

New Medicine Service - record keeping requirements

Pharmacy records for the service will be maintained to support the delivery of the service and audit. Pharmacy contractors will need to maintain records of the following for each patient who receives the NMS:

- a. date and method of entry to service
 - a. patient referred from GP practice
 - b. patient identified in the pharmacy
- b. patient demographic details
 - a. name
 - b. address
 - c. gender
 - d. date of birth
 - e. NHS number (where available)
 - f. ethnicity
- c. registered GP practice
- d. condition(s) / therapy area(s) of new medicine
 - Asthma and COPD
 - Diabetes (Type 2)
 - Antiplatelet / Anticoagulant therapy
 - Hypertension
- e. name of new medicine(s)
- f. date and method of intervention and date and method of follow up
 - a. face to face in the pharmacy
 - b. telephone
- g. healthy living advice provided at each stage of the service (i.e. *recruitment*, *intervention* and *follow up*). This data may be collated using the following standard descriptors:
 - a. diet and nutrition
 - b. smoking
 - c. physical activity
 - d. alcohol
 - e. sexual health
 - f. weight management
- h. where appropriate, reason why a patient does not take part in the *intervention* phase of the service:
 - a. prescriber has stopped new medicine
 - b. patient has withdrawn consent for information sharing
 - c. patient has withdrawn consent to receive the service
 - d. patient could not be contacted
 - e. other
- i. matters identified during the discussion with the patient at the *intervention*. This data should be captured using the following standard descriptors:
 - a. patient reports using the medicine as prescribed
 - b. patient reports not using the medicine as prescribed

- i. patient has not started using the medicine
- ii. prescriber has stopped new medicine
- iii. patient is not using the medicine in line with the directions of the prescriber
- iv. patient reports missing a dose in the past 7 days
- c. patient reports need for more information about the medicine (information needs will be addressed by the pharmacist and this will be captured in the data set out below)
- d. patient reports side effects
- e. patient reports negative feelings about the medicine (the pharmacist should provide further details about this using a free text box)
- f. patient reports uncertainty on whether the medicine is working
- g. patient reports concern about remembering to take the medicine
- h. patient reports difficulty using the medicine due to its pharmaceutical form/formulation
- i. other - free text option

If the NMS relates to more than one medicine for an individual patient, this data should be captured for each medicine.

- j. outcome of the discussion with the patient at the *intervention*. This data should be captured using the following standard descriptors:

- a. action taken / to be taken by pharmacist:

- i. information provided - interactions with other medicines
- ii. information provided - why am I using the medicine / what is it for
- iii. information provided - how to use the medicine
- iv. information provided - correct dose of the medicine
- v. information provided - effects of the medicine on the body / how it works
- vi. information provided - why should I take the medicine
- vii. information provided - timing of the dose
- viii. information provided - interpretation of side effect information
- ix. advice provided - reminder strategies to support use of medicine
- x. advice provided - change to timing of doses to support adherence
- xi. advice provided - how to manage or minimise side effects
- xii. Yellow card report submitted to MHRA
- xiii. reminder chart / MAR chart provided
- xiv. referral - patient's issues raised with the new medicine need to be considered by the prescriber. The reason(s) for the referral should be captured using the following standard descriptors:

- 1. drug interaction(s)
- 2. potential side effect(s) / adverse drug reaction preventing use of medicine
- 3. patient reports not using medicine any more
- 4. patient reports never having started using medicine
- 5. patient reports difficulty using the medicine
 - a. issue with device
 - b. issue with formulation
- 6. patient reports lack of efficacy
- 7. patient reports problem with dosage regimen
- 8. patient reports unresolved concern about the use of the medicine
- 9. other - free text option

- xv. other action - free text option

- b. action for patient to take:

- i. carry on using medicine as prescribed
- ii. use medicine as agreed during the *intervention*
- iii. Submit yellow card report to MHRA
- iv. other action - free text option

If the NMS relates to more than one medicine for an individual patient, this data should be captured for each medicine.

- k. where appropriate, reason why a patient does not take part in the *follow up* phase of the service:
 - a. prescriber has stopped new medicine
 - b. patient has withdrawn consent for information sharing
 - c. patient has withdrawn consent to receive the service
 - d. patient could not be contacted
 - e. other

- l. matters identified during the discussion with the patient at the *follow up*. This data should be captured using the following standard descriptors:
 - a. patient reports using the medicine as prescribed
 - b. patient reports not using the medicine as prescribed
 - i. patient has not started using the medicine
 - ii. prescriber has stopped new medicine
 - iii. patient is not using the medicine in line with the directions of the prescriber
 - iv. patient reports missing a dose in the past 7 days
 - c. patient reports need for more information about the medicine (information needs will be addressed by the pharmacist and this will be captured in the data set out below)
 - d. patient reports side effects
 - e. patient reports negative feelings about the medicine (the pharmacist should provide further details about this using a free text box)
 - f. patient reports uncertainty on whether the medicine is working
 - g. patient reports concern about remembering to take the medicine
 - h. patient reports difficulty using the medicine due to its pharmaceutical form/formulation
 - i. other - free text option

If the NMS relates to more than one medicine for an individual patient, this data should be captured for each medicine.

- m. outcome of the discussion with the patient at the *follow up*. This data should be captured using the following standard descriptors:
 - a. action taken / to be taken by pharmacist:
 - i. information provided - interactions with other medicines
 - ii. information provided - why am I using the medicine / what is it for
 - iii. information provided - how to use the medicine
 - iv. information provided - correct dose of the medicine
 - v. information provided - effects of the medicine on the body / how it works
 - vi. information provided - why should I take the medicine
 - vii. information provided - timing of the dose
 - viii. information provided - interpretation of side effect information
 - ix. advice provided - reminder strategies to support use of medicine
 - x. advice provided - change to timing of doses to support adherence
 - xi. advice provided - how to manage or minimise side effects
 - xii. Yellow card report submitted to MHRA
 - xiii. reminder chart / MAR chart provided
 - xiv. referral - patient's issues raised with the new medicine need to be considered by the prescriber. The reason(s) for the referral should be captured using the following standard descriptors:
 - 1. drug interaction(s)
 - 2. potential side effect(s) / adverse drug reaction preventing use of medicine
 - 3. patient reports not using medicine any more
 - 4. patient reports never having started using medicine
 - 5. patient reports difficulty using the medicine
 - a. issue with device
 - b. issue with formulation
 - 6. patient reports lack of efficacy

- 7. patient reports problem with dosage regimen
- 8. patient reports unresolved concern about the use of the medicine
- 9. other - free text option
- xv. other action - free text option
- b. action for patient to take:
 - i. carry on using medicine as prescribed
 - ii. use medicine as agreed during the *follow up*
 - iii. Submit yellow card report to MHRA
 - iv. other action - free text option

If the NMS relates to more than one medicine for an individual patient, this data should be captured for each medicine

New Medicine Service - requirements for reporting to PCTs

Each participating pharmacy must complete the reporting template (a standard spreadsheet defined by NHS Employers/PSNC) by collating the necessary data from pharmacy records within 10 working days from the last day of June, September, December and March. Completed templates must be provided to the PCT or successor organisation on request (which may be an ongoing request).

The following data will be requested on the spreadsheet.

- a. Pharmacy ODS code
- b. Pharmacy name
- c. Pharmacy address (1st line)
- d. Outcome of discussion with patient at the patient engagement stage
 - i. Number of patients declined the offer of the service
 - ii. Number of patients recruited
- e. Outcome of the discussion with the patient at the intervention stage (using the standard list of descriptors below)
 - i. Number of patients who did not attend / non contactable / withdrew consent
 - ii. Number of patients whose prescriber has stopped the medicine
 - iii. Number of completed interventions
 - iv. Number of patients to whom information was provided
 - v. Number of patients to whom advice was provided
 - vi. Number of yellow card reports submitted to MHRA
 - vii. Number of patients referred to GP
- f. Outcome of the discussion with the patient at the follow up stage (using the standard list of descriptors below)
 - i. Number of patients who did not attend / non contactable / withdrew consent
 - ii. Number of patients whose prescriber has stopped the medicine
 - iii. Number of patients adherent
 - iv. Number of patients non adherent
 - v. Number of patients to whom information was provided
 - vi. Number of patients to whom advice was provided
 - vii. Number of yellow card reports submitted to MHRA
 - viii. Number of patients referred to GP
- g. Number of patients in each condition / therapy group (using the standard list of descriptors below)
 - i. Asthma and COPD
 - ii. Antiplatelet / anticoagulant therapy
 - iii. Hypertension
 - iv. Type 2 diabetes
- h. Number of completed NMS claimed for
- i. Number of patients provided with healthy lifestyle advice at each of the following stages of the service
 - i. Patient engagement
 - ii. Intervention
 - iii. Follow up