

## Quality issue / initial problem

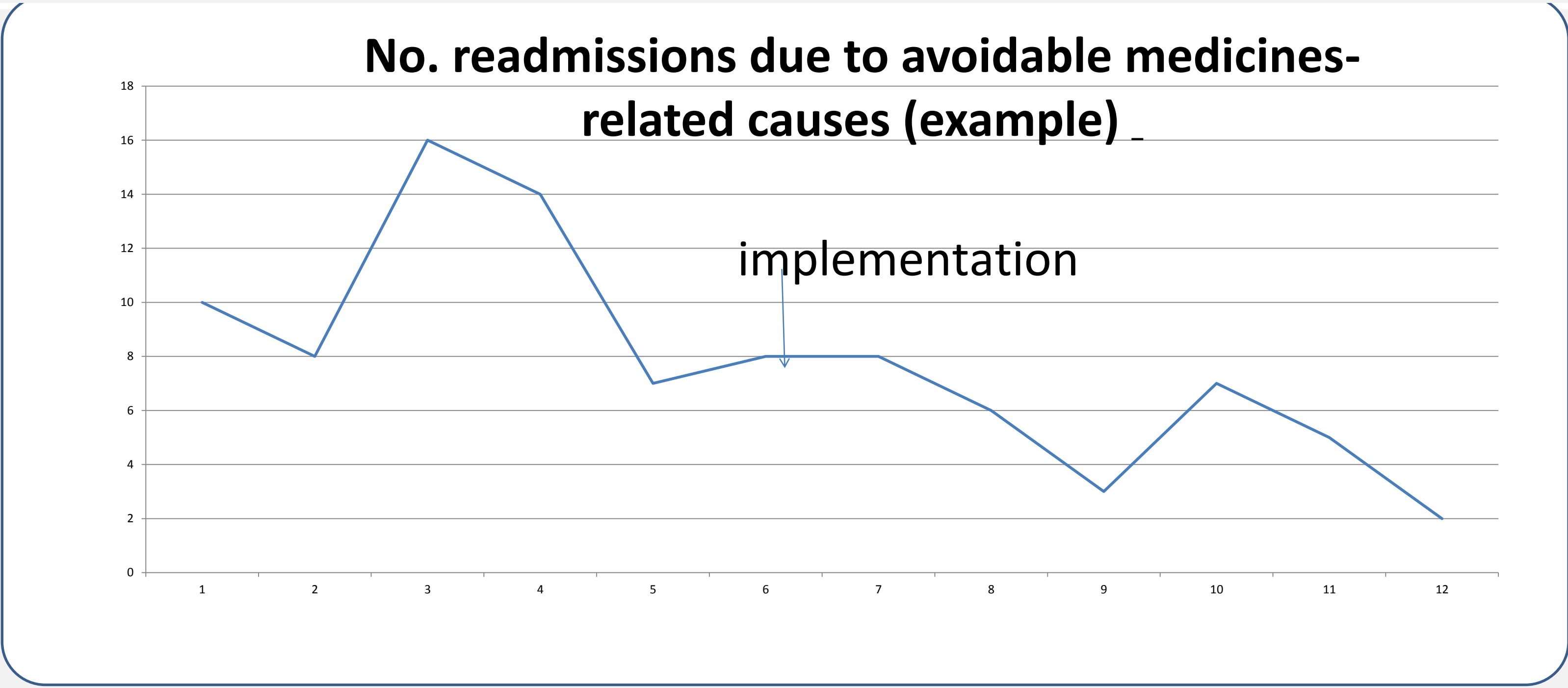
The National Service Framework for Older People acknowledged that at least half of older people may not be taking their medicines as intended. Research has highlighted that poor medicine compliance leads to readmission to hospital and that many of these are preventable. Potential harm to patients may be reduced by a practice-based pharmacy technician supporting patients to take medicines as prescribed following hospital discharge.

## Specific aim

To identify criteria for Ferniehill Surgery patients at risk of not taking medicines as prescribed on discharge from hospital thereby enabling patients to be targeted for support post-discharge from a primary care pharmacy technician service (‘Meds Rec Plus’).

## Measurement of improvement

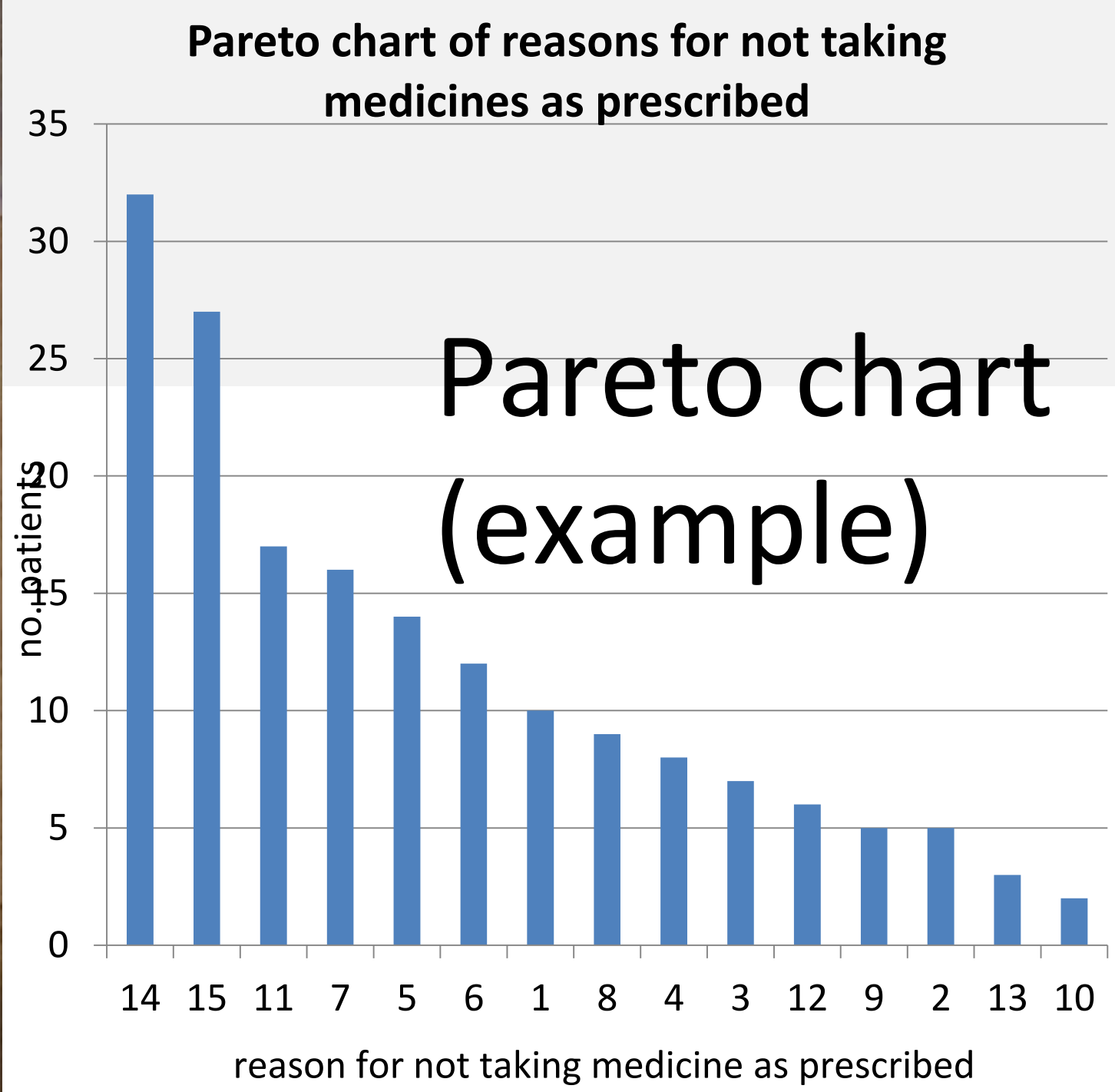
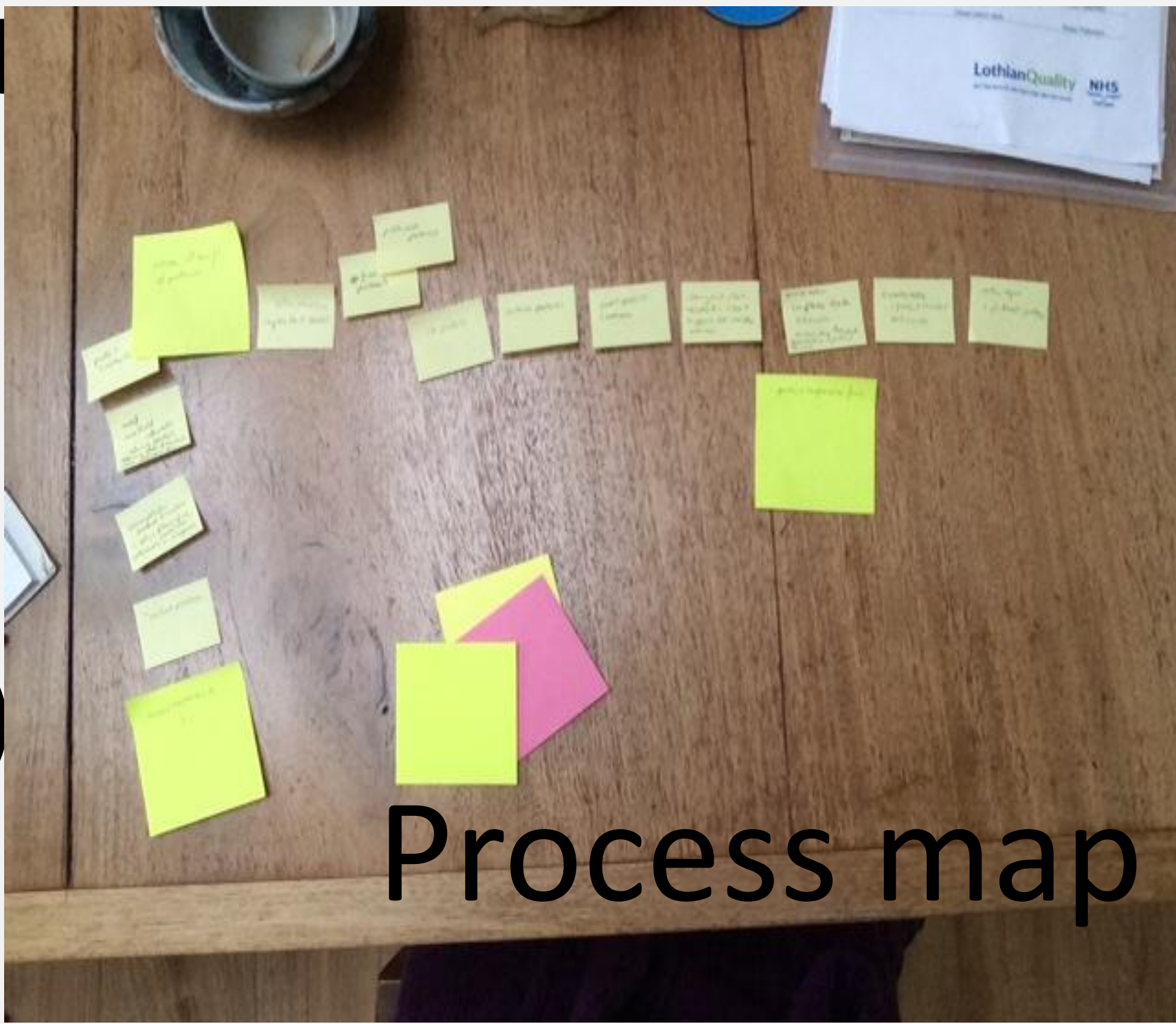
- Run chart of number of all Ferniehill Surgery patients readmitted due to an avoidable medicines-related cause pre & post-implementation
- Patient experience questionnaire data



## Tests of change

- Test 1: visit patients within two weeks of discharge, use assessment chart to establish reasons for not taking medicines as intended draw up patient criteria for Meds Rec Plus
- Test 2: support patients fulfilling criteria, leave patient experience questionnaire
- Test 3: analyse i) readmissions data (dashboard, TRAK ICD10 codes & case notes) and amend criteria if needed ii) returned patient experience questionnaire data

## Tools



## Effects of change

- Fewer patients both getting support from Meds Rec Plus and not getting support from Meds Rec Plus readmitted due to an avoidable medicines-related cause.
- Most needy patients getting support from Meds Rec Plus feeling supported and confident with taking their medicines as prescribed.

The significant increase planned in numbers of pharmacy technicians working in GP practices in NHS Lothian will enable roll-out to other practices.

## Lessons learned and message for others

Boost to job satisfaction seeing more patients face-to-face and using pharmacy skills to help them. Time a challenge but good to make time for more patient contact.  
Inspired by Quality Academy course to do more tests of change– not difficult!