



Technology and innovation in a hybrid MI and Advice service

Thinking outside the office – how to make a hybrid MI service a reality

What's New

UHP NHS Trust has had a hybrid Medicines Information and Advice service since Dec 2022. Core staffing is 0.8 WTE 8b Lead Pharmacist on site 1 day a week and 1.0 WTE band 5/6 MI pharmacy technician (from May 2024), on site 2 days every other week. We also have the onsite band 6 Propel rotational pharmacists for 0.5 WTE every 3 months. This poster describes how we have used technology in developing this new style of MI service

Background

University Hospitals Plymouth is a 1000 bed teaching hospital in Plymouth, Devon. We provide secondary care and tertiary services in the South West of England.

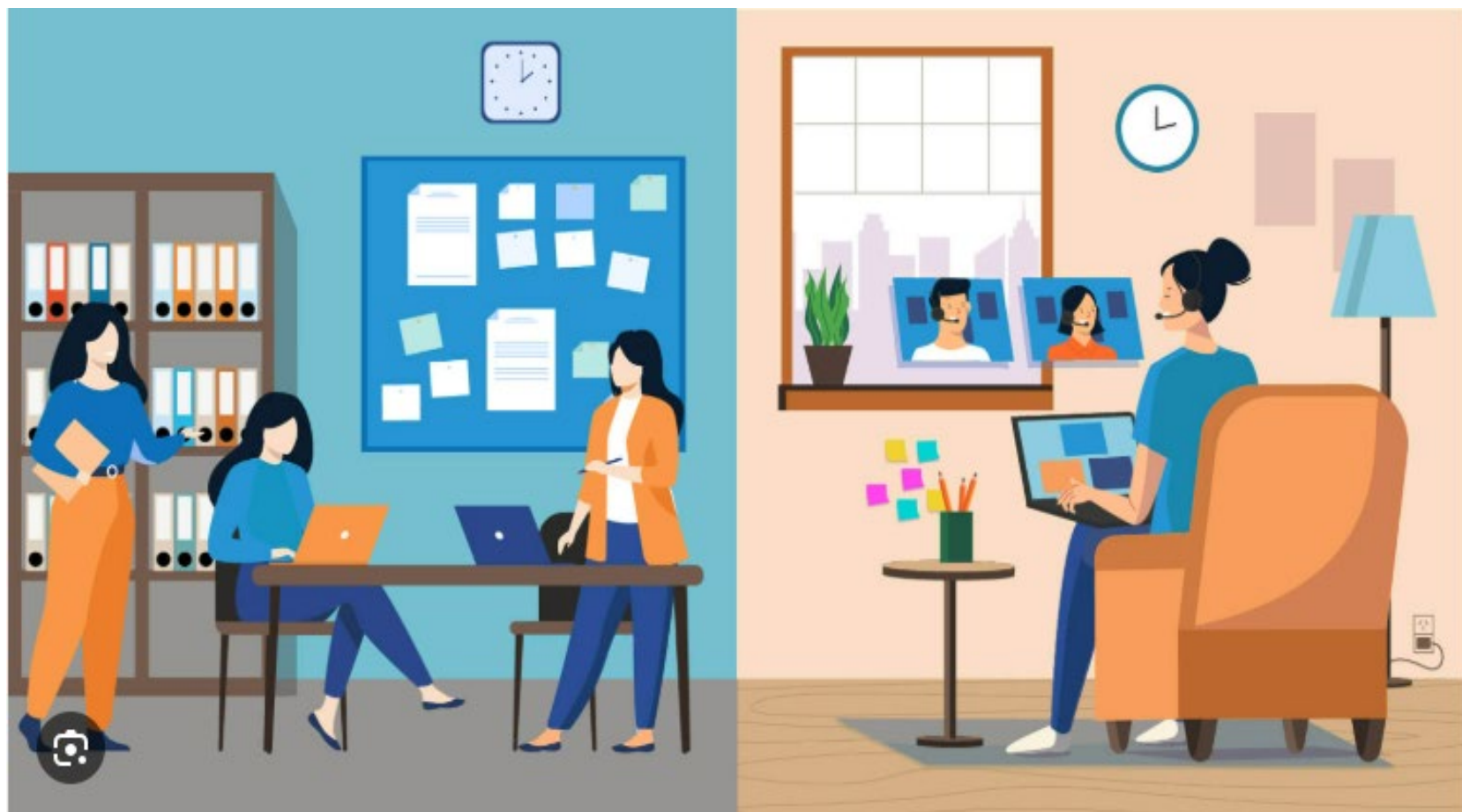
There are challenges to recruitment and retention of pharmacy staff. The Medicines Information lead pharmacist post had been empty for a number of year before a new approach was taken in 2022.

In Dec 2022 a lead pharmacist for MI and Advice was appointed. The challenge was then to develop a hybrid MI service



Communication

- One MI phone number and a shared email address/inbox
- Email query receipt and allocation system
- Shared MI calendar with rota
- Trust network enabled internet phones (3CX) on laptops with individual extension no
- Remote access voicemail
- Multitone bleep to email system
- Trust voicemail to email system
- Teams channels for MI and other pharmacy groups
- Daily whole team Teams catch up
- Patient and HCP feedback questionnaire that can be emailed or sent via email to a mobile phone no
- Remote invites for key meetings



Training

- Monthly remote training for trainee pharmacists
- Hybrid training for rotational pharmacists and MIATP trainee pharmacy technician
- Use of Teams to enable video observation and assessment of MIATP trainee pharmacy technician's telephone calls
- MS Forms used for feedback from trainee and rotational pharmacists

Next Steps

- What's on the list for 2025?
- Full launch of the email to text patient and HCP feedback questionnaire
 - Improved telephony system e.g. Netcall
 - Development of a split post band 7 pharmacist role
 - Use of MIDB data to support service improvements

Key Support

- Key champions and advocates within senior pharmacy team
- IT /M365 colleagues
- Good connections with all areas of pharmacy – clinical, procurement, stores, dispensary, high cost drugs, education and training etc
- Having a good network external to the Trust and building a valuable internal network

Resources

- Trust laptops with AOVPN installed to allow access to all Trust clinical systems in any location including SeeEHR, iCM, Ascribe, Nerve Centre, GP Connect, EPMA, shared folders, Trust intranet including Telephonium and Sharepoit
- MI Databank
- Comprehensive MI SOPs available via Q-Pulse
- Majority of MI resources are online
- Shared spreadsheet of key contacts

Conclusion

- What's worked over the last 2 years?
 - We have a fully functioning 5 day a week MI service and team
 - Because the MI service is staffed consistently, we could launch an official patient helpline
 - We answer approx. 100 queries per month
 - The MI bleep, email and phone are managed remotely
 - We have trained 10+ band 6 Propel rotational pharmacists with MI skills who then support if ad hoc cover is required in MI
 - We have developed 50+ trainee pharmacists' skills in enquiry answering
 - We have shown the value of recruiting a pharmacy technician to work within MI (year 2)
 - Data capture now allows consistent feedback to the senior team
- What helped?
 - Communication – with colleagues and team
 - Curiosity – exploring new ways of working through discussion and observation
 - Flexibility – willingness to adapt to the needs of the MI team and the needs of the wider pharmacy team
 - Experience and contacts from previous roles
 - Adaptation – using the resources available and developing them
 - Trust, support and challenge from the pharmacy senior leadership team and the wider pharmacy team
 - The move to using Teams as a communication channel which started during COVID
 - Support from IT
 - Being visible on site regularly
 - Building relationships virtually and in person
 - Being willing to try new ideas and move on if not working

GET IN TOUCH!

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