

10 steps to success with Medicines Use Reviews



The new contract represents a significant change for community pharmacists and their staff and it presents significant new opportunities now and it will continue to do so in the future; this is particularly true of the Advanced services. MURs are a patient centred service which will improve the health of patients and consequently will enable the NHS to meet its strategic targets. The service represents the first national clinical service within community pharmacies, with guaranteed funding and the potential for the profession to develop the service in the future to meet the needs of patients and the NHS.

In order for the service to be judged a success, it is essential that the profession wholeheartedly embraces MURs. These top tips will help you to make the service a reality in your pharmacy.

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1 Write to your local GP surgeries explaining about the service and offer to meet with them. At a meeting explain that you are not in competition with GPs but that this is a multidisciplinary approach to patient care. The MUR is a concordance review focussed on the use of medicines; it is not a full clinical review.

2 Engage your staff: explain the reasons for providing the service and get them actively involved in the recruitment of patients by providing them with basic advice on how to identify patients and how to promote the MUR service. You may wish to use a poster or leaflet to highlight the service, such as the Medicines Partnership MUR leaflet.

3 Search through your PMR to identify possible candidates for MURs and create a contact list to which authorised pharmacy staff have access.

4 Empower your staff to recruit for reviews. One way would be to introduce and explain the purpose of the service to patients by saying, “Mrs Jones, we now offer a medicines use review service. This is an opportunity to ask any questions that you may have concerning the use of your medicines. Do you have ten minutes now to speak with our pharmacist or can we arrange a more suitable time for you to come back?”

5 Be aware of your time. If you feel a patient requires an MUR and you have the time to do it there and then, ask them if they have ten minutes free for a review.

If your pharmacy is busy at the time arrange with your staff to offer appointments to patients at times when you expect your pharmacy to be less busy.

6 If booking an appointment, make sure that your counter staff **take the phone number of the patient** or alternatively an e-mail address, give them an appointment card with the time and date of the appointment on it and remind them to bring in all their medication, including OTC medicines, and monitoring equipment when they come for the review. Highlight that both the procedure for, and the importance of, booked appointments is exactly the same as with their GP.

7 Call patients the day before their review to remind them of their appointment. Ask them to give notice if they have to cancel an appointment.

8 Before a scheduled MUR **ask your staff to fill-in the form** with as much patient information as possible. Also print off a copy of the patient's PMR, so you have easy access to their information. This will allow you time for more questions and discussion during the consultation. If you are conducting an MUR without an appointment being booked, you may wish to minimise delays for the patient by posting the completed form to them later.

9 Anticipate the questions that a patient may ask you, if in doubt refer back to the pharmacist information included in e.g. your GSK Medicines Support Service pack, the Skills for the future programmes, or other reference texts such as the BNF. Make sure you are aware of the most common problems associated with a patient's medication. It is not possible to have the answer to every question you will face and your patients will not expect you to.

10 At the outset of the MUR **set the patient's expectations** with regard to both the time available and the purpose of the service. One way of doing this would be to open with a statement such as, "Good afternoon Mrs Jones, today we have ten minutes to talk about your medication in order to ensure you are getting the best from it and to answer any questions you may have about it."

