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Development of Medicines Information Services in a Community Trust Setting

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What are community trusts?

- Secondary care organisations
- Established following NHS re-organisation and commissioner/provider split
- Different models for delivery of community services adopted throughout the NHS
  - Community services provided under umbrella of Acute Trusts / Mental Health Trusts
  - Stand-alone organisations (e.g. KCHFT) including some provision from private providers such as VirginCare

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Kent Community Health NHS Foundation Trust (KCHFT)

- One of the largest NHS community health providers in England, serving a population of about 1.4 million across Kent and 600,000 in East Sussex and London

- Employs more than 5,000 staff, including doctors, community nurses, physiotherapists, dietitians and many other healthcare professionals

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What services are provided?

- 8 Community Hospitals
  - Step-down / rehab care or Step-up admission from the Community
- 7 Minor Injury Units
- Community / District Nursing including ‘Rapid Response’
- Specialist Community Nursing e.g. Diabetes, Cardiac Rehab, Respiratory, Epilepsy
- School Nursing / Immunisation
- Community Childrens Nursing
- Health Visiting
- Sexual Health – HIV / GUM / Contraception
- Community Dental Services
- Community Physiotherapy
- Speech and Language
- Home Enteral Nutrition
- Learning Disabilities

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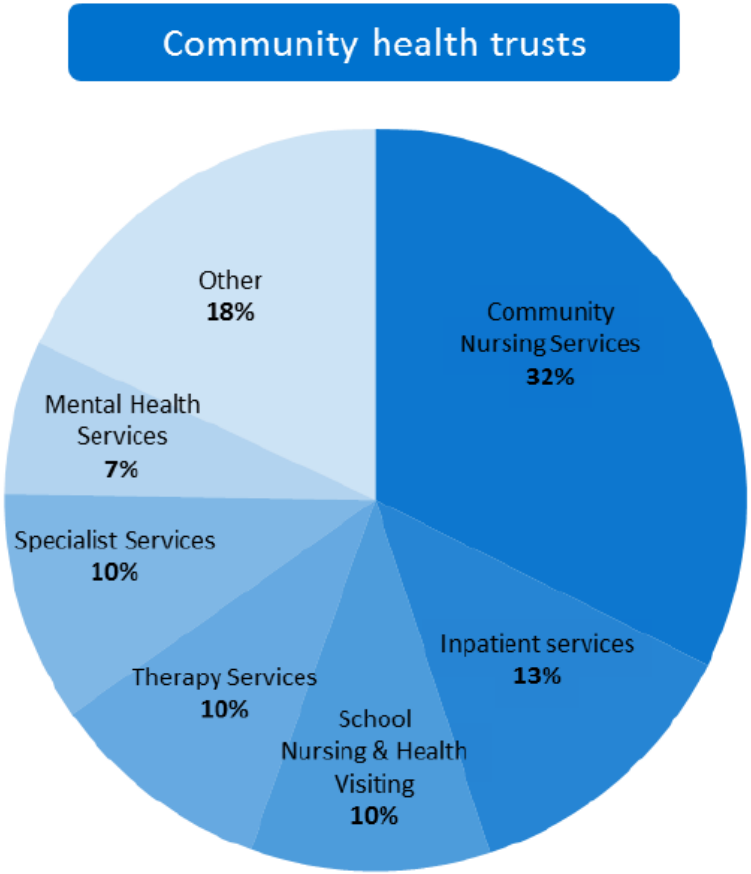
What services are provided?



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Medicines Information Team Journey

In 2012 the post of Lead Pharmacist Medicines Information and Education was advertised and recruited to

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Medicines Information Team Journey

- Ad-hoc enquiry answering service (Duty rota)
- Mainly paper-based storage of enquiries (not searchable)
- Access to a very limited range of resources
- No affiliation with UKMi
- No peer review / service audit
- No medicines information training

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Medicines Information Team Journey

- In early 2013 recruited a Pharmacy Technician and Pharmacy Support Worker
  - All post-holders have split role with Education & Training
- Began networking with UKMi Regional and Local Centres
- UKMi National Training Programme
- MiDatabank
- UKMi free access and resources for purchase
- SOPs
- KPIs

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Medicines Information Team Journey

- Service formally launched in September 2013
- First UKMi external peer-review in December 2013
- Pharmacy Technician became AMITTS accredited in July 2014
- Patient line launched in 2016

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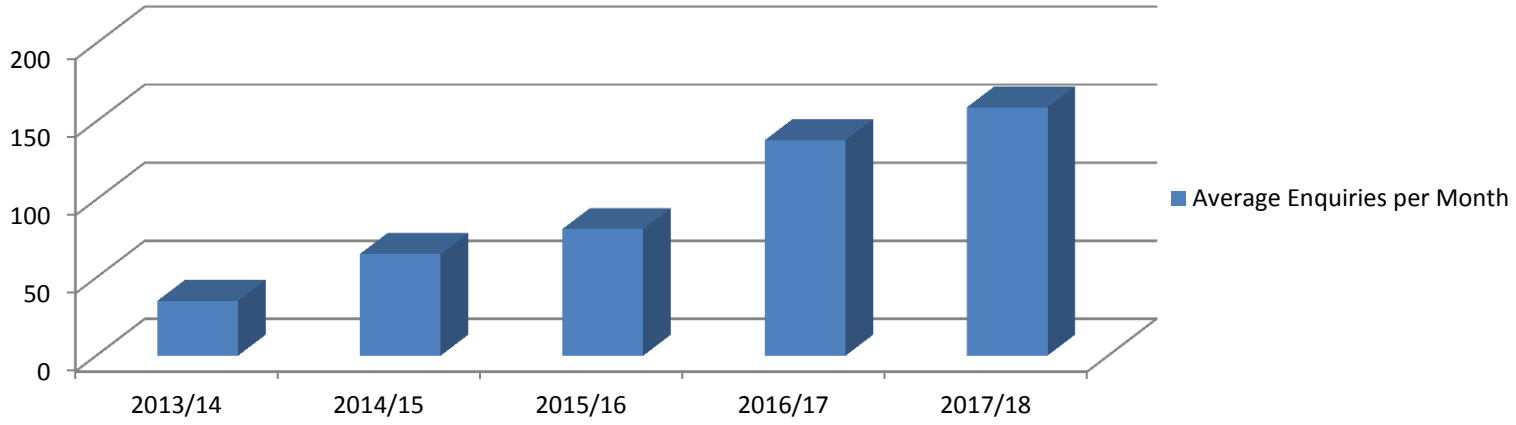
Service Activity

Average numbers of enquiries per month



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Enquiry Types

- Immunisations – 50-60% of total enquiries
  - Interactions, Contraindications, Scheduling, Other vaccines
- Administration – OPAT / Injectables, Swallowing difficulties / PEG
- Palliative Care / Syringe drivers
- Interactions / Herbals – Sexual health (HIV / GUM / Contraception), Specialist Nurses, NMPs
- Choice of therapy / Contraindications / Medicines Optimisation
- Breastfeeding – Health Visitors
- Supply and Availability
- Fridge and ambient storage – Over 500 storage locations spread over massive geography!

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Resources

- Green Book!
- Medicines Complete
  - BNF / BNFc
  - Stockley's
  - Handbook of Drug Administration Via Enteral Feeding Tubes
  - AHFS
  - Martindale
  - Handbook on Injectable Drugs
- NEWT
- Medusa IV guide
- Palliative Guidelines Plus / Palliative Care Formulary / The Syringe Driver
- SPS
- Drugs in Pregnancy and Lactation
- Medications and Mothers' Milk
- Toxbase
- UpToDate

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The Future

Drivers to increase the provision of more complex care in the community setting are expected to mean containing increases in demand:

- 2012 Health and Social Care Act
- NHS 5 Year Forward View
- NHS operational productivity: unwarranted variations in mental health and community health services Lord Carter 2018

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The Future

- Strengthening links with local acute and mental health Trusts
- Collaboration
- Supporting the patient journey across interfaces
- Increasing use of the Patient Helpline

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Thank You

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