

Patient Led Clinical Medicines Reviews TM



Transforming Healthcare Together

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'In the support session you listened to me, and helped me work out what I needed to say. I gave the notes to my G.P. who changed my medicines and made the referrals you suggested. I now no longer walk with a stick, and feel a lot better. I thoroughly recommend these sessions' Martin, Shepton Mallet, May 2016

This novel approach involves citizens / patients reviewing their medicines in a 3/4 hour session with two health professionals (a prescriber and a pharmacist).

The aim of which is to allow people the option to lead on their own care through a guided conversation with professionals, providing a chance to discuss options in more detail in a safe and supportive environment.

- ✓ Suitable for all.
- ✓ Not specific to any condition, illness or patient group.
 - ✓ We provide people with an action plan.
- ✓ This approach educates and empowers the individual to take back responsibility for their health and wellbeing.
- ✓ We don't take a position on any approach if it's safe and it works.

| Features | Benefits: |
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| <ul style="list-style-type: none"> Individual (optional) confidential sessions lasting ¾ hour. Always delivered these reviews as part of larger project led by users of services, so by the time we see people they have built up a degree of trust in the process. Always with two registered clinicians from different clinical areas. We give the notes to the patient, in the form of a written list which they can share with professionals. By going through this in some detail, led by the person themselves who is free to 'tell their story', we help them identify what works and make changes. We ensure people are aware of their rights under the NHS Constitution and the (not so well known) NICE 'Kindness' Guidelines. Supported by robust governance, supervision for facilitators and reflective practice. | <p>Benefits identified to date include improved adherence with medicines; improved quality of life; reduced unnecessary medicines; identification and actions on previously unreported patient safety issues; a potential reduction in 'bouncing' referrals, less missing information and fewer unnecessary contacts with services. There are three main areas of benefits:</p> <ol style="list-style-type: none"> Addresses the fact that specialists in different areas of medicine only ever review the medicines they have prescribed. So people end up with a continuation of medicines they don't need and often medicines which make things worse. By going through this in some detail, led by the person themselves who is free to 'tell their story', we are helping them make changes. Helps bring out the things people don't normally tell their doctors (we all do this). In the jargon this is called 'intentional non-adherence'. This increased trust and openness seems to be because we always deliver these reviews as part of larger project led by users of services, so by the time we see people they have built up a degree of trust in the process. Of course it helps greatly that we do not keep any notes, instead giving the action plan directly to the person we are seeing. We're finding some unexpected patient safety benefits. We're learning that, as a result of the way the sessions are carried out, some people feel able to share information on their medicines and treatments with us that they haven't previously shared with anyone. On a number of occasions we have been able to give advice on medicines safety and signpost people to services they need, but had previously either avoided or been unaware of. |

Because our partnership approach encourages people to trust us, we can discuss whether or not the medicines prescribed are actually being taken (after all 50% of all of us don't take medicines as prescribed). This can include if any medicines are borrowed, use of any herbal medicines etc., dietary supplements, over the counter medicines, any which have been stopped but the doctor doesn't know this or any which are bought over the internet, and we can give advice on this. The most important thing being that people share this information with their prescriber.

Developing an evidence base.

Warwick Edinburgh Mental Wellbeing [WEMWBS] Scale scores shows mental wellbeing improved over the course of the project.

The average score at the beginning of the course was 41.1 and afterwards the average was 47.46. A difference of 3 to 8 points is considered meaningful, demonstrating that 'mental wellbeing improved over the course of the project'. **Our study showed an average increase of 6.3 points.** N= 30. Time period covered Jan to March 2016. Reference: Using WEMWBS to measure the impact of your work on mental wellbeing: A practice-based user guide (2015) NHS Scotland. WWW: <http://www.healthscotland.com/documents/6074.aspx> (accessed 3/4/2016)



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