

Medicines Information for Parents and Carers of Children

Information Prescription Pilot:
Evelina Children's Hospital
and NHS Direct

June 2007



Long Term Conditions

- Asthma
- Skin, e.g. eczema, psoriasis
- Epilepsy
- Heart
- Kidney



Evelina Children's Hospital

Evelina Children's Hospital, part of Guy's and St Thomas' NHS Foundation Trust is the first new children's hospital to be built in London for over 100 years serving the local community and taking referrals from the wider population in the South East of England and beyond.



NHS Direct



NHS Direct provides confidential health advice and information around the clock. You can:

- visit www.nhsdirect.nhs.uk;
- go to **NHS Direct Interactive** on digital TV (*on Sky Digital, press the 'Interactive' button and scroll down the menu to page 2 – on Freeview, go to Channel 108*);
- or call NHS Direct on **0845 4647**



▶ www.nhsdirect.nhs.uk
▶ Digital TV
▶ Telephone 0845 4647

Available 24 hours

Pilot team

- Evelina Children’s pharmacists and consultant
- NHS Direct Health Information staff and UK Medicines Information (UKMI) network pharmacist specialist
- Community Pharmacy organisations: Boots, Tesco and Cooperative



Advisory Group

- Medicines and Healthcare products Regulatory Agency (MHRA)
- Long Term Medical Conditions Alliance (LMCA)
- National Pharmaceutical Association (NPA)
- Royal Pharmaceutical Society of Great Britain (RPSGB)
- Royal College of Paediatrics and Child Health (RCPCH)
- Royal College of Nursing (RCN)
- Royal College of General Practitioners (RCGP),
Datapharm Ltd
- Association of the British Pharmaceutical Industry (ABPI)
- Company Chemists Association (CCA)
- Epilepsy Action
- Proprietary Association of Great Britain (PAGB)
- Ask About Medicines Week Campaign (AAMW)



Information Prescription Form



A printed A5 patient information leaflet will contain a detachable A4 IP form which can be retained by the pharmacist.

Information Prescription ID:

Please complete this form in black or blue ink and write clearly

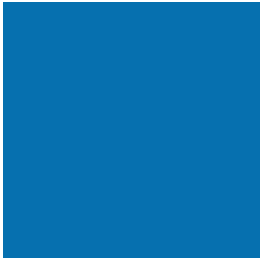
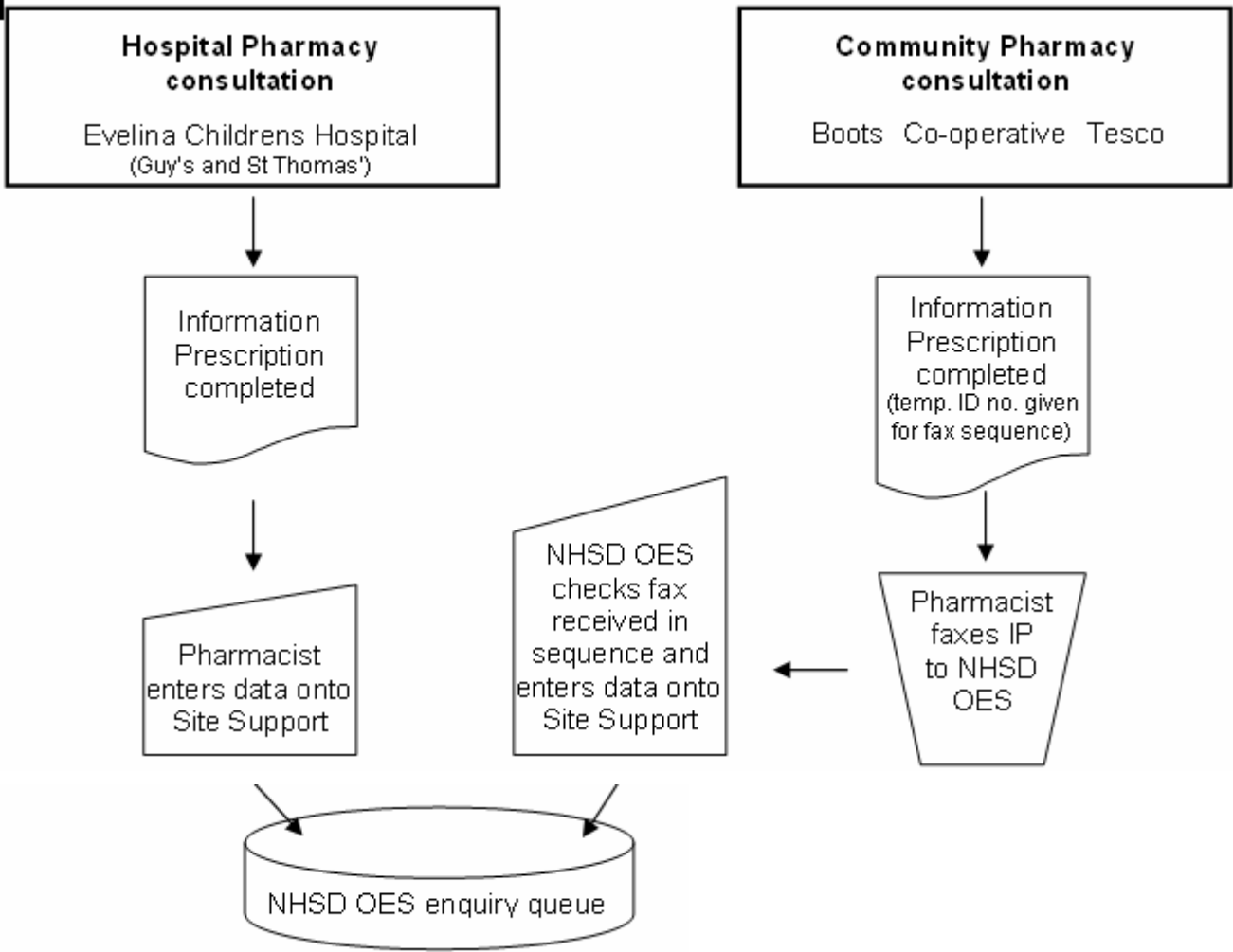
Pharmacy details		Telephone: <input type="text"/>	Fax: <input type="text"/>
Name: <input type="text"/>	Email: <input type="text"/>		

Child's details		Full name: <input type="text"/>	
Date of birth: <input type="text"/> / <input type="text"/> / <input type="text"/>	Hospital/NHS number: <input type="text"/>	Weight: (lbs or kg) <input type="text"/>	
Clinical condition(s): <input type="checkbox"/> Asthma <input type="checkbox"/> Epilepsy <input type="checkbox"/> Heart <input type="checkbox"/> Kidney			
(please tick ✓ you can choose more than one) <input type="checkbox"/> Long term skin condition <input type="checkbox"/> Neurological disorders			

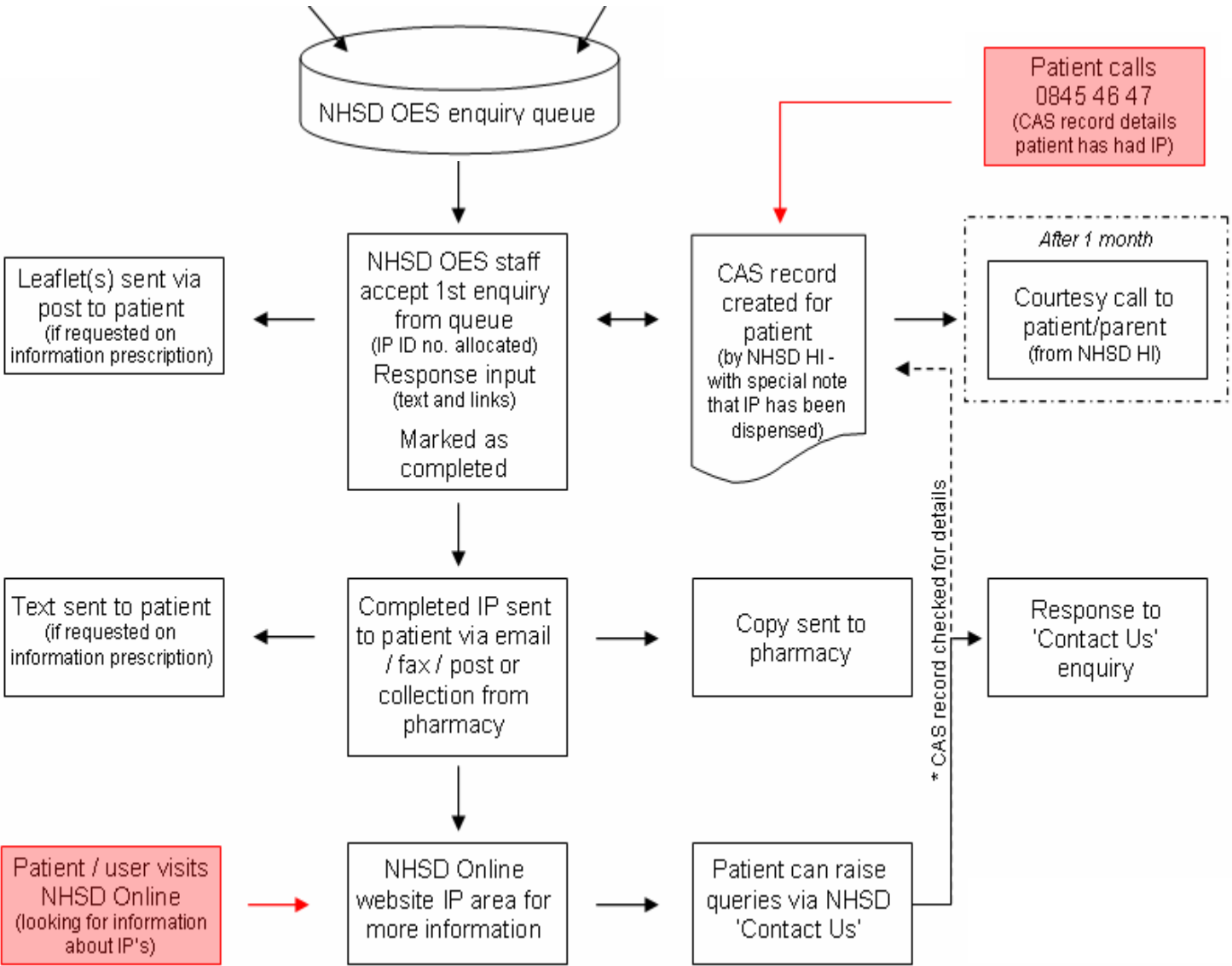
Current medicines					
Number	Medicine name	Dose	Number of times a day	Form (tablet, liquid etc)	How long has your child been taking this medicine?
1					



Process (1)



Process (2)



How can NHS Direct help? (1)



- Currently working with Leeds and Northumbria pilots
- Provide an electronic prescribing process
- Information Prescription zone on NHS Direct Online (www.nhsdirect.nhs.uk)
- Personalised information via NHS Direct Online Enquiry Service
- Content (e.g. encyclopaedia, common health questions) available Online and on Digital Interactive TV



How can NHS Direct help? (2)



- Database of local and national services and support
- Support for users through our callcentre (0845 46 47)
- Handling of email enquiries

Please contact Wayne Middleton
(details at the end of this presentation)
for further information on how NHS
Direct can help your pilot.



Progress

- Baseline survey of parents attending Evelina Children's Hospital
- Review of calls handled routinely by the OES and referred to UKMI
- Review of call type handled by Health Information staff
- Hearts and Minds- Evelina Childrens Hospital (50 plus consultants)
- Prototype launch 30th May



Challenges

- What is included in patient's care record?
- What is the right balance of information: generic/personalised?
- 50% of parents indicate want hard copy (baseline data)
- Verbal information
- Design of prescription template
- Directory specific for medicines



Next steps

- Launch main solution for Evelina Children's
- Community Pharmacy launch prescribing process
- Review information gaps
- Commence telephone interviews and offer further information



National roll out - key steps

- Prescribing
- Dispensing
- Delivery
- Link to patient care record
- Repeat prescribing links
- Accreditation of information sources
- New information



Project contact

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