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| **Stage** | **Description of process** | **Timescale** | **Responsibility** |
| **1) A discharge referral is received by the pharmacy**  Stage 1:  £12 | The electronic referral is received by the pharmacy and the following actions are undertaken: | As soon as possible, but within 72 hours of receipt (excluding hours of the days on which the pharmacy premises are not open for business). Section 8,7 of the [NHSE&I guidance on the regulations](https://www.england.nhs.uk/publication/guidance-on-the-national-health-service-charges-and-pharmaceutical-and-local-pharmaceutical-services-amendment-regulations-2020/) provides more information on this timing requirement. |  |
| a)       check for clinical information and actions contained within the referral which need to be undertaken. Details of what to look for are outlined in the DMS toolkit; | Pharmacist |
| b)      compare the medicines the patient has been discharged on and those they were previously taking at admission; | Pharmacist/ Pharmacy Technician |
| c)       where necessary, raise any issues identified with the NHS Trust or the patient’s general practice, as appropriate; | Pharmacist/ Pharmacy Technician |
| d)      make appropriate notes on the PMR or other appropriate record, including to ensure pharmacy staff are alerted to the need to conduct stages 2 and 3 of the service, when the first prescription is received or at first contact with the patient/carer; and | Pharmacist/ Pharmacy Technician |
| e)      check any prescriptions for the patient, previously ordered, in the dispensing process or awaiting collection to see if they are still appropriate. Particular attention should be paid to electronic repeat dispensing prescriptions as these could be pulled down from the system sometime after the patient has been discharged from hospital. | All relevant members of the pharmacy team |
| **2) The first prescription is received by the pharmacy following discharge (this may not be a repeat prescription)**  Stage 2: £11 | The pharmacist/pharmacy technician ensure medicines prescribed post-discharge take account of the appropriate changes made during the hospital admission.  If there are discrepancies or other issues, the pharmacy team will try to resolve them with the GP practice, utilising existing communication channels. Complex issues may need to be resolved by the general practice undertaking a Structured Medication Review; and  Make appropriate notes on the PMR and/or other appropriate record. | When the first post-discharge prescription is received, usually one week to one-month post-discharge, dependent on the quantity of medicines supplied by the hospital at discharge. | Pharmacist/ Pharmacy Technician |
| **3) Check of the patient’s understanding of their medicines regimen**  Stage 3:  £12 | This involves a confidential discussion, adopting a shared decision-making approach, with the patient and/or their carer to check their understanding of what medicines they should now be taking/using, when they should be taken/used and any other relevant advice to support medicines taking/use.  When this takes place on the pharmacy premises, the consultation room should be used\*.  Where the patient and/or their carer cannot attend the pharmacy for this discussion, e.g. if they are housebound or convalescing following surgery, this can be provided in a manner which meets the patient’s/carer’s needs, e.g. by telephone or video consultation.  Information that would be of value to the patient’s general practice or Primary Care Network clinical pharmacist, to support the ongoing care of the patient, should be communicated appropriately.  Where appropriate, there should also be an offer to dispose of any medicines that are no longer required, to avoid potential confusion and prevent an adverse event.  Make appropriate notes on the PMR and/or other appropriate record.  Where appropriate, other services which form part of the CPCF can also be provided. For example, the New Medicine Service could be offered if clinically appropriate and if the patient would get additional benefit from provision of the service. | When the first post-discharge prescription is received. | Pharmacist/ Pharmacy Technician |