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# Hospital referral to community Pharmacy

An Innovators' toolkit to support the NHS in England



## Mission statement

The Royal Pharmaceutical Society believes that patients in hospital should be routinely referred to their community pharmacist for post-discharge assistance with medicines.



# Why refer to Community pharmacy?

- *New Medicine Service*: 10% improvement in medicines adherence
- *Discharge Medication Review*: every £1 spent saves £3
- *Patient Safety*: sharing the right information when it matters

↓ medicines waste  
↓ ED attendance  
↓ (re)admissions



# Options for referral

- **Signposting (self-referral)**: not currently working effectively
- **Phone & Fax-a-Pharmacy**: *time consuming, poor data transfer and low referral numbers*
- **e-referral**
  - either:
  - e-form
  - Fully integrated



# Benefits of a fully integrated referral system

- PAS link – instant patient demographics
- e-discharge letter attachment
- Drop down and radio buttons
- Find-a-Pharmacy
- Secure
- Auditable
- Two-way communication
- Adaptable





# An example of a fully integrated referrals system

# refertopharmacy

**Get the best from your medicines and stay healthy at home**

Watch the film: [www.elht.nhs.uk/refer](http://www.elht.nhs.uk/refer)



[www.facebook.com/refertopharmacy](http://www.facebook.com/refertopharmacy)



[www.twitter.com/refertopharmacy](http://www.twitter.com/refertopharmacy)



# What needs to be done locally?

- Use the toolkit checklist
- Meeting of: CCG Medicines Optimisation lead, Chief Pharmacist, LPN chair, LPC lead and patient rep
- Evaluate options and decide on preferred solution
- Create a business case
- Create an implementation plan
- Make it happen
- Audit process and outcomes

# Creating spread and demand for referrals

# Patients

- Social and regular media

# Profession

- Change opinions
  - Influence Medicines Optimisation Policies
  - Influence Commissioners (RPS tool kit)
  - Research and Evidence



## What you can do

Be advocates for a referral system in your health economy

Use the RPS referrals toolkit to create awareness, demand, business case, delivery and communications plan



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[www.rpharms.com/referraltoolkit](http://www.rpharms.com/referraltoolkit)