

# Re-establishment of MI at Barts Health

Reena Lal, Clinical Information Pharmacist, September 2018



# What happened- where we were

---

- ▶ Barts Health were without an MI Manager for over 1 year
- ▶ In the Interim:
  - ▶ MI department was still running and supported by Band 8a Formulary and Clinical Pathways Pharmacist
  - ▶ Rotational band 7 was given more autonomy and dealt with day to day running of the department.
  - ▶ Clinical Teams to complete own enquiries
  - ▶ Library supporting access to journals.



# The change- what has happened so far

---

- ▶ MI Lead been in post for 1 year
- ▶ Re-established full MI service inc office layout
- ▶ Training packs/material for all rotational staff.
  - ▶ 1 x band 7 for 9 months, 1 x Band 6 for 6 months, 1-2 Pre-reg pharmacists for 1 month, numerous Pre-reg technicians for 2 weeks.
  - ▶ Critical appraisal skills
  - ▶ Literature searching
- ▶ MI support sessions; adhoc Enquiry answering hint and tips, telephone etiquette, questioning techniques, support for the team etc.
- ▶ MI User
- ▶ Survey



# The change- what has happened so far

---

- ▶ Reviewed peer review comments
  - ▶ Internal Peer Review sessions- monthly
  - ▶ Updated all essential resources
  - ▶ MI service promotion
  - ▶ Improved query documentation inc time stamps. Font size, sources
- ▶ Improvement on governance around enquiry answering following on from UKMI residential.
- ▶ MI Lead visited Regional Centre July 2018
- ▶ Linking with Pharmacy Governance Team



# The change- what's in the pipelines

---

- ▶ Review of all resources
- ▶ Promotion of MI through discharge summaries and promotional stands
- ▶ Patient Access Helpline
- ▶ Pulling reports via MiDatabank
- ▶ Weekly MI meetings
- ▶ Encouraging IRMIS reporting
- ▶ Carrying out internal MI Audit



# Our aspirations 2019

---

- **Central database to log all enquiries.**
  - Train staff on how to use MiDatabank
  - Support for clinical staff
  - MI to complete quality assurance check to oversee process.
  
- **Well established Patient Helpline**
  - Evidence interventions made.



# Our Challenges

---

- ▶ **Staffing levels and staffing changes**
  - ▶ Current Band 8 post spilt with formulary management, clinical pathways, interface work with CCGs, digital medicine and development of virtual clinics, diabetes support, clinical information platforms
  - ▶ Staffing levels in MI- need for Band 7/8a support or technician
  
- ▶ **Infrastructure of department**
  - ▶ IT support
  - ▶ Service for 5 hospitals
  - ▶ Spread of clinical teams across site.

