

# Integration and Continuity of Care

## **Stay at Home and Stay safe – we will get your medicines to you.....**

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ngthamshire

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Rutla

Northamp



# Medicines

- Medicines are the responsibility of the Trust's Pharmacy Department.
- Pharmacy services include
  - Manufacturing (sterile and non-sterile)
  - Procurement
  - Quality control
  - Medicines information
  - Clinical services
  - Inpatient dispensing and supply
  - **Outpatient dispensing**



## Outpatient dispensing

1. On site pharmacy
  - Hospital-only, paper prescriptions
  - 3 pharmacies
  - Trust's wholly-owned subsidiary company
  - Visited by 125,000 patients a year
2. Medicines Homecare Service
  - Specific, complex treatments
  - Using independent homecare providers
  - Managing over 8,000 patients medicines
  - Prescription sent by post





...but, how will hospital patients get their medicines?

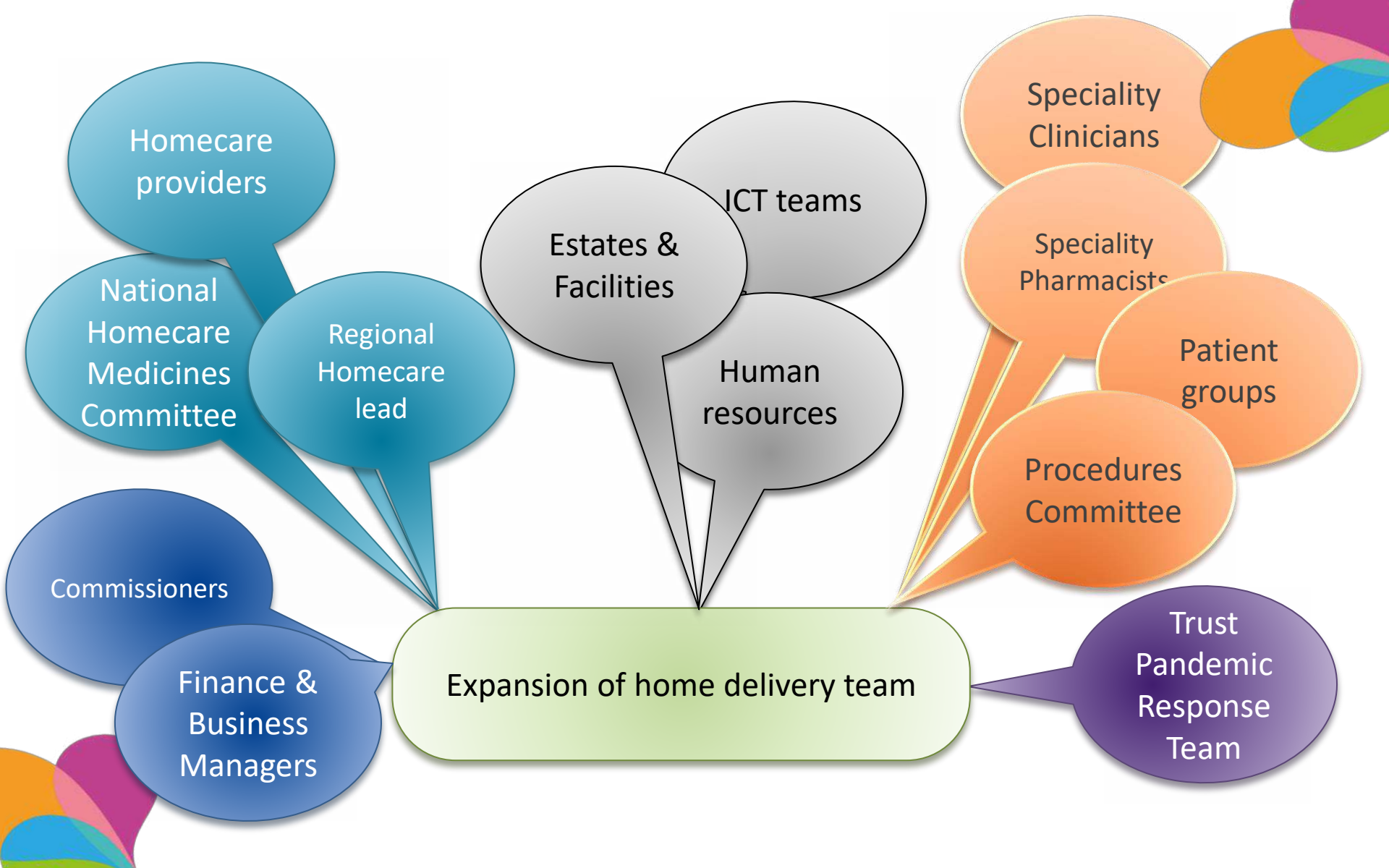
AIM: Provide an alternative to an on-site attendance for the purposes of obtaining medicines for at least 20% of patients

- Click and Collect
- Drive thru'
- Relocation
- Divert work to community pharmacies
- Home delivery

**BEST FIT**

Considerations:

- Speed of implementation
- Capacity
- Resilience
- Safety
- Accessibility for vulnerable patient groups
- Covid-19 safety measures
- Patient Experience



Homecare providers

National Homecare Medicines Committee

Regional Homecare lead

Estates & Facilities

ICT teams

Human resources

Speciality Clinicians

Speciality Pharmacists

Patient groups

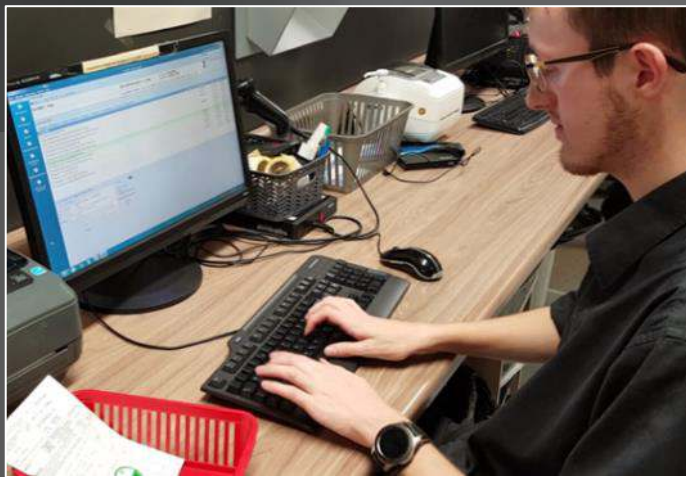
Procedures Committee

Trust Pandemic Response Team

Commissioners

Finance & Business Managers

Expansion of home delivery team



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Trade Name(s)

## FENTANYL [TRANSDERMAL PATCHES]

**INDICATIONS/RECOMMENDATIONS**  
Fentanyl is an oral analgesic. Transdermal patch use is indicated for chronic pain management, long-term use. Fentanyl has a lower onset of effect and a longer duration of action compared to oral use.

**CONTRAINDICATIONS & STORAGE**

**STORAGE & HANDLING**  
Fentanyl should be stored in a cool, dry place (below 30°C) and away from direct light. Patches should be kept in their original packaging.  
Expiry: Expiry date is indicated on the packaging. Do not use expired patches. Expired patches should be disposed of as waste.

**ADMINISTRATION**  
Patches should be applied to a clean, dry, flat area of skin on the upper torso, lower arm, abdomen. Patches should be changed every 72 hours. The patch should be removed when applying new ones. Administration should be changed with each patch.

**FOOD & ALCOHOL INTERACTIONS**  
Alcohol may increase the effect of fentanyl and respiratory depression, dizziness, and sedation.

**WARNING SIGNS**  
Patches should be changed every 72 hours. Do not use patches on a child or infant and do not use the patch on a child or infant.

**USABLE SIDE EFFECTS**  
Do not use a commercial patch, especially during the initial stage of treatment, without the supervision of a healthcare professional.

Adverse Effect	Common	Rare
Respiratory depression	+	-
Sedation	+	-
Respiratory depression	+	-
Nausea	+	-

**SPECIAL PRECAUTIONS & INTERACTIONS**

**INSTABLE INTERACTIONS**  
Respiratory depression may increase when used with other drugs.  
Use treatment patches to increase the efficacy of therapy.





Nottingham University Hospitals NHS Trust

# NUH PHARMACY HOME DELIVERY SERVICE

NUH outpatient prescriptions are only dispensed at the hospital pharmacies to assure safety checks, stock availability and best value. When outpatients require medication as part of their outpatient care, we should prescribe and supply the medicines, including those seen in a non-face to face setting.

The NUH offer a home delivery service which is available for all outpatients living in Nottinghamshire, Leicestershire, Derbyshire or Lincolnshire, and is ideal for virtual appointments.

All medicines can be accommodated, including cytotoxics, fridge lines and Controlled Drugs. Deliveries are made within 1-2 working days.

### Arranging home delivery of medicines is easy:

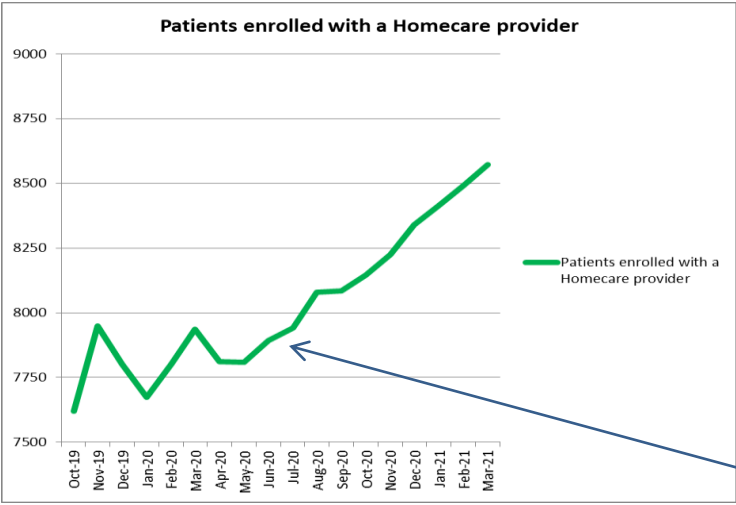
1. Prescriber writes prescription following existing processes
  2. Prescriber marks the prescription "for home delivery"
  3. Prescription is dropped off at any Trust Pharmacy (QMC Main Entrance, City South Corridor, Treatment Centre)
  4. Trust Pharmacy telephones the patient to arrange delivery and provide counselling, so keep patient contact details up to date
- Medicines are delivered to the patient within 1-2 working days by our delivery drivers

25,000 patients have already had their medicines delivered to their homes, reducing hospital football and enabling care closer to home.

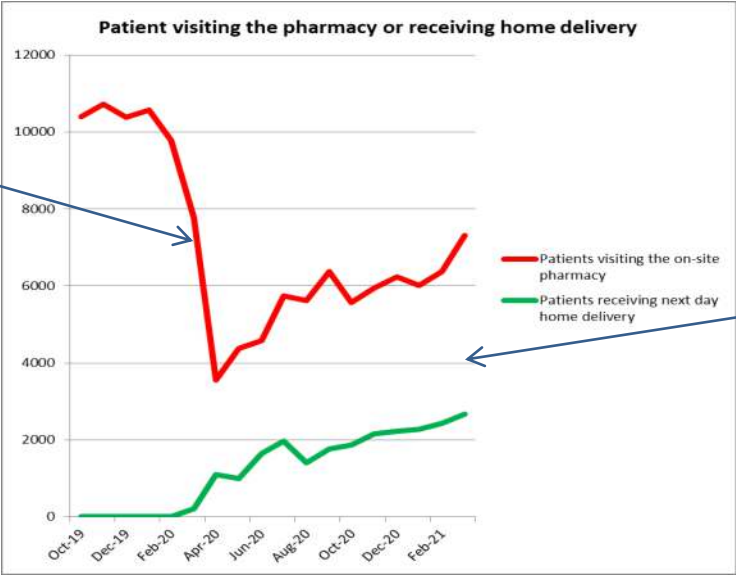
This service regularly gets \*\*\*\*\* online patient reviews.







14 specialties moved to homecare



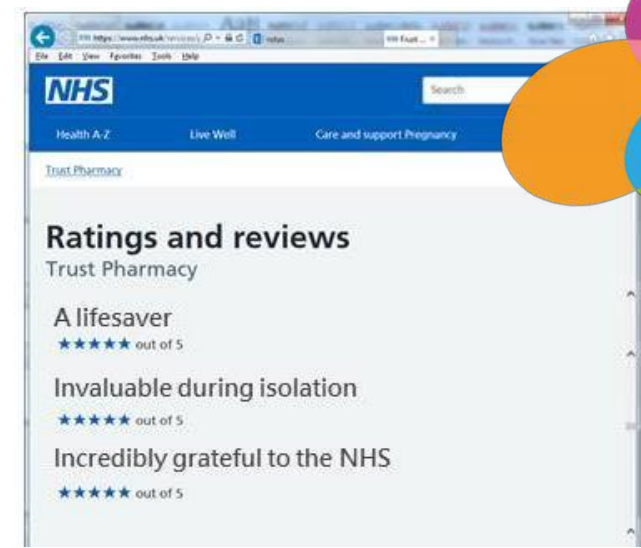
On-site attendance avoided for more than 20% of patients

Fewer patients visiting the hospital



## Telephone consultations

- Effective dialogue between pharmacy professionals and patients
- Significant interventions to get the most from the medicines



## Positive feedback

- Five star reviews
  - Questionnaires
    - Services were adapted and developed in response

- Continuing adaptation and development in response to patients
- Increasing efficiency and streamlining to reduce costs
- Securing funding
- New and ongoing demand for care closer to home and home delivery (e.g. virtual consultations & lower environmental impact)



Maximise homecare uptake

+

Home delivery from the hospital  
outpatient pharmacy

=

An equitable and comprehensive solution,  
with high patient acceptance



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