

## To all GP and Community Pharmacy Practices in Hampshire & IOW

# Medicines Use Review

### What is a Medicines Use Review?

Medicines Use Review (MUR) is an Advanced Service within the Pharmacy Contractual Framework conducted by accredited pharmacists from accredited premises and funded by PCTs under a national agreement through reductions in the Drug Tariff prices of some medicines.

#### An MUR:

- identifies whether or not patients understand how their medicines should be used and whether or not they use their medicines as prescribed;
- identifies how patients should correctly use their medicines and any issues affecting correct usage (e.g. timing, potential interactions with purchased medication);
- identifies if patients know why they have to use their medicines and explains the condition for which each medicine is prescribed;
- identifies side effects;
- identifies medicines no longer used.

#### An MUR is not:

- a discussion about changes to drug treatment;
- a discussion about a medical condition beyond its drug treatment;
- a discussion about the effectiveness of treatment based on test results.

An MUR can be delivered when a patient with multiple medicines and/or long-term conditions receives a consultation planned in line with locally agreed protocols. It can also be initiated as a *Prescription Intervention* in response to an identified significant problem around dispensing where there is a need to develop the patient's understanding of their medicine to improve its use and more than simple advice is required.

With a planned MUR, the patient would normally have been using the pharmacy for their prescriptions for the previous three months and only receive an MUR every 12 months unless their medication changes significantly. From October 1<sup>st</sup> 2006, each pharmacy can perform up to a maximum of 400 MUR consultations per year.

### Preparation

A critical element to the success of MURs is effective face to face communication between GP and Pharmacy practices - developing relationships, reaching a mutual understanding of protocols, parameters and preferred target patient groups including coordinating MUR timing with GP practice medication reviews to maximise the beneficial outcomes.

The pharmacist also needs to effectively manage time and team resources when planning, preparing and conducting patient consultations.

### Benefits

The increased compliance and ownership that comes from a better understanding of a patient's treatment will support the achievement of health goals for all stakeholders and improve the cost-effective use of healthcare resources. In addition, the increased collaborative working between healthcare professionals will lead to improved primary healthcare teamwork in the future development and management of new patient care pathways.