

Care Home POD memorandum of understanding (MOU) between Bath and North East Somerset, Swindon and Wiltshire CCG (BSW) Medicines Optimisation Care Home (MOCH) Team, Care Home and GP Practice

### What is the Care Home POD Service?

- NHS Prescription Ordering Direct (POD) is a call centre model where patients from more than one GP practice telephone a central location to request a repeat prescription
- Care Home POD is an extension of this, primarily managed by email, with a team trained to process care homes monthly and interim orders
- Training and support to all users will be provided by the BSW CCG MOCH team
- Use of Care Home POD to process medicines requests aims to reduce medicine wastage and errors, increase order efficiency and support cost-effective prescribing
- This working agreement specifies the responsibilities of the 3 main participants: Care Home POD, GP practice and Care Home on behalf of each individual resident.

### Brief overview of monthly and interim order process

Care homes can submit their monthly order by one of two methods:

1. Scan and email Medicine Administration Records (MAR) or reorder sheets that are already used to notify the dispensing pharmacy of intended requested medicines OR
2. Complete and email the Care Home POD monthly ordering template

Interims are requested by emailing a completed Care Home POD interim request form. Care homes could, at the same time, copy the email to their dispensing pharmacy to serve as notification of an interim request. Please allow 48 hours for interim requests to be actioned and a prescription sent to the pharmacy.

- *If a medicine request is considered more urgent than the usual 48 hour processing time, the care home can still contact the Care Home POD team giving reasons for needing a more urgent prescription.*
- ***It is expected that on the day requests for urgent antibiotics or end of life medication would be managed directly through the prescriber's GP practice.***

Emails should be sent to the appropriate geographical MOCH email address with the following:

- Care home name in the subject line
- MAR charts or order template attached
- If the order is urgent- state this in the subject line (remember urgent is within 48 hours); if your software allows, mark this email with 'High Importance'
- No patient information included in the subject line.

If all of the required information is not included, the request may be delayed while we request the additional missing information.

### The Medicines Optimisation Care Home POD Team agree to:

- Issue in a timely manner, direct from the GP practice, medicines requested by the care home, including interims
- Synchronise quantities of repeat medication to facilitate a 28-day monthly order cycle
- Remove suitable items from the resident's repeat medication list if not ordered for more than 6 months
- Ensure all prescriptions are issued with clear directions or instructions for use (avoiding 'as directed')
- Make appropriate formulary, cost-effective or increased ease of use switches (in agreement with GP)

- Make amendments to the directions on medicines for minor conditions and OTC preparations to reflect how they are being used and/or formulary advice; this includes but is not limited to emollients and other topical preparations or laxatives
- Advise on the appropriate use of medicines in line with local, national CQC or NHS guidance including.
  - 'when required' (PRN) medicines
  - homely remedies, self-care and OTC medicines
  - covert medicines
  - swallowing difficulties
- Review ordering processes for appliances such as continence supplies, dressings and the use of blood glucose monitoring equipment
- Make recommendations for treatment with the support of other specialist services as appropriate, including for example: Dietitians, Speech & Language Specialists, Tissue Viability Nurses, Parkinson Disease teams, Learning Difficulty specialists, and Mental Health teams
- If requested by care home manager, carry out audits on medicine management processes including avoidable medicines waste, expiry date checking, and medicine administration record (MAR) chart usage
- Provide ad hoc additional support and advice regards all aspects of medicines management within the care home setting.

**Note that the lead Pharmacist will be accountable for the provision of this service, with delegated responsibility to Pharmacy Technicians and POD prescription coordinators as appropriate.**

#### **Residential and Nursing Home staff agree to:**

- Ensure that consent is granted from each resident to the Care Home POD team to access patient medical records on behalf of the GP
- Use the correct method and form to order monthly or interim medicines
- Understand the 48 hour time frame for processing urgent requests
- Permit a care home member of staff, familiar with the residents, to work with the Care Home POD team to order monthly and interim medication, and respond to medicine-related queries
- Report medication issues to the Care Home POD team so that errors can be quickly rectified
- Inform the dispensing pharmacy directly if a prescription item is needed urgently, including any same-day requests and those within the usual 48 hour time frame
- Use a trusted user email to send requests (preferably NHS mail) to ensure good information governance.

#### **GP and practice staff agree to:**

- Arrange clinical system access for the Care Home POD team to review the records for appropriate residents and issue medication using electronic prescription systems (EPS)
- Consider recommendations and queries made by the Care Home POD team and respond, if required, within a reasonable time (2-3 days) unless patient safety requires a more urgent response
- Use electronic prescribing as the practice's preferred method of prescribing with paper FP10s only generated if electronic prescribing is not possible or unsuitable in individual circumstances
- Use electronic communication wherever possible (email or prescribing system tasks)
- Sign EPS prescription requests (and paper FP10s) in a timely manner within 48 hours for an urgent request
- Practice administration staff will be responsible for re-allocating prescriptions or tasks to reflect rota information and ensure all prescription requests are processed within 48 hours
- Contact the Care Home POD, preferably by email, to raise any medication issues that need further investigation, advice or support. A member of the team will return the contact within 72 hours to discuss in more detail.

#### **Confidentiality and Safeguarding**

BSW CCG MOCH are fully committed to maintaining the confidentiality of information held by the organisation, and places a high priority on the protection and appropriate use of personal identifiable information. All staff working under this agreement must comply with the BSW CCG Confidentiality and Data Protection Policy, and will be up to date with corporate Information and Governance training.

BSW CCG MOCH are fully committed to safeguarding patients. If a concern is raised, using the information we receive we will refer according to our safeguarding protocol to local council MASH teams and/or the police for further investigation.

### Trial period

There will be an initial trial period of 3 months to evaluate how the service is working for all parties. If after this the Care Home or GP practice would no longer like to be part of the service then they will inform the Care Home POD team.

### Contact

The MOCH teams can be contacted via email as the preferred method:

BaNES - [BSWCCG.banes.moch@nhs.net](mailto:BSWCCG.banes.moch@nhs.net) [or if necessary, contact the Swindon POD Professional  
Swindon - [BSWCCG.swindon.moch@nhs.net](mailto:BSWCCG.swindon.moch@nhs.net) Line on 01793 987666]  
Wiltshire - [BSWCCG.wiltshire.moch@nhs.net](mailto:BSWCCG.wiltshire.moch@nhs.net)

### Declaration:

By signing below, BSW CCG MOCH understand that the Care Home has gained consent from each resident for the Care Home POD to access their medical records and process their medication requests.

Additionally, by signing below, Care Home POD understand that, as records will be completed electronically via SystemOne (or EMIS) that no further written documentation is required. The issuing of a prescription with changed instructions or medication serves as the legal notification. As a courtesy, however, communication of medication changes may be communicated by email notification using a GP prescribing system template letter as and when possible. This copy will remain in the patient's record and can be emailed to both care home and dispensing pharmacy to assist in MAR sheet accuracy along with the current repeat prescription slip.

We agree to raise any concern or queries regarding medication ordering to BSWW CCG MOCH POD team via the contact emails.

We understand that this service will be in place from September 2020.

Name of Practice			
Print Name			
Signed			Date
Job Role (Practice Manager/GP/Caldicott Guardian)			
Name of Care Home			
Print Name			
Signed			Date
Job Role (Care Home Manager/Designated Individual)			
BSW CCG MOCH Care Home POD			
Print Name			
Signed			Date
Job Role (Pharmacist/MOT)			