

M:CR TIPS FOR COMMUNITY PHARMACY

Before starting new SRxs

- Access training resources and videos on CPS, NSS, HIS, TURAS
- Meet your local practices and use Shared Care Agreement to ensure everyone knows which patients eligible
- Agree with practices how patients will be informed of switching to SRx's, and how many SRx's will come through per week, and then ramp up
- Implement a robust easy-to-use for SRx e.g. 8 week cycle filing system
- Agree with local surgeries how best to inform you of any item cancellations/changes to SRx e.g. phone, email etc.
- Ask other experienced pharmacies/branches using same PMR for help
- Check the new SRx's items all run for same period and PRN's on separate standalone scripts
- Communication and cooperation between GP practices and community pharmacies is key to ensuring a smooth patient journey!

During a SRx

- Send electronic claim on day of meds handover – this date populates the GP and hospital systems e.g. ECS
- Check your PMR to ensure electronic claims aren't stuck!
- All SRx's should be scanned and labelled for dispensing no earlier than 5-7 days before patient due to pick up – may miss cancellation messages from prescriber
- Initial Assessment (Stage 1 Review) should be done with ALL patients within 3-4 months of starting a new patient on SRx – log on PCR, and use PCR to track when next Stage 1 annual review due – linked to payment
- Print off Stage 1 Review questions template, use in person or over phone, and input into PMR later if busy
- Can use patient reminder cards re date of next pick up
- Use a SRx Tracker slip attached to each SRx to write date of pick up and any comments (or use PMR/PCR) – useful for TSR

PRNs

- PRN's should be put on separate scripts to the rest of the meds by the prescriber – easier to process!
- If undoing a PRN, so it can be re-used later; DO NOT mark it as 'NC'!! undo the dispensing
- If a PRN is not dispensed/required within 6 months of the last iteration, it can't be processed as SRx will have expired!

At end of SRx

- Wait at least 24 hours between sending final claim and sending the TSR, otherwise final dispensing may be missing and appear uncollected/unclaimed so not paid
- Liaise with GP practice for the first times you send the TSRs in to confirm the GP is receiving them if you're new to MCR
- Don't send TSR before last dispensing – if prescriber issues new SRx early, it stops the current SRx being usable
- Paper tracker list can help – write down date every TSR sent off, and when expected back (see next slide)
- Or store finished SRx in a basket on top of computer and add 'chase up date'
- Recommend following up with GP practice around 2 weeks before the new SRx is needed for dispensing

Put into TSRs...

- Any side effects
- Any concerning non-compliance e.g. very late pick ups, or repeatedly not wanting certain items
- Any helpful information e.g. reason why this TSR is being sent earlier than normal
- Signs that patient's conditions not being managed adequately by current meds if not already raised

Synchronisation

- Pharmacies may get a new SRx for a new/amended item, meaning it will be out of sync with other SRx for that patient
- Pharmacy only needs to use up as many dispensing episodes on the new/replacement SRx to align with existing running scripts – don't use UCF to bridge the gap!
- Pharmacy can choose to dispense a lower number of tablets/capsules etc. on ANY of the iterations of a script in order to align e.g. use fewer on 1st dispensing if patient has some at home; use fewer mid-way if patient came out of hospital with extra supply
- Pharmacy should send TSR for ALL SRxs as soon as ANY of the items is finished – don't worry about unused episodes - helps to synchronise the next round

Extra Resources/Help

The ePharmacy Helpdesk at the NHS's National Services Scotland site is very helpful - 0131 275 6600 (Mon to Fri 9am-4pm) for any MCR claiming/emessages/scanning issues

<https://www.nss.nhs.scot/pharmacy-services/pharmacy-services/find-out-more-about-medicines-care-review-mcr/>

<https://learn.nes.nhs.scot/12539/pharmacy/cpd-resources/medicines-care-and-review>

<https://ihub.scot/improvement-programmes/scottish-patient-safety-programme-spsp/spsp-programmes-of-work/spsp-medicines-collaborative/pharmacotherapy/serial-prescriptions/>

<https://www.communitypharmacy.scot.nhs.uk/nhs-boards/nhs-lothian/mcr-serial-prescriptions/>

<https://www.nss.nhs.scot/pharmacy-services/pharmacy-care-record-pcr/guidance-on-the-pharmacy-care-record-pcr/>