

Information Prescription Pilots – details of plans post January 2008

		Activity
1	Pilot site	Evelina Children's Hospital – Guy's & St. Thomas NHS Foundation Trust (ECH)
2	Project lead – name, tel nos and e-mail address	Steve Tomlin 0207 188 9202 Stephen.tomlin@gstt.nhs.uk
3	<p>Will you still have DH funding left at the end of Jan 2008?</p> <p>When will this funding run out?</p> <p>Will you also be using further funding from other sources to continue your work?</p> <p>What are these sources and how long will this funding last?</p>	<p>Yes</p> <p>Basic funding will be exhausted by end of March 2008 and we hope to have delivered 150 prescriptions by then.</p> <p>As an internal project to ECH, the Information Prescription (IP) process will continue via normal service provision supported by workforce restructuring and business planning. NHS Direct (NHSD) have agreed to continue their directory and issue support based on their normal working function.</p> <p>The ability to continue to provide IPs after the pilot finished was fundamental to this project at the outset. Ensuring that the pharmacy service at ECH and the information service at NHSD could robustly deliver the information prescription service on an on going professional basis, was core to the decision to apply to be a pilot site. We believe delivering health and medicines information is core to pharmacy practice and a key part of NHSD business. What we have done is formalise part of that process. Providing numbers do not soar we have modified our systems to allow continued delivery of IPs. NHS Direct 's core service commissioned by the DH is to provide information about health</p>

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		<p>and health services in response to personal requests by the public across its call centres, website and Digital TV. NHS Direct has made a business decision to develop an information prescription portfolio of supporting processes that will enable other partnerships to be established in the future with other organisations that wish to deliver information prescriptions. Supporting IP services could be commissioned or jointly developed for service provision according to the needs of the organisation or in response to individual requests.</p> <p>As a partner in one of the WSD pilots commissioned by the DH, NHS Direct will set up and manage the IP arm of the pilot for the Newham project. This will cover adults for COPD, diabetes, cardiovascular disease and some mental health conditions. The health professionals involved should include GPs, community matrons, pharmacists and health visitors.</p>			
4	How many information prescriptions have been issued?	May	0	October	23
		June	0	November	13
		July	2	December	4
		August	16	January 2008	6
		September	31	Total	95
5	How many staff have been involved in issuing information prescriptions?	Primary Care – GPs	0	Social services and other community based services & centres	0
		- Community Pharmacists	7		
		Based at the following stores: Boots 3, Cooperative 2, Tesco 1, Greenlight 1			
		Secondary Care – hospital pharmacists?	7	Information & advice centres	One NHS Direct information centre involving a team of 5 staff
		Mental health care services	0	Libraries	NHS Direct central library- issuing leaflets- 1 staff member

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6	How do you plan to consolidate and mainstream your work with current health conditions and existing staff?	<p>Evaluation of the current system for delivering IPs will be ongoing. The system for issuing and dispensing IPs will be adapted as our medicines management systems change. The pilot commissioned an independent evaluation of the IP process to report back on the impact of IPs for community pharmacy from the viewpoint of stakeholder pharmacy groups and parent companies taking part. The final report is expected early February 2008.</p> <p>The issue of integrating the information request into patient records will be looked into further and adapted as electronic records moves forward.</p> <p>A major piece of work to feed into this project is the provision of parent-specific information by a separate project run jointly between the Royal College of Paediatrics and Child Health and the Neonatal & Paediatric Pharmacist Group. It was hoped that these specifically designed information summaries would be available before the end of the IP project, thus combining specifically designed information with robust processes for prescription and delivery. The pilot summaries will now be available from April 2008. Further summaries will also be produced as an ongoing process. Inclusion of this parent-specific summary information should greatly enhance our deliverables.</p> <p>Members of the project team are jointly and individually looking at systems of delivering information via different technologies such as pod casts as well as delivering child specific information.</p> <p>Since November 07 the Greenlight pharmacy has been offering information prescriptions to both adults and children in all long term conditions and the other 6 pharmacies have been offering IPs to carers of children for all long term conditions. The extension of medicines information to all ages and long term conditions is set out by recent EU regulations and so further discussions will be held between NHS Direct and the MHRA with respect to any legislation that affects UK medicines information requirements.</p>

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7	<p>If you intend to expand your work what are your plans?</p> <p>List the health conditions involved</p> <p>List the settings and locations involved</p> <p>List the professionals and organisations involved</p>	<p>We conducted this IP pilot with a vision of more robust and documented delivery of medicines information (mainly) using pharmacy as the point of contact. This vision was never local and thus all thoughts of expansion are directed towards a national position. Whilst information about children's medicines has many aspects which complicate delivery and the deliverables, it is acknowledged by the team that the process and directories are there to deliver for all medicines information requirements for all populations.</p> <p>We are to hold a Pharmacy conference at the Royal Pharmaceutical Society of Great Britain on the 28th April to bring all stakeholders in the business of pharmacy practice and profession together to define a way forward for the enhancement of medicines information delivery.</p> <p>Eventually- all health conditions in all age groups.</p> <p>Ideally we aim to roll out to all community pharmacies and all hospital pharmacies.</p> <p>Pharmacists based in primary and secondary care Health information officers and nurse advisors at NHSD. Stakeholders who will be consulted at the conference in April include: Royal Pharmaceutical Society of GB National Pharmacy Association, Company Chemists Association, Pharmacy Services Negotiating Committee, Guild of Healthcare Pharmacists, Neonatal and Paediatric Pharmacists Group Boots, Tesco, Coop, Lloyds Pharmacy etc. Department of Health All Party Pharmacy Group MHRA DataPharm Communications Ltd</p>

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8	<p>Do you have the full backup and buy in of your local host organisations?</p> <p>What senior staff support and endorse your work? Please supply names, positions, tel nos and e-mail addresses</p>	<p>Yes and the Royal Pharmaceutical Society of Great Britain has agreed to host the Pharmacy conference</p> <p>Tony West – Chief Pharmacist Guys and St Thomas NHS Foundation Trust, tony.west@gstt.nhs.uk Practice Committee of Royal Pharmaceutical Society of Great Britain, Heidi.Wright@rpsgb.org Anne Joshua, Associate Director of Pharmacy, NHS Direct, anne.ioshua@nhsdirect.nhs.uk Tel; 07768766951 Ronnelle Lucaft, Commercial Director, NHS Direct ronnette.lucaft@nhsdirect.nhs.uk Tel; 02075994208 Helen Young, Clinical Director, NHS Direct Helen.young@nhsdirect.nhs.uk Tel; 02075994206</p>
9	<p>Is there any support and advice you would like from DH to help you implement your plans?</p>	<p>We would require support from the DH at the conference to endorse the development of models of information prescription delivery to support patients and carers managing their medicines with pharmacists as the key point of professional contact. The DH interim evaluation identified health professional engagement as a key success factor for sustainable delivery. The environment of the community pharmacy is also an ideal place for engaging service users and encouraging patients and carers to ask for information. What is unknown is whether IPs will be regarded as part of contracted services within community pharmacy, or an additional service such as “Medicines Use Reviews”.</p> <p>We believe that we have shown that good information provision is not about professionals pushing information or about the public searching for their own information un aided – it is about a partnership to establish real needs and desires and help deliver the best information against that outcome. Pharmacy is a potential big player in IP delivery and the utilisation of pharmacy is well supported by Lord Darzi in his report (http://www.ournhs.nhs.uk/). We look forward to working with the DH and the pharmacy profession to make Information Prescriptions a way of life.</p>