**Categorisation of enquiries on MiDatabank**

**Background**

The current definitions of enquiry complexity (levels 1, 2 and 3) are not meaningful outside of MI. They are based on the number of resources used or whether a written answer has been provided and there is no consistency nationally about how to assign the levels.

An alternative way of categorising enquiries based on 3 patient centred themes was piloted for 1 week in November 2016 which showed clearly that ~95% of enquiries could be aligned to 3 categories: patient support & experience, treatment effectiveness & outcomes and patient safety.

At the Exec meeting in November 2016 it was agreed to continue to categorise enquiries **both** by level (1, 2 or 3) and by the predominant patient centred theme for future statistical analysis.

This is not mandatory however, all MI centres are strongly encouraged to do this.

**Actions**

Add 4 additional categories in the ‘Other categories’ section on the Input page of MiDatabank: Patient Support & Experience, Treatment Effectiveness & Outcomes, Patient Safety and Not applicable.

All the categories apply equally to **both** patient specific enquiries and situations where a patient is not identified but the information provided could impact on future clinical care of patients.

The definitions for these 4 categories are:

1. **Patient Support & Experience**. Ensured availability/supply of a medicine, reassured patient or clinician about the appropriateness of a regimen, advised on ways to simplify a dose regimen or medicines administration; supported development of local guideline, pathway or research.

2. **Treatment Effectiveness & Outcomes.** Advised on the most appropriate medicine for a patient or future patients based on evidence; optimised the dose schedule/ preparation/ administration in line with clinical evidence or experience.

3. **Patient Safety.** Detected, prevented or managed a safety issue for a patient or future patients in line with clinical evidence or experience.

4. **Not applicable**. None of the above categories apply

As categorisation is based on professional judgement by individual pharmacists and the reason why the enquiry was asked, it is not possible to state exactly which enquiry types fit into which categories.

**Example**

An enquiry about an adverse effect could be assigned to each category depending on its context:

**patient support & experience:** a patient rings and is concerned about the adverse effects that they are getting and you advise that they are common and will reduce over time;

**treatment effectiveness & outcomes:** the doctor rings and asks for advice about timing of administration of a medicine because of adverse effects;

**patient safety:** a nurse asks you if a medicine can cause a particular effect and you end up completing a yellow card report.

***It is highly likely that there will be differences between pharmacists/technicians and how they categorise, however there is no right or wrong answer, however, please choose just one theme which should be the predominant patient centred theme.***

Katie Smith (on behalf of UKMi Exec), February 2017