

Discharge Medicines Service

Frequently Asked Questions from the recent DMS workshops

1. Why is there so much duplication of work between community pharmacies and general practice?
 - a. As the surgeries and community pharmacies are not joined there is no way to know what has been completed in both settings,
2. Why do the surgeries not know we receive the discharge information from the acute trusts?
 - a. The surgeries also do not have access to the information that is sent via PharmOutcomes and instead are issued a discharge summary.
3. Will we see more discharged patients being referred to community pharmacy?
 - a. The plan is for more medications to be highlighted (e.g., High risk) and Devon Partnership Trust are looking at a opt out process so, yes there will be more discharges coming through.
4. Do the hospital trusts know I am doing the discharge?
 - a. Yes, they receive a notification through PharmOutcomes that the discharge has been accepted.
5. Can the discharges be linked to the NMS criteria?
 - a. Community Pharmacy Devon will share the list of eligible criteria with the acute trusts and help support this. Other services can also be linked into this service e.g.
6. Who can complete the discharge?
 - a. This will all depend on the stage, Stage a pharmacist must complete Stage One, however a competent technician can complete the other two stages. CPPE module and competency needs to be signed off before they can conduct this service.
7. What happens if I don't/cannot complete Stage 3?
 - a. Then you need to make a note that Stage 3 cannot be completed due to "" (put reason here) and that will then mark the discharge service as complete.
8. Why doesn't PharmOutcomes send a notification to the practice like flu?
 - a. The systems are not "meshed" which means that the report does not drop onto the patients record.
9. Do all practices follow the same process for medicines reconciliation?
 - a. No, so please speak to your local practice to help understand their process and let them know you will also be providing the service.
10. Can we have more collaborative events?
 - a. The aim is to start to bring Subject Matter Experts to most events that the LPC do, while also offering out invites to PCNs to attend too.
11. How do I contact the trust if there is an issue?
 - a. There is a number at the bottom of the discharge this is your link to the hospital trust where you can gain extra clarity from the pharmacy team at the hospital trust. if you have any queries always better to check