

Purpose

- To support Medicines Optimisation for patients discharged from UHNM with complex medication needs.

Setting: UHNM Pharmacy

Selection of patients

Patient identified by the pharmacist /pharmacy technician during medicines reconciliation or ward based clinical pharmacy visit

Expected outcomes e.g.:

1 Changes in healthcare usage:

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

2 Improved clinical outcomes:

- Appropriate use of prescribed medicines

Success criteria

- 50% of participants visit their community pharmacist for a medicines review

Protocol summary :

- Once in the week following discharge from UHNM
- One follow up week two, with 3 reminders every 2 days, which stop after patient replies.
- Reminder once week three

Medicine Review Reminder

Day 7

Now you've left hospital, please phone your local community pharmacist for an appointment to talk about your medicines. Take all your medicines with you.

Day 14

After your recent discharge from hospital - have you been to see your community pharmacist to talk about your medicines? Text CH 1 if you have, or CH 2 if not

2 days later: (Day 16)

Since leaving hospital, have you been to see your community pharmacist to talk about your medicines? Text CH 1 if you have, or CH 2 if not

2 days later: (Day 18)

Since leaving hospital, have you been to see your community pharmacist to talk about your medicines? Text CH 1 if you have, or CH 2 if not

2 days later: (Day 20)

Since leaving hospital, have you been to see your community pharmacist to talk about your medicines? Text CH 1 if you have, or CH 2 if not

Reply:

CH 1: *That's great - your local pharmacist will be able to advise you about your medicines. Take care, Flo.*

CH 2: *Please try to see your local pharmacist soon. They can help you with your medicines. Take care, Flo.*

Day 22:

Hi. Just a reminder to visit your community pharmacist to talk about your medicines after leaving hospital. If you've already been, please ignore this text.