

NMS Depression Expansion Pilot

Greater Manchester Updates

Welcome to the NMS Depression Expansion Pilot in Greater Manchester (GM) updates:

Webinar:

We are pleased to announce that the webinar took place on Wednesday 1st of November 2023. The webinar was a collaboration between our programme team, the GMLPC and representatives from:

- The Pharmacy Integration Fund (PHIF) team,
- Greater Manchester Mental Health, and
- Pennine Care NHS Foundation Trust.

The webinar was designed to support community pharmacists delivering this pilot. **Hammaad Patel** (National Pharmacy Integration Lead) talked about the pilot's data collection and gave a live demonstration on how to use the web-based reporting tool. **Shazia Abbas** (senior mental health pharmacist) and **Dearbhaile Kelly** (senior clinical pharmacist) discussed different topics around depression and consulting with patients with mental health problems.

We would like to extend our gratitude to **Hammaad, Shazia and Dearbhaile** for their time and efforts to support us deliver this webinar.

The recording of the webinar is made available for anyone who wasn't able to attend.

[**CLICK HERE TO WATCH**](#)

Current Activity:

- **40** community pharmacies in GM were invited to participate in the pilot on 02/08/2023, of which currently (as of 6th November 23):
 - **6 Live & active**
(Already engaging patients)
 - **24 Live & ready**
(Ready to commence with patient engagement)

- **8** **Awaiting confirmation of readiness**
(Waiting to confirm readiness by returning the “short readiness” form sent to the pharmacy NHSmail)
- **2** **Did not register on BSA to provide the pilot**
- **32** **Trained pharmacists**
- **25** **Patient engagements took place in September and October**

Aims of the Pilot:

The aim of the pilot is to test the inclusion of depression as a therapeutic area in the NMS and to test a revised NMS service model that would align more closely with the treatment of depression in primary care as part of an integrated clinical pathway. The service will also provide an opportunity to better utilise community pharmacists in supporting patients with mental health conditions.

Patients’ Feedback and the Pilot Evaluation:

- Submission of the patient engagement record on the web-based collection tool triggers an online questionnaire to be sent to the patient (if the opt-in to take part). This is repeated when the patient leaves the service after a follow-up or early exit from the service. The comparison of responses at these two timepoints is vital for the pilot’s evaluation. **Therefore, records should not be held back and submitted in batches, i.e., patient engagement, intervention and follow-up submitted via the data collection tool on the same day. They should be submitted on the same day to allow for the feedback questionnaire to be sent to the patient.**
- The following flyer can be used to inform and encourage eligible patients to take part in the pilot evaluation and feedback.



PRL_anti_depressant_pilot_A5_flyer_V1.pdf

NHS

We need your feedback!

You have been asked by your pharmacist if you would like to receive the **New Medicine Service (NMS)** for your new medication.

This is part of a pilot to see if the NMS helps people newly prescribed anti-depressants. We would like to hear your views to help us improve this service and see whether it should be offered to others in the future.

Please ask your pharmacist and opt-in to taking part in the evaluation!

Three simple steps:

- 1 After initial contact with your pharmacist you will be **sent a link by text (or email)** to complete a short survey.
- 2 After further contact with your pharmacist you will be **sent a link to complete a second short survey** - to see how things have gone.
- 3 You may be asked if you want to be **interviewed by telephone/teleconference**. You do not have to be interviewed if you don't want to.

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Mandatory Training:

Completion of the following training resources within **the last two years** is required:
<https://www.cppe.ac.uk/services/anms-pilot>

- Centre for Pharmacy and Postgraduate Education (CPPE): Consulting with people with mental health problems (up to 120min)
- Royal College of Psychiatrists: Antidepressants (up to 90min)
- Royal College of Psychiatrists: Anxiety, panic and phobias (up to 60min)
- Zero Suicide Alliance (ZSA) Suicide Awareness Training (up to 20min)
- Scenario-based educational videos (up to 30min)

Evidence of competencies must be retained within each pharmacy for all pharmacists and staff delivering this service including the requirements of the Advanced Service Specification for NMS. It may be requested at any time by the commissioner.

Resources:

- [NHS Community Pharmacy New Medicine Service \(NMS\) Expansion Pilot: Inclusion of Depression as a Therapeutic Area and Revised Service Delivery Model | NHSBSA](#)
- [Service Level Agreement & Service Specification \(nhsbsa.nhs.uk\)](#)
- [New Medicine Service \(NMS\) - Community Pharmacy England \(cpe.org.uk\)](#)

- [CPPE NMS gateway page \(cppe.ac.uk\)](http://cppe.ac.uk)
- [Greater Manchester LPC – Representing community pharmacists in Greater Manchester \(communitypharmacy.org.uk\)](http://communitypharmacy.org.uk)

Kind regards,

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Sign up to Pharmacist Support's [ACTNow campaign](#) for tips and information on how to manage your mental health and wellbeing in the pharmacy

Part of Greater Manchester
Integrated Care Partnership

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