



PRIMARY
CARE

SPSP Pharmacy in Primary Care

Programme Update

June 2016

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Closing
the Gap
in Patient
Safety



An update from the Scottish Patient Safety Programme - Pharmacy in Primary Care Collaborative in NHS Fife, NHS Grampian, NHS Greater Glasgow and Clyde and NHS Highland. Please share it with your colleagues.

Who has participated?

In the four NHS boards, tools and interventions are being piloted in

- 'multiple' and independent pharmacies
- dispensing practices
- urban and rural locations.

NHS Education for Scotland (NES) and the University of Strathclyde have jointly led an ongoing evaluation of the collaborative from the start.

Successes in Year 1 (November 2014–October 2015)

Pharmacy teams tested bundles for two high risk medicines: warfarin in NHS Fife and NHS Grampian; and non-steroidal anti-inflammatory drugs (NSAIDs) in NHS Greater Glasgow and Clyde and NHS Highland. They also piloted a pharmacy safety climate survey to improve the 'safety culture' in their pharmacies.

In addition, a number of other tools and resources have been developed and piloted, including:

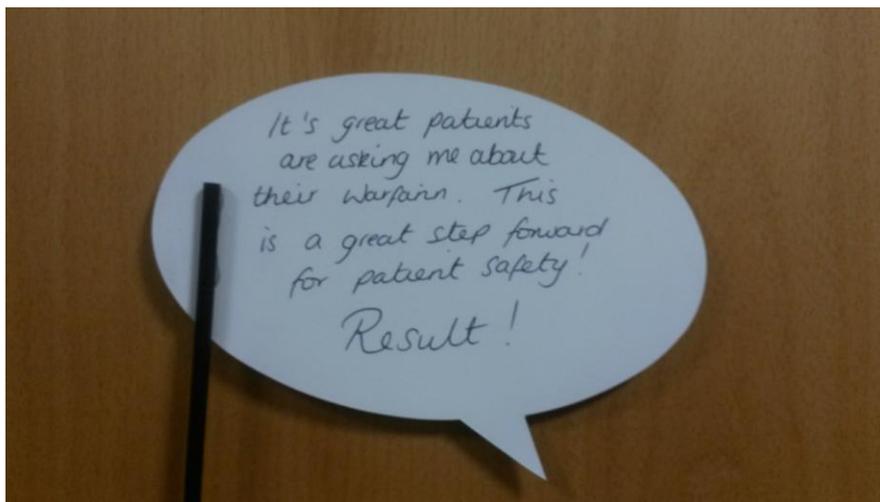
- alert cards
- use of stickers as prompts
- tools for communicating with GP practices
- posters to display improvement data.

In September 2015, NHS Fife hosted a visit from the flagship King's Fund Top Leadership Programme who were delighted to learn at first hand about the improvements for patients on warfarin.



Above are members of the host team in NHS Fife with their King's Fund visitors at East Neuk Pharmacy.

In November 2015, the board teams and their pharmacy teams came together to share their experiences of testing the tools and interventions at the second Learning Session in Stirling. We were overwhelmed by the level of enthusiasm and commitment at the event, both from NHS board and local pharmacy teams. A pharmacist at the event encompassed their views in this quote:



We have actively promoted engagement via social media within the collaborative, in particular the use of twitter, and our leads and pharmacy teams are continuing to share their thoughts and learning on a regular basis:

"Today I spotted a "triple whammy" interaction. A month ago I wouldn't have!! Result 👍

"The pharmacy collaborative is one of the best things I've ever been involved in. Making a difference in patient safety [#SPSP](#)"

The focus in Year 2 (November 2015–September 2016)

Participating pharmacies and dispensing practices have begun to test a medicines reconciliation bundle by collecting data on a small sample of patients recently discharged from an acute hospital. They will check that:

- the patient's list of medicines is up to date
- the patient or their carer is aware of any changes to their medicines, and has had these changes explained to them.

As a result, GP practices near participating pharmacies may be contacted from time to time by their local community pharmacist if medicines to be dispensed after discharge are unclear.

The need for better communication and closer working within primary care is well documented and we are delighted to share this example of GPs and community pharmacists working together as part of a whole system approach to medicines reconciliation.

While those GP practices directly involved will already be aware of this pilot work, we think it is important to raise awareness more widely with all GP practices in Scotland.

Since the launch of SPSP-PC in 2013, GP practices have been working to ensure medicines reconciliation is taking place after a patient has been discharge from an acute hospital. At the same time, acute hospitals are undertaking medicines reconciliation on admission and striving to ensure that an accurate list of medicines is communicated to primary care as part of the Immediate Discharge Letter.

Teams will also undertake a second safety climate survey in their pharmacies and compare their results to Year 1.

Extension of the collaborative

With the agreement of the Health Foundation, the pharmacy collaborative has been extended by 3 months to the end of September 2016, so that further testing of the medicines reconciliation bundle can take place.

Planned celebratory event: 6 October 2016

Our learning from the collaborative will be shared at a national event on 6 October 2016. At this time, we will celebrate the successes of the collaborative and share how we intend to spread this work.

In the meantime we would like to thank everyone involved from the four NHS boards, our Steering Group members, pharmacy teams and evaluation team members, who have brought lots of enthusiasm, goodwill and commitment to the project and we are grateful to the Health Foundation for supporting the collaborative as part of its Closing the Gap in Patient Safety Programme.

For more information about the Pharmacy in Primary Care collaborative, please contact Wendy Forbes, Project Officer, email: wendy.forbes2@nhs.net