

# Delivering DMS

## (Discharge Medicines Service)



- Malcolm's Pharmacy has been operating since 2011.
- The pharmacy is routinely busy, dispensing several thousand items every month.
- Within Greater Manchester, they rate as **one of the top providers of DMS**. Pharmacy contractors can earn up to £35 from each consultation. To help you, Malcolm has shared insights and tips for success.

“ Staying up to date with which patients are leaving hospital and managing their medication well is the key to success with this service and helps lead to more repeat customers. ”

## How to stay on top of referrals

Good record keeping is key. We have a board within the pharmacy which is used to track every patient's journey. This means that we can see at a glance which patients are in hospital as well as which have now been discharged and will now need their medication.

## Top tips to help you succeed



### Maintain good relationships with surgeries and hospitals

Identify key contacts at the GP and hospital to regularly check in with and get updates around a patient's prescriptions requirements and whether they have been discharged.



### Assign overall responsibility

Selecting one person within your team who will take overall responsibility for the service and for checking PharmOutcomes helps reduce the chances that something is missed. To cover holidays and absences it's useful to also have a deputy.