



A secure e-Advice service at the Welsh Medicines Information Centre (WMIC)

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Focal Points

- This presentation outlines how Welsh Medicines Information Centre (WMIC) developed a secure electronic enquiry submission form for non-urgent cases as part of the Cardiff and Vale e-advice platform for Primary Care.
- The e-form (a) allowed primary care healthcare professionals to submit enquiries at a time convenient to them, and (b) provided a structure to ensure relevant data were included with the enquiry

Introduction

WMIC receives a high proportion of Primary Care enquiries via email; such enquiries frequently lack relevant data. WMIC wanted to address this by providing an alternative, secure, 24 hour method for GPs, primary care nurses and pharmacists to submit non-urgent medicines-related enquiries.

Method

An existing e-advice and communications system in Cardiff and Vale University Health Board (CAVUHB) allowed primary care clinicians to contact specialist teams for advice on non-urgent cases. WMIC approached the IT team to develop a similar, but more detailed enquiry submission form for the MI service which facilitated collection of all relevant data from Primary Care enquiries. The system was tagged “Medicines Information – Guiding your safe use of medicines”. It was launched on 18th February 2019 via the e-advice system for Primary Care, and publicised via local administrator announcements, the weekly CAVUHB newsletter, the WMIC website, and on social media.

The e-form includes patient details and a general query box with additional pop-up questions that are based on the UKMi enquiry answering guidelines¹ for questions about Administration, Adverse Drug Reactions, Interactions, Medicines in Renal Failure, Pregnancy and Breast feeding, Complementary medicines or Pharmaceutical issues.

* Certain questions are mandatory while others are optional.

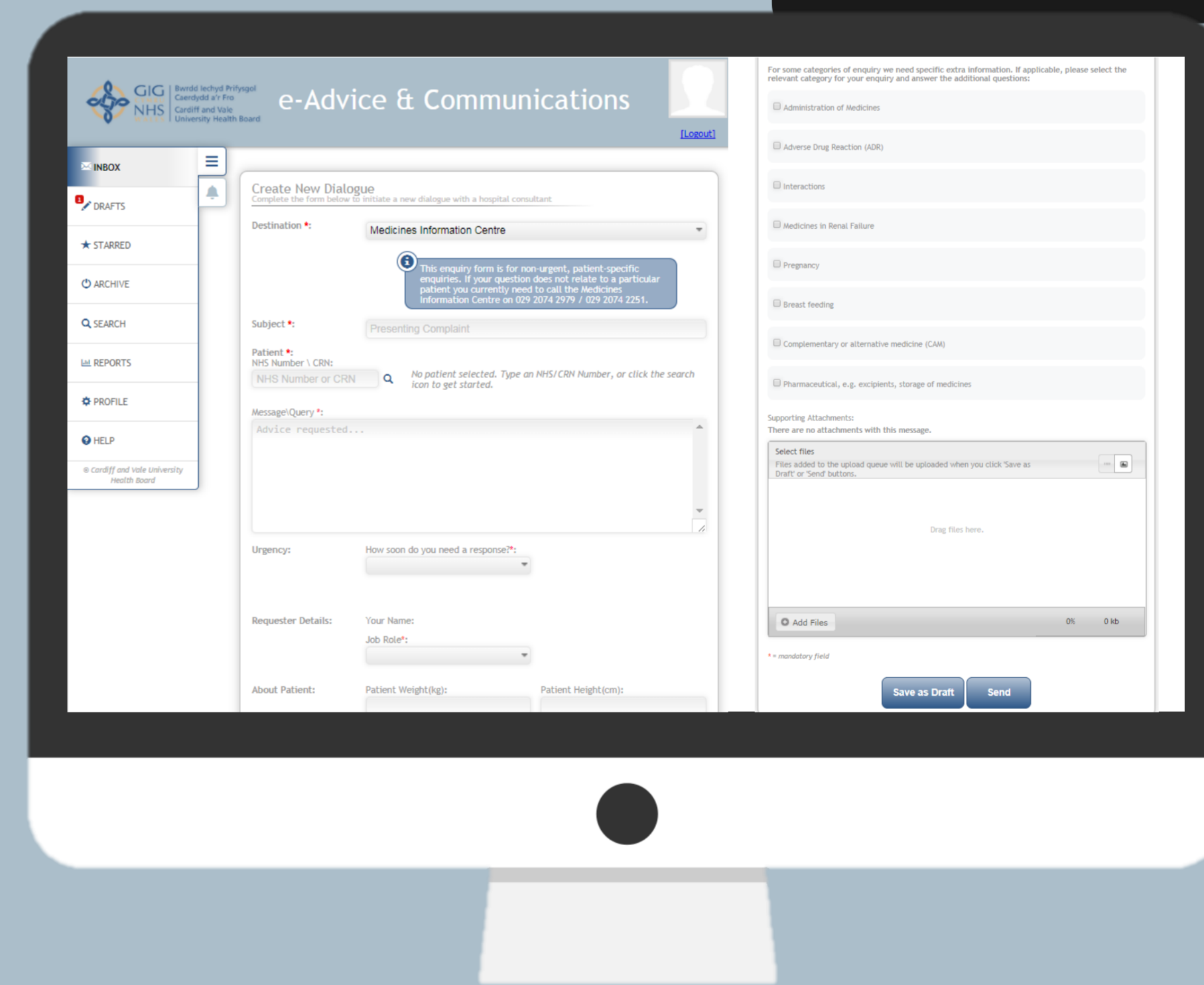
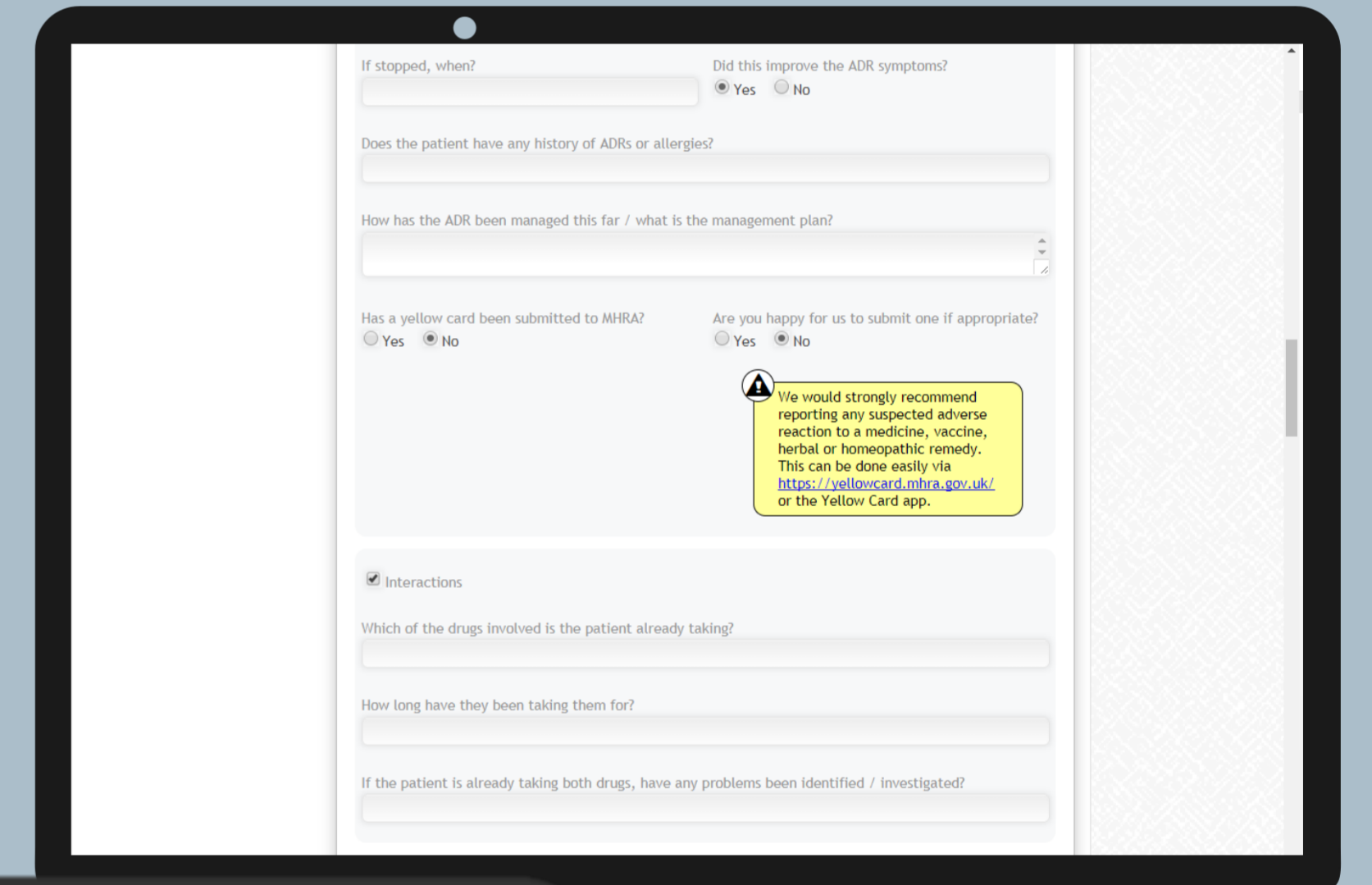
An enquiry about interactions or medicines use in renal failure will prompt questions such as:

Interactions

- Which of the drugs involved is the patient already taking?
- How long have they been taking them for?
- If the patient is already taking both drugs, have any problems been identified / investigated?

Medicines in Renal Failure

- What is the degree of renal failure?
- Is the renal failure:
 - Chronic Renal Failure
 - Acute Kidney Injury
- Is the renal function:
 - Stable
 - Deteriorating
 - Improving
 - Fluctuating
- Are they on renal replacement therapy? Yes No
- Is the patient already taking the medicine in question? Yes No



Enquirers can upload files such as images, other relevant communications or documents. The enquiry response can also include attachments (e.g. relevant UKMi Q&As; references). Importantly, the form blocks submission if the enquirer indicates that the enquiry is urgent and directs them to phone the enquiry answering line instead.

Full details of the advice request and response are automatically uploaded to a patient’s Welsh Clinical Portal profile. This means that the response will be accessible to any healthcare professional across NHS Wales involved in the patient’s care.

Results

To date, WMIC has received 27 enquiries via this route, at an average of 1-2 enquiries per week. The service has been well received so far, uptake is increasing, and we have been contacted by enquirers who have not previously used our service. We are continuing to promote the service to other users and are considering if it could also be rolled out within secondary care.

A user-satisfaction audit is planned for later in the year to review the service from both an MI and enquirer perspective.

Acknowledgement: WMIC would like to thank the CAVUHB e-Ad&Comm team, without whom this service improvement would not have been possible.

1. UKMi Enquiry answering guidelines. <https://www.sps.nhs.uk/articles/ukmi-enquiry-answering/> July 2018.



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