New Medicine Service Newsletter. Over the coming months we will be sending you updates about what is happening on the region and to provide you with support in preparation for the launch of the New Medicine Service on 1st October 2011 and once you have started offering the service.

We hope you will find this useful and if you have any hints or tips you would like to see included please contact your LPC.

Countdown until the launch of the New Medicine Service – 24 days to go!

What is happening in the South West?

All seven LPCs in the South West have agreed to work collaboratively to support the successful implementation of the New Medicine Service (NMS). Working with Pharma companies we are making the most effective use of our combined resources to provide support to all contractors in the region.

The work we are doing includes initial launch events in each LPC area and contractor training events to support both early and late adopters. In addition we are putting together simple briefings with key messages that will be made available for LPCs and pharmacists to use locally. With support from the Pharma companies we are developing and utilising communication channels to secondary care and patients.

What is the NMS?

The New Medicine Service is an 18 month large scale pilot using Community Pharmacy to deliver early support to patients to maximise the benefits of the medication they have been prescribed, helping to improve patients’ adherence to their medicine and reduce the use of other NHS resources.

Increasing the effectiveness of adherence interventions may have a far greater impact on the health of the population than any improvement in specific medical treatments by reducing medicines related hospital admissions and improving quality of life for patients.

Four conditions/therapy areas have been selected for the initial rollout. These are:

Asthma & COPD, Type 2 diabetes, Antiplatelet/anticoagulant therapy and Hypertension

Funding for NMS

The full details of the payments for NMS can be found in the August edition of Community Pharmacy News and by using the link below:

http://www.psn.org.uk/pages/advanced_services_fundinghtml.html

Very important dates for your diary

Launch event dates have been agreed across the South West as follows:

14th September	Gloucester	12th October	Devizes
28th September	Bristol	13th October	Taunton
29th September	Keynsham	18th October	Swindon
5th October	Wimborne	19th October	Yeovil
6th October	Dorchester	23rd November	Ivybridge
11th October	St Austell	24th November	Exeter

Look out for further details of your local events from your LPC. If you would prefer to attend an event in another LPC area, please contact your LPC for relevant contact details.

These launch events are being run in addition to other events and will complement training events that may be happening in your local area. Rather than the mechanics of the service itself, these South West Region LPCs New Medicine Service Newsletter Issue 1 September 1st 2011

launch events will focus on the communication and counselling skills of the pharmacists, building on MUR work already being done by pharmacists.

These events will:

- Help pharmacists understand how to actually deliver the service
- Show you how to recruit patients
- Help you with motivational interviewing
- Look at the stages of change model
- Help to develop telephone coaching techniques
- Provide methods to help sustain/maintain adherence
- Look at how NMS ties in with what GPs do

Remember you don't have to wait to attend a launch date before you start offering this service.

In addition your LPCs will be running follow-up training events at the beginning of 2012 to share experience gained in 2011 and to help those contractors who haven't been the first to get going on NMS.

PSNC are also running a day time event from 11am to 3pm – Sunday 25th September, London Heathrow. For further details visit PSNC website www.psn.org.uk

Logistics of the service

The service is split into three stages:

Stage	Description	Practicalities
Patient Engagement	Following the prescribing of a new medicine, patients may be recruited to the service. The patient will need to provide consent to share information with the GP. The pharmacy dispenses the medicine and provides initial advice as it normally would.	The pharmacist or staff member may have to explain what the service is about, obtain contact details for follow-up and obtain written consent. The first appointment may be agreed at this time
Intervention	This intervention takes place between 7 and 14 days after patient engagement at an agreed time and agreed method e.g. face to face or by telephone. The pharmacist will use an interview schedule to assess the patient's adherence, identify problems and any further need for information or support	The pharmacist will dedicate 10-15 minutes in the consultation room, or on the phone at the agreed appointment time/date If the patient does not turn up for the appointment, two attempts must be made to contact them. A follow up appointment may be agreed at this time
Follow up	The pharmacist will follow up with the patient 14 to 21 days after the intervention to discuss how the patient is getting on with the medication.	The pharmacist will dedicate 5-10 minutes in the consultation room, or on the phone at the agreed appointment time/date If the patient does not turn up for the appointment, two attempts must be made to contact them

What actions you need to take

There has been a huge amount of information made available for contractors over the last few weeks to help them prepare for October 1st.

To get you started we have put together a checklist of the key tasks you will need to complete in preparation for this service. You will find this checklist as an appendix with this newsletter.

Make use of all the resources provided both nationally and locally, visit your LPC website and look out for information about how the NMS is being communicated to your prescribers and the public.