

From Pharmacy Lead, SPPG
Kathryn Turner



To: All Community Pharmacy Contractors

Strategic Planning and Performance Group
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Dear Colleague

COMMUNITY PHARMACY INTERIM MEDICINES ADHERENCE SERVICE

I am writing to provide you with details of the Interim Medicines Adherence Service for Trust discharge patients as referenced in my previous [letter](#), issued on 31st March 2022.

The **Interim Community Pharmacy Medicines Adherence Service for Trust discharge patients** will be the first phase in the commissioning of a Medicines Adherence Service from community pharmacy. Only those patients who have been assessed by the Trusts as requiring adherence support on discharge from hospital may be referred to community pharmacy for on-going provision.

CPNI representatives have worked closely with colleagues in SPPG and the Trusts in the development of this service and the operational details for community pharmacy, Trusts and General Practice colleagues.

Service overview

The interim adherence service is commissioned as a core service under the community pharmacy contract framework. As such, all community pharmacy contractors are required to provide this service from **Monday 18th July 2022** and a contract is not required to be returned to SPPG. The full details of the service are contained in the [service specification](#) and a summary flowchart is provided as Appendix1.

- A [formal assessment](#) of the patient's adherence needs will be carried out by a Trust Health and Social Care professional. All assessments will be

reviewed by a Trust pharmacist before a referral will be made by Trust pharmacy to the patient's community pharmacist. There will be an initial telephone call to the community pharmacist and the referral will then be sent via secure HSC email.

- Community pharmacists will dispense medication in line with the recommendations from the adherence referral form (ARF) when they receive the post-discharge prescription issued by the patient's GP practice.
- Ideally, this should be completed within 72 hours of receipt of the post-discharge prescription.
- Community pharmacists should only accept referrals received via Trust pharmacy using this process. Direct requests or referrals from other Trust health and social care professionals are not currently part of this interim service.
- Community pharmacists must keep a [register](#) of patients for whom they have received referrals and provided the service.

Interim Medicine Adherence Service remuneration

An annual fee of £600 per patient has been agreed with CPNI for patients referred into this service. Payment will be made on a monthly basis (£50 per patient) on submission of the [claim form](#) to your local SPPG office.

As funded arrangements are now in place for this commissioned service prescriptions for these patients must not be annotated with an instalment dispensing direction (e.g. "dispense weekly").

Service communication

The [summary flowchart](#) provides an overview of the service for Trusts, GP practices and community pharmacies. Separate detailed [correspondence](#) has been issued to both Trusts and GP practices to advise them of the service and detail the actions required to ensure successful implementation of this service.

Training

The ECHO training session which was delivered on Tuesday 28th June 2022 was recorded and will shortly be available on the ECHO Moodle site. This recording should be viewed by all pharmacists prior to service delivery. Pharmacists must be registered with ECHO to view the recording. The link to registration is <https://tinyurl.com/C19CommPharmacyECHO>. There is also a short video available [here](#) to assist with registration. Any problems please contact Elaine Kane at e.kane@hospiceuk.org Tel: 028 95582393.

ACTIONS FOR COMMUNITY PHARMACY CONTRACTORS:

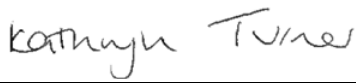
- All relevant pharmacy staff should be aware of the interim medicines adherence service and read the service specification carefully.
- A Standard Operating Procedure (SOP) must be in place for the provision of the service.
- The service should be provided in line with the service specification and SOP.

Transitional Community Pharmacy Medicines Adherence Service

Work is continuing to specify a transitional commissioned adherence service later in 2022. This will enable community pharmacists to assess and provide adherence support to patients in the community (cohort 2) and maintain a register of these patients within the pharmacy.

I would like to thank you for your support for this initial group of patients and I look forward to sharing with you further details of the Transitional Medicines Adherence Service in due course.

Yours sincerely



Kathryn Turner
Pharmacy Lead
Strategic Planning and Performance Group

Appendix 1: Service Overview flowchart



**Interim Community Pharmacy Medicines Adherence Service:
Phase 1 Cohort 3**

