

Adverse reaction reminder for adults prescribed high risk medication, Antiplatelets (Pharmacy) – protocol WMAHSN-15a (Aspirin)

Purpose

- To support the shared management plan agreed with clinician, empowering patient to take responsibility for their adherence to agreed treatment, improving their self-management.
- Reduce attendance at GP surgery, Out of Hours, Walk-in Centres or A&E for adverse effects from regular medication.
- To enable patients to identify they are experiencing adverse effects to their medication and encourage them to seek help.

Setting: Community pharmacy

Selection of patients

- Patients identified through a Medicine Use Review(MUR) or New Medicine Service(NMS) by a pharmacist as prescribed a high risk medicine (aspirin 75mg).

Expected outcomes e.g.:

1 Changes in healthcare usage:

- Fewer avoidable admissions to hospital or attendances at A&E; less avoidable face to face contacts at GP surgery.

2 Improved clinical outcomes:

- Adherence to best practice guidelines concerning use of medication for aspirin 75g as antiplatelet treatment.

Success criteria

Patients are able to identify an adverse effect to a high risk medication and seek help.

Protocol summary (6 months):

- Medication reminder once a day for first 7 days, then once weekly for 3 months
- Reminder of adverse effects to look out for at 1 month, 3 months and 6 months
 - Text enquiry of patient experience after 3 and 6 months

Medication reminder

Daily for 7 days, then once a week:

8.00am : *Hi. Just wanted to make sure you take your tablets today. Thanks, Flo.*

Adverse effects reminder

6.58pm: *Aspirin and clopidogrel sometimes have side effects such as stomach discomfort or black stools (poo)*

7.00pm : Have you had any of these side effects from taking aspirin? Please text MED 1 if you have, or MED 2 if you haven't. Thanks, Flo

Answer

MED 1 – Call your pharmacist or GP for advice

MED 2 – Continue to take your aspirin with or after food. Do not take any over the counter anti-inflammatory tablets such as ibuprofen (eg nurofen)

Patient experience questions

AFTER 3 AND 6 MONTHS (XevalQ 01, 02, 03, 04)

Do you feel Flo helps you to remember what side effects to look out for with aspirin? Please reply cc1 if you feel Flo helps you, or cc2 if not.

Does Flo help you remember to take your aspirin regularly? Please reply cc1 if you feel Flo helps you, or cc2 if not.

Thank you. This information helps us to know how useful the Flo system is.

Adverse reaction reminder for adults prescribed high risk medication, Antiplatelets (Pharmacy) – protocol WMAHSN-15b (clopidogrel)

Purpose

- To support the shared management plan agreed with clinician, empowering patient to take responsibility for their adherence to agreed treatment, improving their self-management.
- Reduce attendance at GP surgery, Out of Hours, Walk-in Centres or A&E for adverse effects from regular medication.
- To enable patients to identify they are experiencing adverse effects to their medication and encourage them to seek help.

Setting: Community pharmacy

Selection of patients

- Patients identified through a Medicine Use Review (MUR) or New Medicine Service (NMS) by a pharmacist as prescribed a high risk medicine (clopidogrel 75mg)

Expected outcomes e.g.:

1 Changes in healthcare usage:

- Fewer avoidable admissions to hospital or attendances at A&E; less avoidable face to face contacts at GP surgery.

2 Improved clinical outcomes:

- Adherence to best practice guidelines concerning use of medication for clopidogrel 75mg as antiplatelet treatment.

Success criteria

Patients are able to identify an adverse effect to a high risk medication and seek help.

Protocol summary (6 months):

- Medication reminder once a day for first 7 days; then once weekly for 3 months
- Reminder of adverse effects to look out for at 1 month, 3 months and 6 months
- Text enquiry of patient experience after 3 and 6 months

Medication reminder

Daily for 7 days, then once a week:

8.00am : *Hi. Just wanted to make sure you take your tablets today. Thanks, Flo.*

Adverse effects reminder

Days 30, 90, 180:

6.58pm: Clopidogrel sometimes has side effects such as stomach discomfort, vomiting, black poo, weakness, breathlessness, jaundice, confusion, or severe pain.

7.00pm : Have you had any of these side effects from taking clopidogrel? Please text MED 1 if you have, or MED 2 if you haven't. Thanks, Flo

Answer

MED 1 – Call your pharmacist or GP for advice

MED 2 – Continue to take your clopidogrel with or after food. Do not take any over the counter anti-inflammatory tablets such as ibuprofen (eg nurofen)

Patient experience questions

AFTER 3 AND 6 MONTHS (XevalQ 01, 02, 03, 04)

Do you feel Flo helps you to remember what side effects to look out for with clopidogrel? Please reply cc1 if you feel Flo helps you, or cc2 if not.

Does Flo help you remember to take your clopidogrel regularly? Please reply cc1 if you feel Flo helps you, or cc2 if not.

Thank you. This information helps us to know how useful the Flo system is.

Adverse reaction reminder for adults prescribed high risk medication, Antiplatelets (Pharmacy) – protocol WMAHSN-15c (both aspirin and clopidogrel)

Purpose

- To support the shared management plan agreed with clinician, empowering patient to take responsibility for their adherence to agreed treatment, improving their self-management.
- Reduce attendance at GP surgery, Out of Hours, Walk-in Centres or A&E for adverse effects from regular medication.
- To enable patients to identify they are experiencing adverse effects to their medication and encourage them to seek help.

Setting: Community pharmacy

Selection of patients

- Patients identified through a Medicine Use Review(MUR) or New Medicine Service(NMS) by a pharmacist as prescribed a high risk medicine (aspirin 75mg and clopidogrel 75mg).

Expected outcomes e.g.:

1 Changes in healthcare usage:

- Fewer avoidable admissions to hospital or attendances at A&E; less avoidable face to face contacts at GP surgery.

2 Improved clinical outcomes:

- Adherence to best practice guidelines concerning use of medication for aspirin and clopidogrel as antiplatelet treatment.

Success criteria

Patients are able to identify an adverse effect to a high risk medication and seek help.

Protocol summary (6 months):

- Medication reminder once a day for first 7 days; then once weekly for 3 months
- Reminder of adverse effects to look out for at 1 month, 3 months and 6 months
- Text enquiry of patient experience after 3 and 6 months

Medication reminder

Daily for 7 days, then once a week:

8.00am : *Hi. Just wanted to make sure you take your tablets today. Thanks, Flo.*

Adverse effects reminder

6.58pm: *Aspirin & clopidogrel sometimes have side effects such as stomach discomfort, vomiting, black poo, weakness, breathlessness, jaundice, confusion, or severe pain*

7.00pm : Have you had any of these side effects from taking aspirin and clopidogrel? Please text MED 1 if you have, or MED 2 if you haven't. Thanks, Flo

Answer

MED 1 – Call your pharmacist or GP for advice

MED 2 – Continue to take your aspirin and clopidogrel with or after food. Do not take any over the counter anti-inflammatory tablets such as ibuprofen (eg nurofen)

Patient experience questions

AFTER 3 AND 6 MONTHS (XevalQ 01, 02, 03, 04)

Do you feel Flo helps you to remember what side effects to look out for with aspirin & clopidogrel? Please reply cc1 if you feel Flo helps you, or cc2 if not.

Does Flo help you remember to take your aspirin & clopidogrel regularly? Please reply cc1 if you feel Flo helps you, or cc2 if not.

Thank you. This information helps us to know how useful the Flo system is.