

Memorandum of Understanding (MOU) for Cost-effective Switches / Meds Op Technician Support



Bath and North East Somerset,
Swindon and Wiltshire
Clinical Commissioning Group

Summary

- NHS BSW CCG operates a Prescribing Incentive Scheme that includes an element of savings associated with prescribing
- Some practices and PCNs may not have the staff available to systematically action all the proposed savings initiatives. These practices can request support from the Medicines Optimisation team
- This support will be provided to GP practices by a CCG Medicines Optimisation (MOp) Pharmacy Technician who will identify all suitable patients for each switch and implement it according to standard operating procedures (SOPs), or flag it to the relevant parties within the Practice / PCN for action

BSW CCG Requirements:

- Provide appropriately trained staff to deliver the service
- Provide SOPs for these switches that the practice/ PCN can review before the switches are started
- In conjunction with the practice / PCN, communicate appropriately with the patients about the switch
- Inform other relevant stakeholders e.g. community pharmacy, where previous services may be affected
- When appropriate, keep records of actions taken, keeping patient's data to the absolute minimum and ensuring its safety
- Collate regular feedback from Practices / PCNs in order to improve the service
- All staff working at NHS BSW CCG Medicines Optimisation Team will comply with the CCG Confidentiality and Data protection Policy and will be up to date with corporate Information and Governance training

GP Practice Requirements

- Prescribing lead GP or pharmacist should be available for the MOp Technician, responding to messages in a timely manner
- Grant the MOp Technician appropriate access to SystmOne / EMIS to carry out the work
- Request the MOp Technician to sign their confidentiality policy or any other similar document

About the switches

- Cost-effective switches are collated in a document called "Prescribe Well, Spend Less"
- The switches endorsed by BSW CCG vary in complexity and clinical relevance. These have been classified in three categories and the MOp Technician will offer a different level of support and will require a different level of input by the clinicians in the Practice / PCN
 - **Straightforward switches:** Very low level of complexity and/or clinical risks (e.g. "Brand to generic") Approved in bulk by the practice and MOp Tech will implement straightaway
 - **Complex switches:** Slightly more complicated due to varying doses, different devices or licensed indication (e.g. Sitagliptin to Alogliptin in line with patient's CrCl) MOp Technician will produce a list of patients, with action to be taken to be approved by prescribing lead / pharmacist.
 - **Prescriber-only switches:** These require a direct prescribing decision. The MOp Tech will flag these patients to the prescribers via task but will not take further action
- The MOp Technician will undertake the switch for all patients on the same medicine. However, exceptions can be made on an individual patient basis on clinical grounds only
 - e.g. a patient may remain on the original preparation if there is a valid clinical reason (e.g. documented intolerance)

Memorandum of Understanding (MOU) for Cost-effective Switches / Meds Op Technician Support

Reporting and monitoring arrangements:

- The MOp Technician will keep records of what switches have been undertaken
- Straightforward switches: bulk records on number of patients affected
- Complex switches: patient and actions taken
- Prescriber-only switches: number of patients highlighted to clinical team

Feedback and Complaints Procedure

- Patients will be informed of the switches in the manner preferred by the practice. Patients will be signposted for information to their community pharmacy first.
- Practices:
 - For update on progress, please speak to your designated MOp Technician.
 - For feedback on the service, please speak to Pablo Jimenez Moreno (Lead Pharmacist)
pablo.jimenezmoreno@nhs.net

Declaration

- We agree to the details contained within the this MoU and will ensure that we support the MOp Team to fulfil the role as per requirements.
- We agree to full support and direction from the MOp Team
- We agree to engage in agile communication with the MOp technician allocated to our practice to ensure the work is carried out as efficiently as possible

NAME OF PRACTICE :	
PRACTICE MANAGER	
Print Name:	
Signed:	
DATE:	
G.P. or Caldicott Guardian	
Print Name:	
Signed:	
DATE:	

Please scan this page only

Send the completed Memorandum of Understanding to: bswccg.prescribing@nhs.net