University Hospitals Coventry and Warwickshire NHS Trust

Using Your Pharmacy Team Well

Doctors Induction

Pharmacy Services

- **Dispensaries and aseptics lab**
  - dispense all in-patient, TTO, outpatient, sterile prepared and clinical trials prescriptions. Provide stock medicines to all areas.
- **Ward based technicians**
  - check and document drug histories and arrange medication supply for in-patients.
- **Pharmacist ward visits**
  - ensure the safe, effective and appropriate prescribing of medicines. Provide advice to prescribers, nurses, patients and carers.
- **Education and training**
  - hospital staff, patients/relatives, undergraduate/postgraduate students.
- **Clinical trials**
- **Medicines Information**
  - advice to the Trust on the use of meds/compatibilities/interactions/etc.
- **UHCW Formulary**
- **Medicines Governance**
  - Product safety alerts/recalls. Reviewing Datix and investigations

Who we are?

Various grades of staff in pharmacy

- Pharmacists
- Foundation Trainee Pharmacists (graduate trainees)
- Technicians
- ATOs (Dispensing assistants and stores staff)
- Admin staff
- Porters

Technicians

- Technically trained with no clinical training
- Can dispense and technically check prescriptions
- Ward based- undertake medicines reconciliation and record full drug history in patient notes
- Identify discrepancies in drug histories
- Check patients medication and appropriateness for use
- Ensure sufficient supply of medication for inpatients
- Patient Counselling
- Review and monitor safe storage of medicine requirements

Pharmacists

All of the above **PLUS**

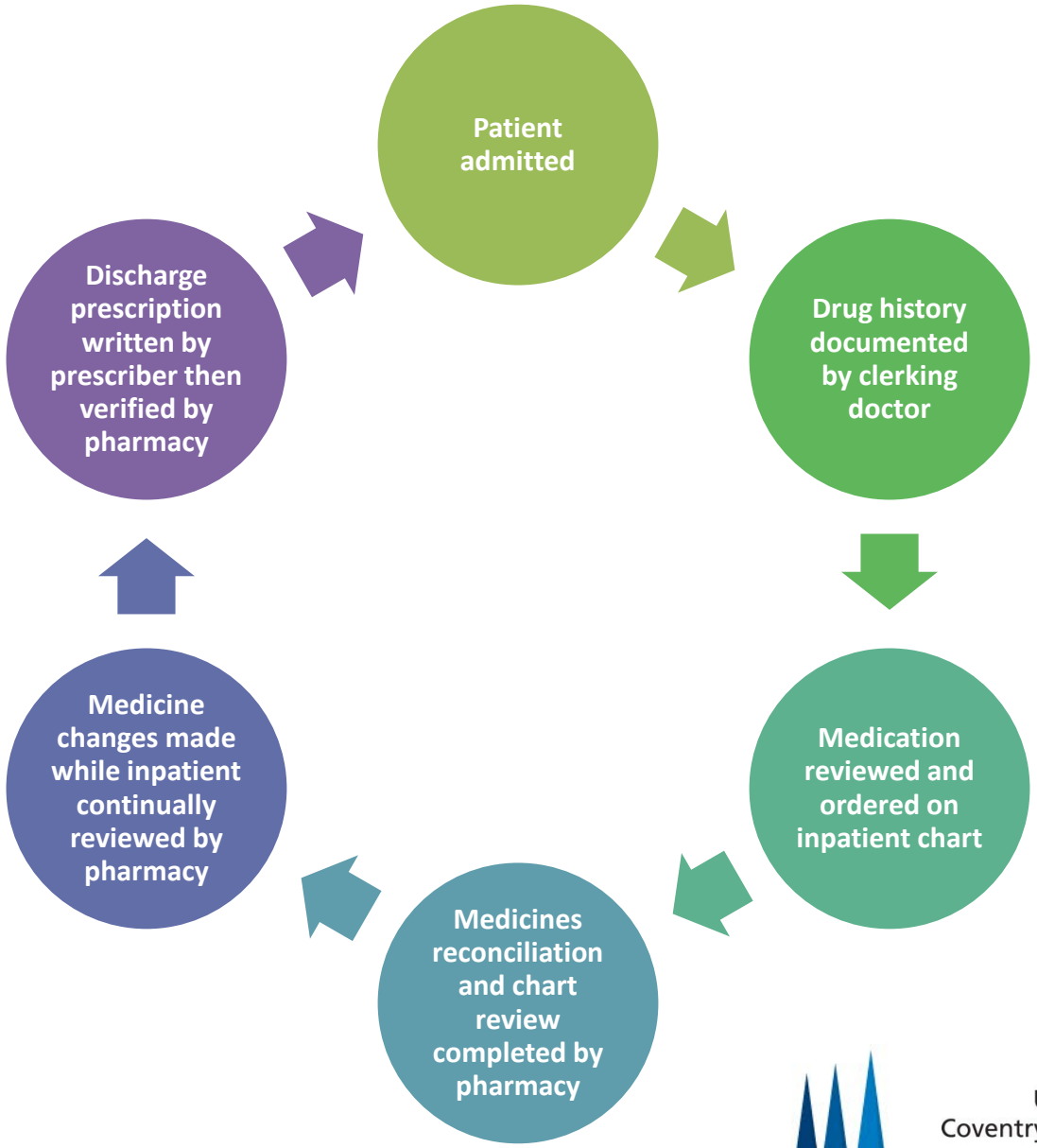
Clinical screening of inpatient charts, medication requests and discharge prescriptions and providing advice to clinicians and nursing staff

Meds rec issues, drug interactions, side effects, therapeutic drug monitoring, prescribing advice (including renal/hepatic dose adjustments), drug administration, legal requirements e.g. CD prescribing





Coventry and Warwickshire
NHS Trust


Patient admitted
Drug history documented by clerking doctor
Medication reviewed and ordered on inpatient chart
Medicines reconciliation and chart review completed by pharmacy
Medicine changes made while inpatient continually reviewed by pharmacy
Discharge prescription written by prescriber then verified by pharmacy

Drug Histories and Medicines Reconciliation

Drug History

Obtaining an accurate list of patients current medication using at least two sources wherever possible

Medicines Reconciliation

The process of comparing the inpatient drug chart with the medication history allowing discrepancies to be identified and managed, the patient's current clinical condition taken into consideration and any changes documented

What can go wrong without an accurate drug history?



University Hospitals Coventry and Warwickshire NHS Trust

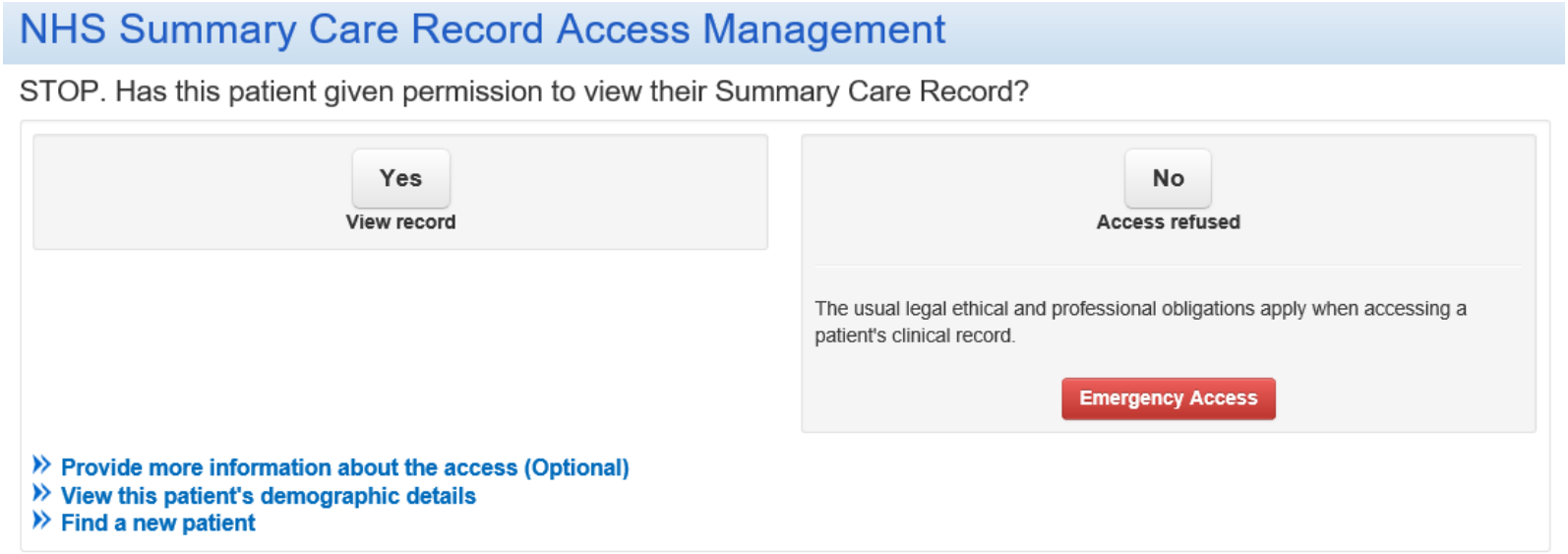
Drug History Sources



Summary Care Records (SCR)

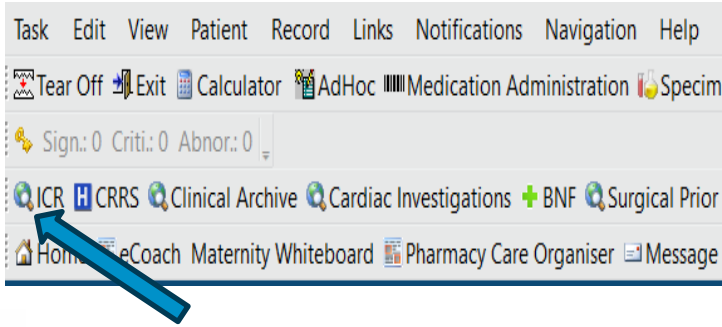
- Should not be your primary source
- Most valuable as a secondary source to confirm strengths or drug names
- 30% uptake in the hospital (mostly pharmacists)
- Complete the training on the intranet
- Medicines Reconciliation Policy
- Sometimes these aren't updated
- Common Errors:
  - Anticoagulants
  - Transplant medications
  - Mental health medication
- Consent must be obtained from the patient prior to accessing the record
- Can access this in an emergency

Summary Care Records



Integrated Care Record (ICR)

- Brings together separate records from the different organisations involved in patient care
- In this region includes participating health and care providers across Birmingham & Solihull, Coventry & Warwickshire and Hereford & Worcestershire
- Intended to support good decision making
- Patient can opt out of this service
- You don't need permission to access this
- Stops the patient from repeating information
- Does not replace local records nor is it guaranteed to display all information held by individual providers



[redacted] Date of Birth: 08-Apr-1937 (87y) Gender: Male NHS No.

BCC: Retrieval Complete, GPCONNECT: Retrieval Complete

Refresh

Retrieval complete. Please refresh.

Chartbook

- **Summary**
- Allergies & Alerts
- Laboratory Results
- Radiology Results
- Appointments
- Encounters
- Referrals
- Documents
- GP Summary
- End of Life Care
- Warnings

Summary

This is a summary of information brought together from a group of participating health and care providers across Birmingham & Solihull, Coventry & Warwickshire and Hereford & Worcestershire.

It is intended to support good decision making but does not replace local records nor is it guaranteed to display all information held by individual providers.

It is important to consult the 'GP Connect' tab, which may hold information from GPs (such as allergies) which does not appear elsewhere.

Allergies

Search

Source	Category	Allergen	Nature Of Reaction	Severity	Onset Date	Last Updated	Comments	Status

Alerts

Search Sorted by Alert

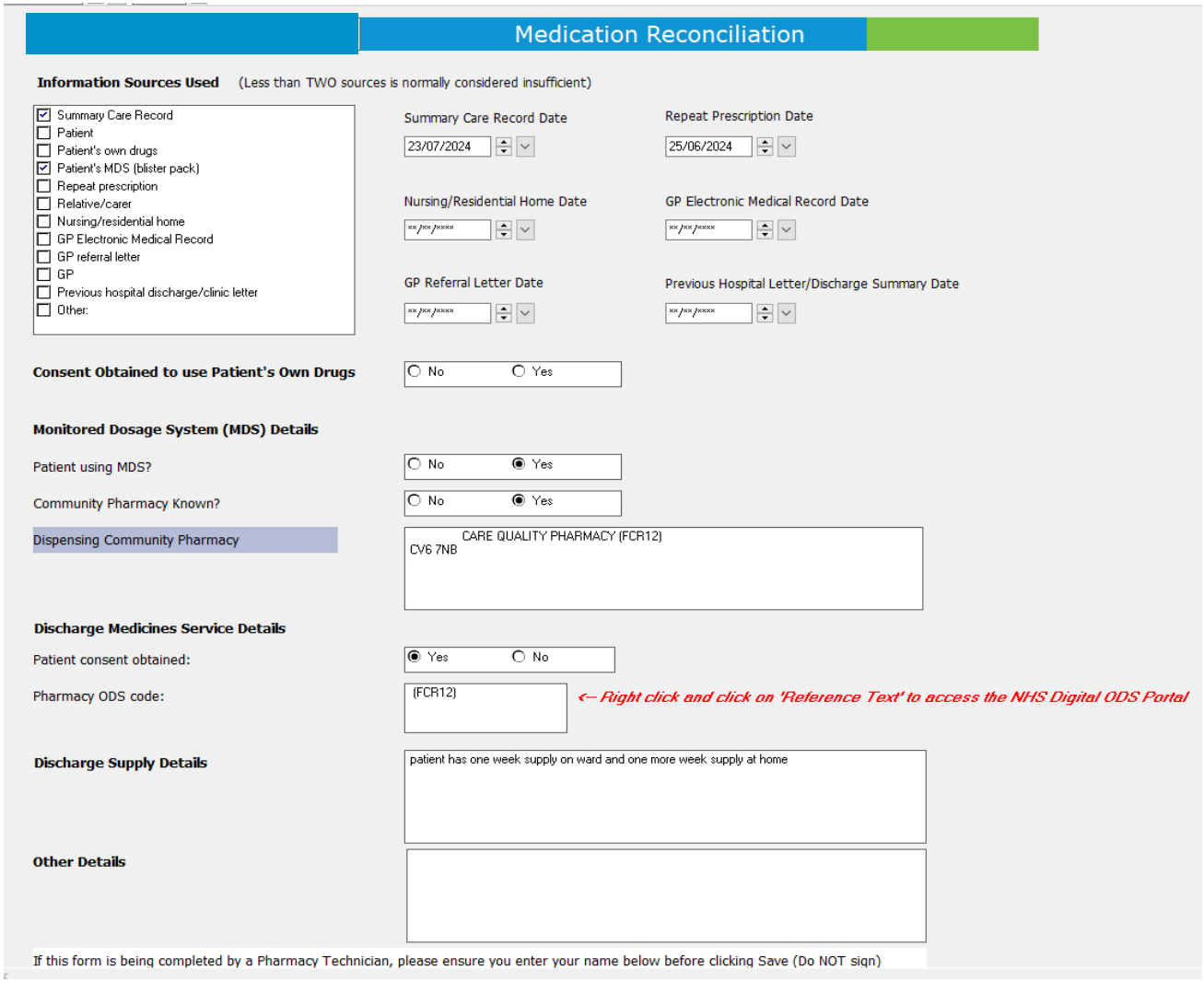
Source	Alert Category	Alert	Start date	End Date	Update Date	Message	Status
COVWARKPT	Alerts	Shielded Patient	09/04/2020		06 Jul 2020		Active

Documents

Search Sorted by Event Date

Source	Document Link	Doc Name	Clinician	Doc Type	Specialty	Event Date	Last Updated
UHCW	MDT note - 3025	MDT note-		MDT note	3025	30/01/2025 00:00	30/01/2025 17:17
UHCW	Ad hoc Letter - UH	Ad hoc Letter -		Ad hoc Letter - UH		23/12/2024 13:25	23/12/2024 13:25
UHCW	Clinic Letter - CCHC - Rheumatology	Clinic Letter -	GMC C4268567	Clinic Letter - CCHC	Rheumatology	20/10/2024 12:32	20/10/2024 12:32

University Hospitals Coventry and Warwickshire NHS Trust



Medication Reconciliation

Information Sources Used (Less than TWO sources is normally considered insufficient)

- [x] Summary Care Record
- [ ] Patient
- [ ] Patient's own drugs
- [x] Patient's MDS (blister pack)
- [ ] Repeat prescription
- [ ] Relative/carer
- [ ] Nursing/residential home
- [ ] GP Electronic Medical Record
- [ ] GP referral letter
- [ ] GP
- [ ] Previous hospital discharge/clinic letter
- [ ] Other:

Summary Care Record Date: 23/07/2024

Repeat Prescription Date: 25/06/2024

Nursing/Residential Home Date: **/**/****

GP Electronic Medical Record Date: **/**/****

GP Referral Letter Date: **/**/****

Previous Hospital Letter/Discharge Summary Date: **/**/****

Consent Obtained to use Patient's Own Drugs ○ No ○ Yes

Monitored Dosage System (MDS) Details

Patient using MDS? ○ No ◉ Yes

Community Pharmacy Known? ○ No ◉ Yes

Dispensing Community Pharmacy: CARE QUALITY PHARMACY (FCR12) CV6 7NB

Discharge Medicines Service Details

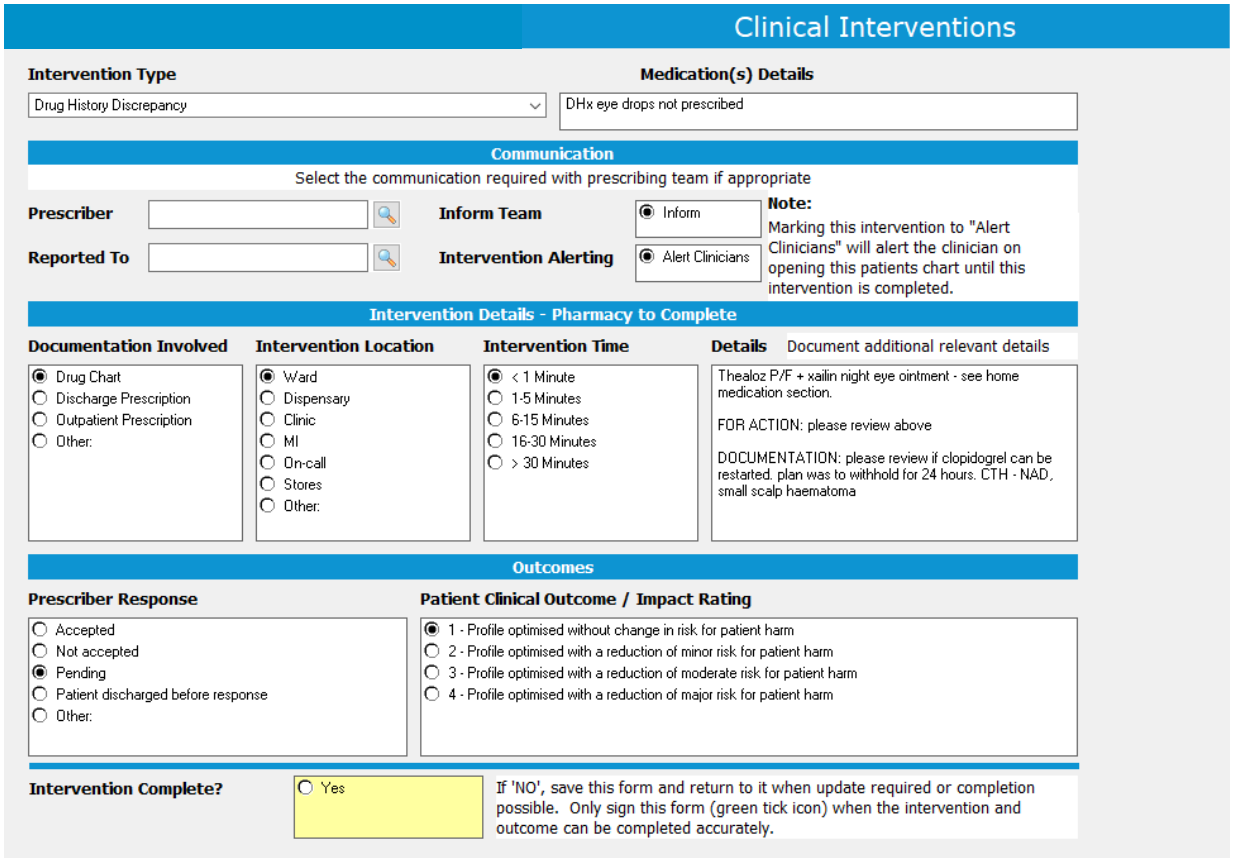
Patient consent obtained: ◉ Yes ○ No

Pharmacy ODS code: (FCR12) *<-- Right click and click on 'Reference Text' to access the NHS Digital ODS Portal*

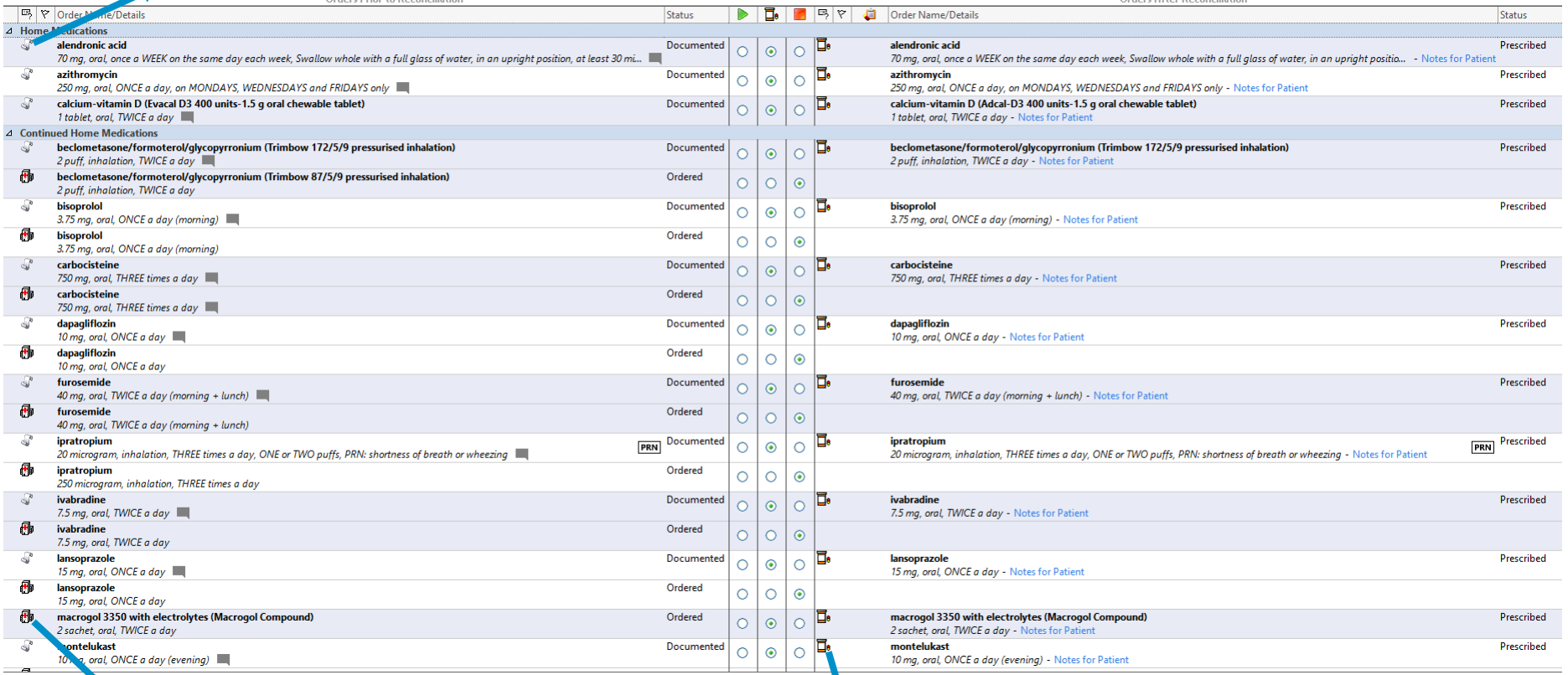
Discharge Supply Details: patient has one week supply on ward and one more week supply at home

Other Details

If this form is being completed by a Pharmacy Technician, please ensure you enter your name below before clicking Save (Do NOT sign)


Clinical Interventions
Intervention Type
Drug History Discrepancy
Medication(s) Details
DHx eye drops not prescribed
Communication
Select the communication required with prescribing team if appropriate
Prescriber
Reported To
Inform Team
Inform
Intervention Alerting
Alert Clinicians
Note:
Marking this intervention to "Alert Clinicians" will alert the clinician on opening this patients chart until this intervention is completed.
Intervention Details - Pharmacy to Complete
Documentation Involved
Drug Chart
Discharge Prescription
Outpatient Prescription
Other:
Intervention Location
Ward
Dispensary
Clinic
MI
On-call
Stores
Other:
Intervention Time
< 1 Minute
1-5 Minutes
6-15 Minutes
16-30 Minutes
> 30 Minutes
Details
Document additional relevant details
Thealoz P/F + xailin night eye ointment - see home medication section.
FOR ACTION: please review above
DOCUMENTATION: please review if clopidogrel can be restarted. plan was to withhold for 24 hours. CTH - NAD, small scalp haematoma
Outcomes
Prescriber Response
Accepted
Not accepted
Pending
Patient discharged before response
Other:
Patient Clinical Outcome / Impact Rating
1 - Profile optimised without change in risk for patient harm
2 - Profile optimised with a reduction of minor risk for patient harm
3 - Profile optimised with a reduction of moderate risk for patient harm
4 - Profile optimised with a reduction of major risk for patient harm
Intervention Complete?
Yes
If 'NO', save this form and return to it when update required or completion possible. Only sign this form (green tick icon) when the intervention and outcome can be completed accurately.

Home Medication



Inpatient Medication

TTO medication

University Hospitals Coventry and Warwickshire NHS Trust

Inpatient Dispensary

- At the back of the hospital behind clinics 6 & 9 and SDU
- Open
  - Mon to Fri: 0900 – 1730
  - Sat: 0900 – 1600
  - Sun: 1000 – 1600
- TTOs, inpatient orders, clinic orders, oral chemotherapy and day unit prescriptions
- Clinical offices

Outpatients

- Provided by SWFT Clinical Services.
- In the main hospital foyer
- For outpatient prescriptions only
  - Clinics
  - Day unit adjuvant treatment
  - A&E minors
  - Paediatric A&E etc

Ward based teams

- In line with the Carter report to encourage a ‘patient facing’ service and to reduce medicines waste/cost.
- TTOs are written at ward level.
- The TTO will be clinically screened at ward level to ensure that interventions can be made in a timely manner and reduce errors.
- Encourages use of ‘PODS’ helping reduce costs.
- TTOs will be dispensed in main pharmacy and delivered to ward.

Stock and Non-stock medication

- Important to note that every ward has a specific stock list where the medication is readily available on the ward.
- Patients may be initiated on medication OR be admitted on medication that is NON-stock (therefore not kept on ward).
- This can lead to missed doses.
- Communicate with nursing staff/pharmacist about medications, especially if you notice a ‘missed dose’ on the chart.

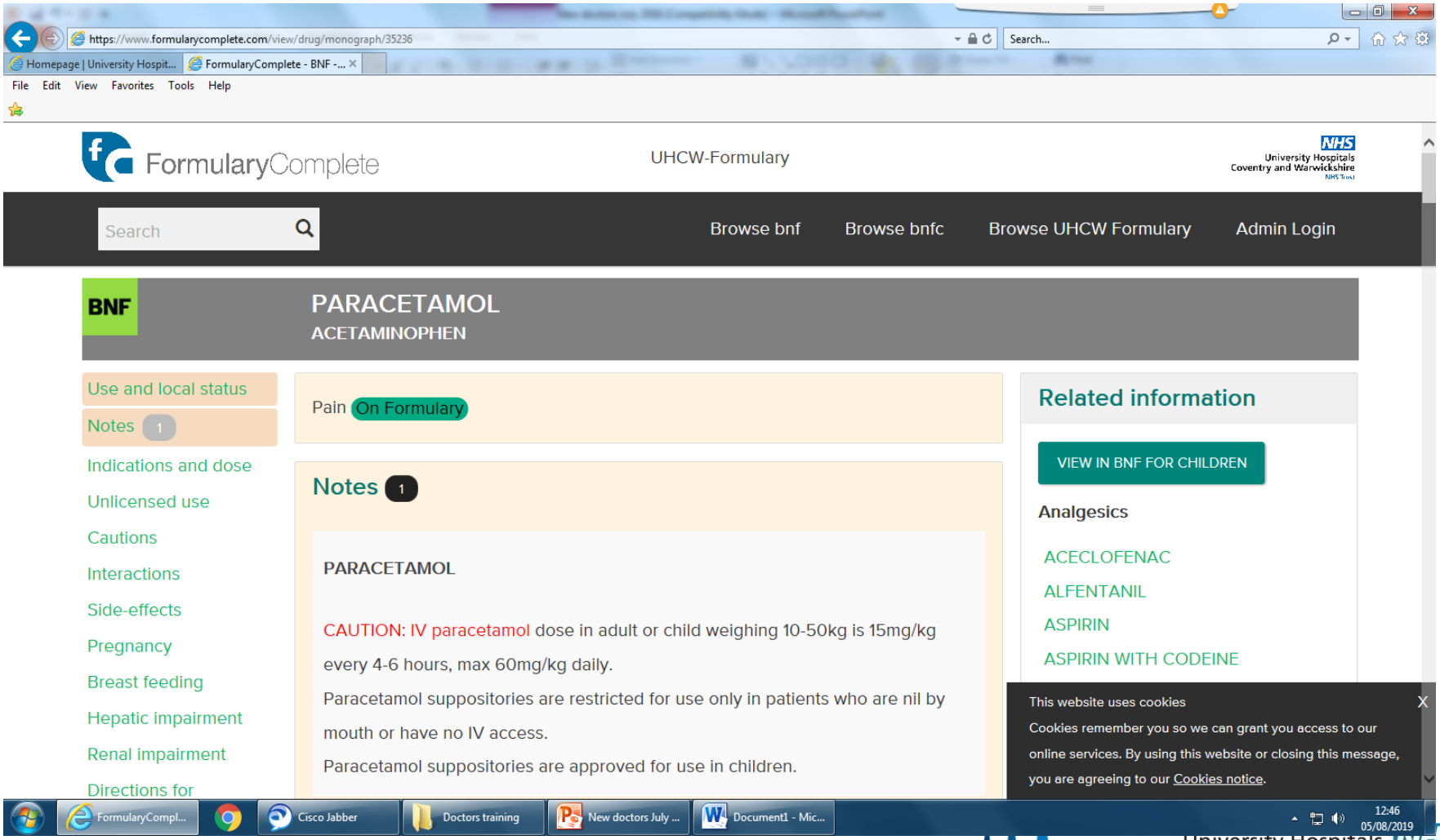
Pharmacy Information

- **Intranet e-Library**: links to treatment guidelines
- **Intranet pharmacy website:**
  - Links to most commonly used resources and information (e.g. IV administration guide, medicines policy, Abx policy)
  - Important notices regarding medicines unavailable / recalls
  - Links to TTO tracker
  - Link to **eBNF** – electronic version adapted to UHCW (Contains UHCW Formulary)
- **Internet UHCW pharmacy website:**
  - Link to information for patients/carers on their medications

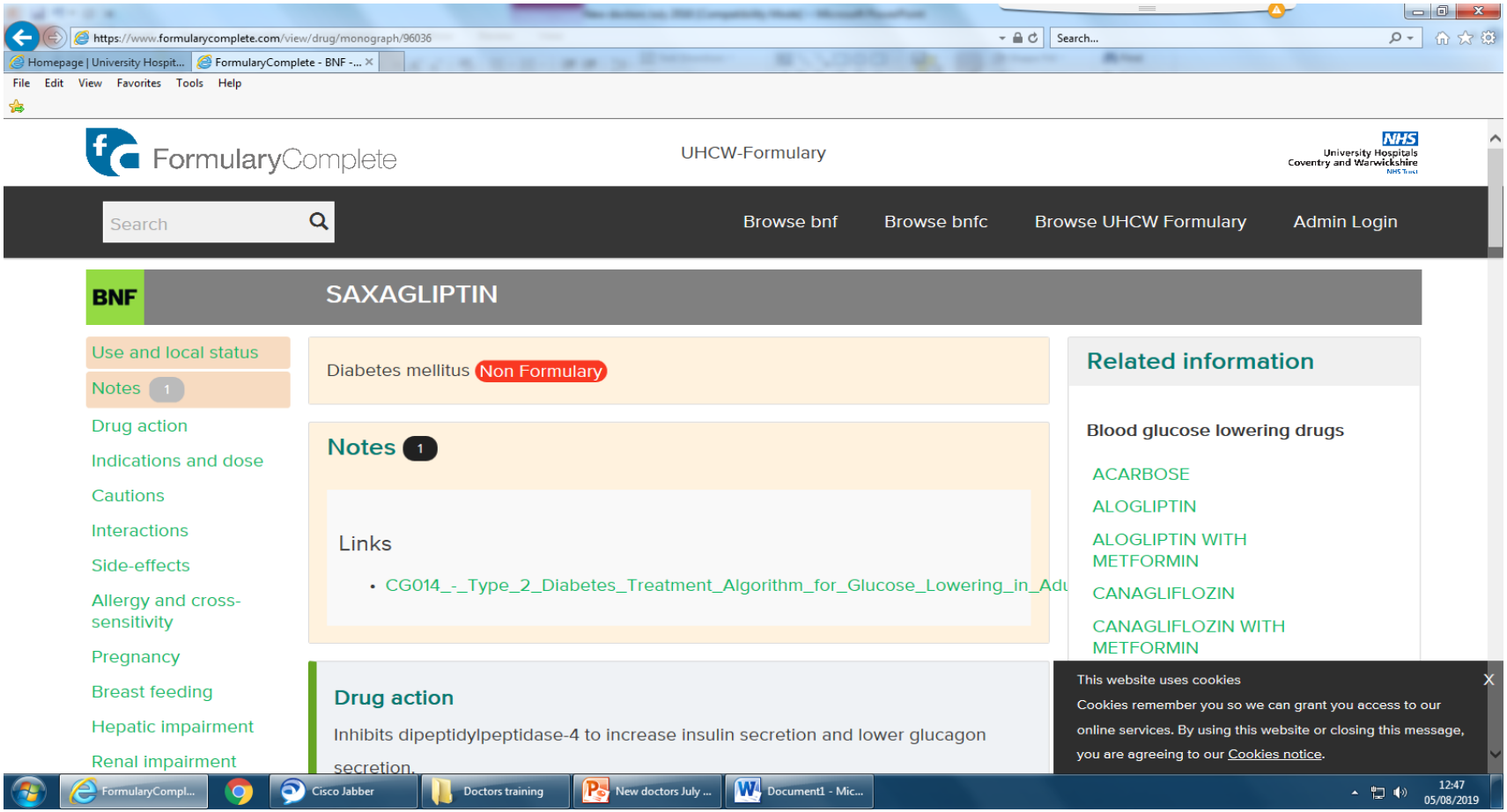
eBNF

- Full BNF and BNFc
- Link is on every home screen and via EPR
- Contains
  - Formulary information
  - Annotations
  - Links to useful guidelines/texts

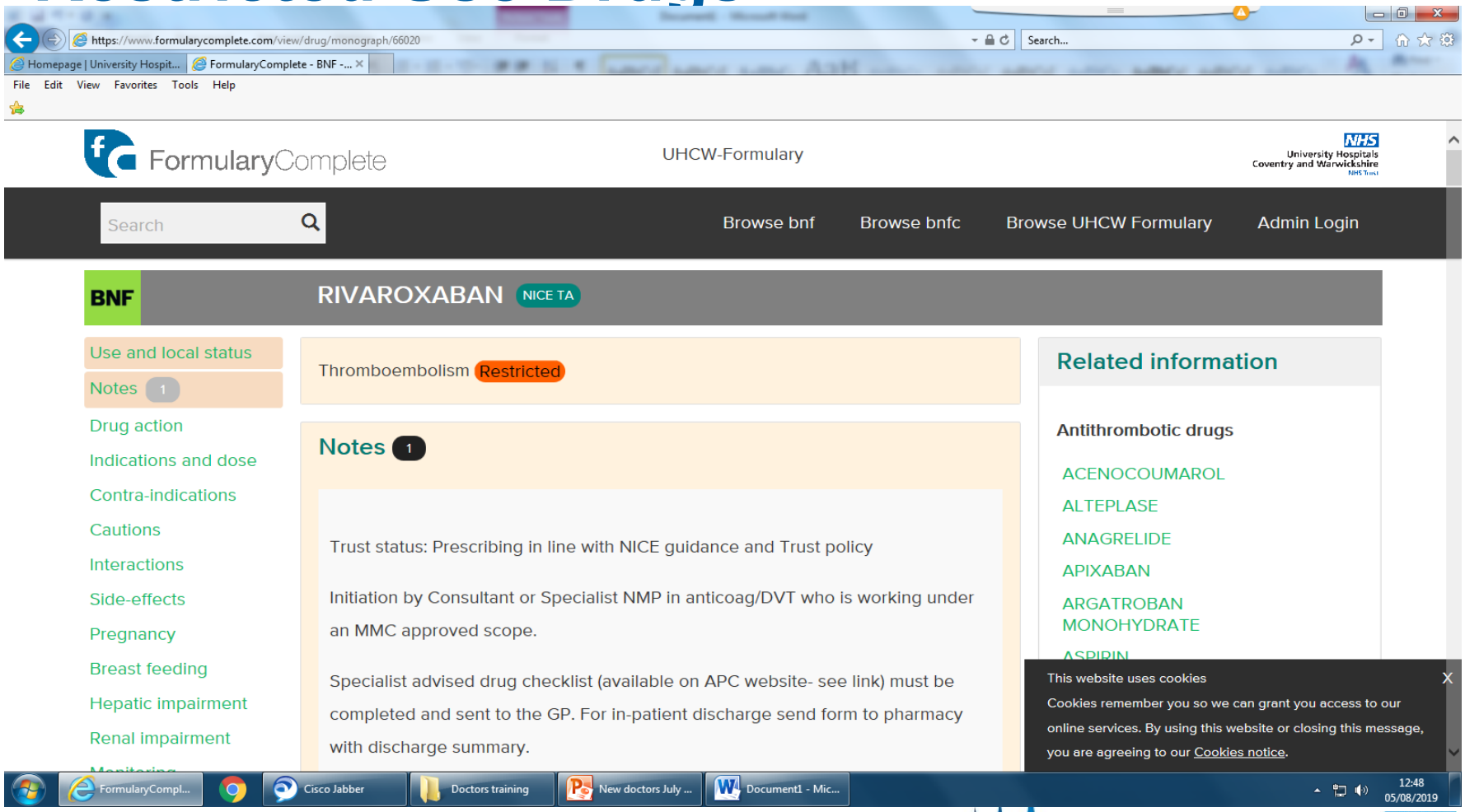
Formulary Drugs

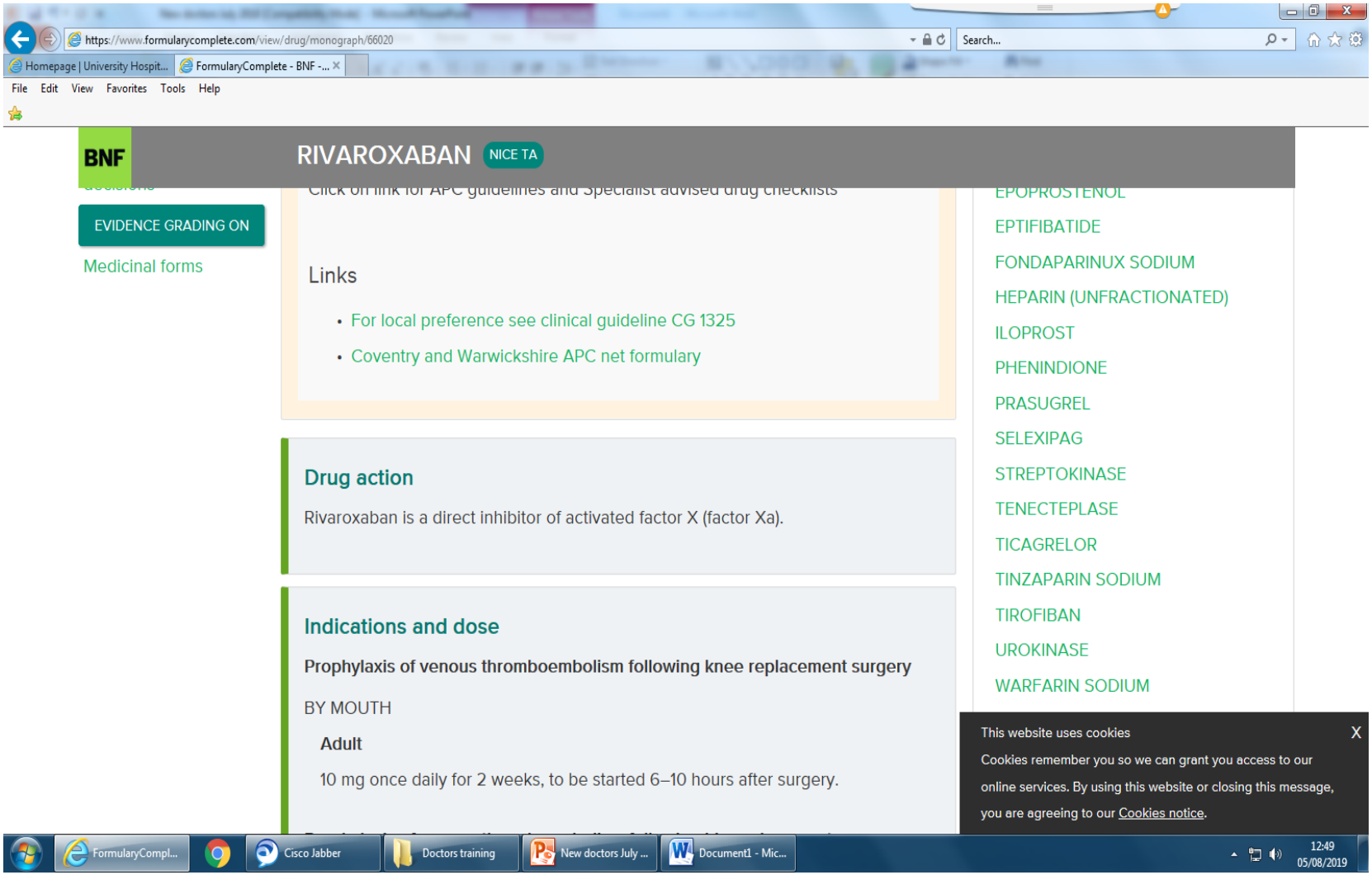


Non Formulary Drugs



Restricted Use Drugs

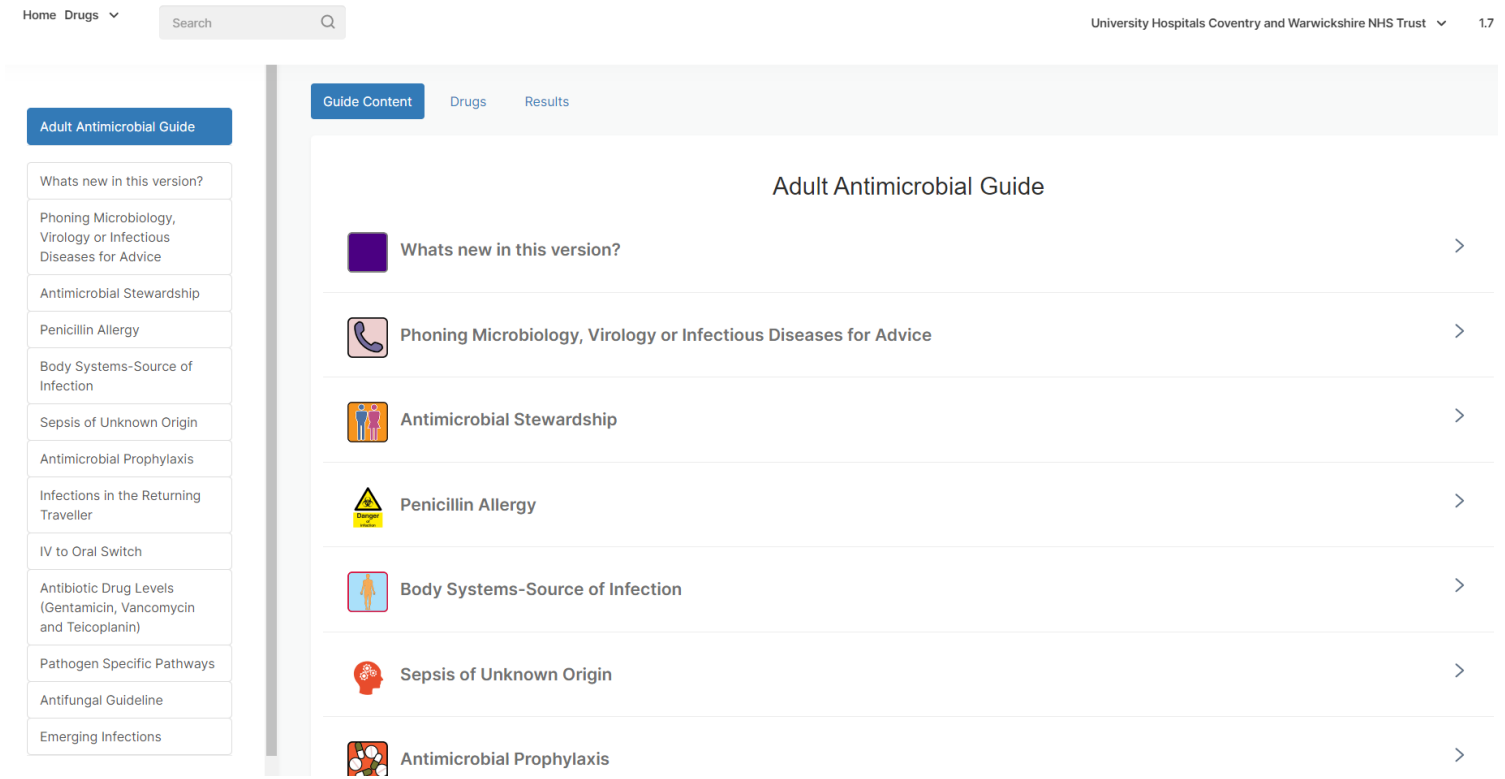




University Hospitals Coventry and Warwickshire NHS Trust

Antibiotics

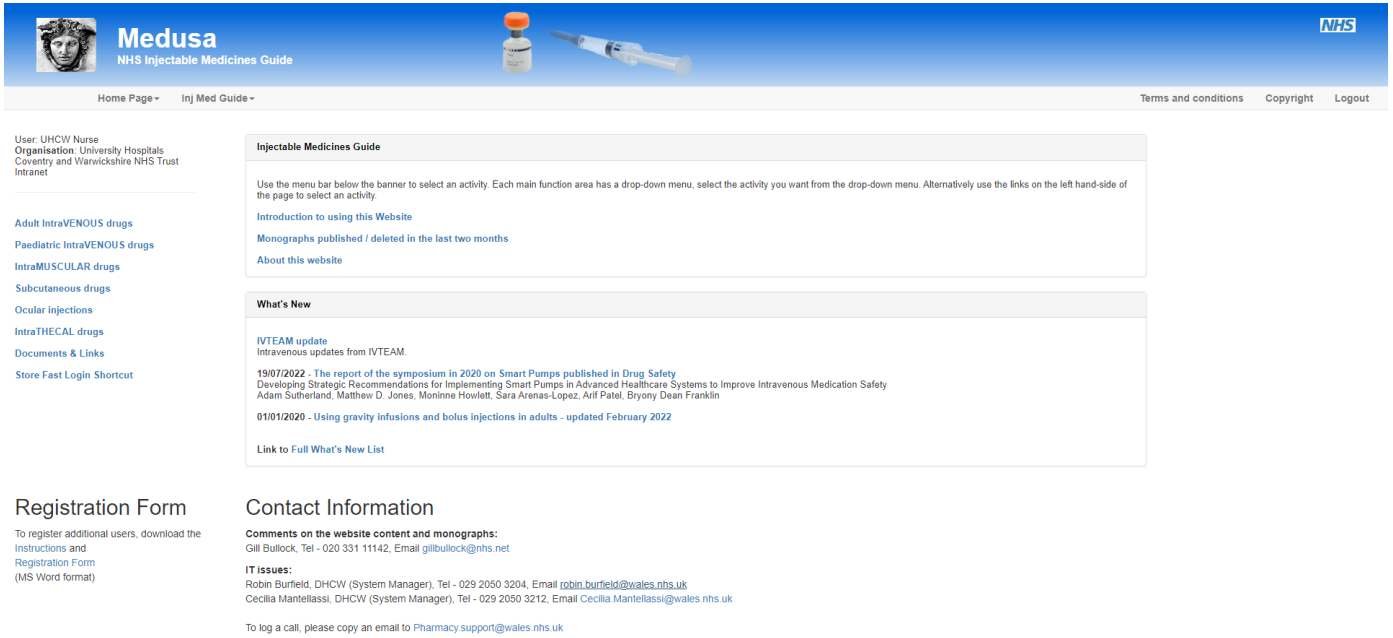
Use the EOLAS app which can be downloaded or accessed via TrustNav



University Hospitals Coventry and Warwickshire NHS Trust

IV Administration

Medusa a national resource for IV drug administration, supported by UKMi accessed via TrustNav



University Hospitals Coventry and Warwickshire NHS Trust

Discharge Medication (TTOs)

- PLEASE PLAN YOUR DISCHARGES.

- Please ensure TTOs are written (preferably) **24 hours in advance** of discharge – the **minimum** turnaround from pharmacy receiving TTO to the patient receiving on the ward is **3 hours.**

- If the patient uses compliance aids this must be arranged by the ward for discharge and will take the GP/ community pharmacy **at least 48 hours (no service on weekends)**

Discharge Medication

- When completed a task needs to be sent to pharmacy.
- *If a TTO has already been completed and additions are made an additional medicine task needs to be sent to pharmacy.*
- **CDs requirements**: see medicines policy
  - Must have drug name, form, strength, dose and freq
  - Must state total quantity in words and figures
  - CD prescription to be generated
  - MUST be signed and dated in indelible ink

How to avoid a bleep…

- Record information about drugs that have been stopped or dose changes during the admission
- If something is out of the ordinary, write a note about it in the GP information/clinical summary section
- Double check what you've written before you send it to us
- Allergies status

Registrar or above must countersign oral CYTOTOXICS in order for a valid prescription

(must be discussed with them)

Emergency duty pharmacist

- Outside normal pharmacy hours, an on-call service is available serving both sites.
- On-call available by bleep via switchboard.
- Emergency advice and supply ONLY – not a residency.
- **Not** for TTOs or stock supplies – call Trust bleep holder instead.
- Most emergency medication is stored in the emergency room in pharmacy on both sites.

And Finally……

- Feel free to talk to us – we are on every ward and some clinics.
- Look at the intranet pharmacy page and the e-Library page to get a feel for them.
- If in doubt, please ask!

