

The perceived benefits and challenges for pharmacists providing a Domiciliary (Advanced) Medicines Use Review Service

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Domiciliary MUR Service

- ▶ Between April and June 2016
- ▶ Community pharmacies in Lincolnshire & Leicestershire
- ▶ Up to 10 domiciliary MURs

Aims of the Domiciliary MUR

- ▶ Improve access to medicines
- ▶ Improve understanding of medicines
- ▶ Improve adherence
- ▶ Reduce incidence of adverse effects
- ▶ Reduce wastage of medicines



Aims of the Domiciliary MUR

- ▶ Reduce unnecessary prescriptions for sip feeds
- ▶ Disposal of unwanted medicines
- ▶ Produce measureable outcomes on likely reductions in emergency admissions



RiO risk assessment tool

- ▶ RiO 1= no likelihood of emergency hospital admission prevented
- ▶ RiO 2= possible prevention of emergency hospital admission
- ▶ RiO 3= likely to prevent an emergency hospital admission

(Pharmaceutical Services Negotiating Committee, 2016)

Eligibility Criteria:

- ▶ Living in own home
- ▶ Unable to access pharmacy for MUR
- ▶ Not receiving formal support with medicines administration
- ▶ Registered with Lincolnshire / Leicestershire GP
- ▶ Taking four or more medicines for long term condition(s)



“ assessments that are conducted in patients’ homes are more effective at tailoring interventions to reduce vulnerability ”

(Naik et al. 2010)



Focus Groups

“how people think about an issue – their reasoning about why things are as they are, why they hold the views they do” (Laws et al. 2013, 205)



Motivation to participate driven by aspects of being a “professional”, providing patient care and development within role

- ▶ Professional interest
- ▶ Change to existing role
- ▶ Personal development
- ▶ Profile of profession
- ▶ Customer service
- ▶ Professional responsibility
- ▶ Company expectation
- ▶ Clinical need
- ▶ Inclusive to housebound
- ▶ Social aspect / customer service

Outcomes of providing reviews were perceived as often beneficial to both parties



- ▶ Benefit to patient
- ▶ Improved communication/relationship
- ▶ Social contact
- ▶ RiO score



- ▶ Benefit to pharmacist
- ▶ Improved communication/relationship
- ▶ Visual assessment of needs
- ▶ RiO score

Challenges encountered can be overcome through training and closer working with other Healthcare Professionals

▶ Recruitment to d-MUR

▶ During d-MUR

▶ Following d-MUR



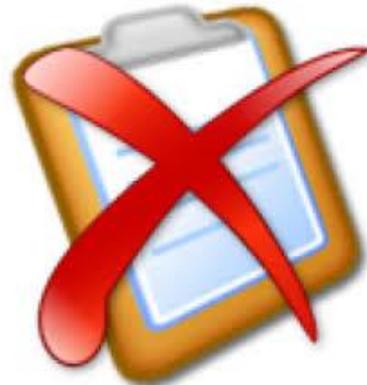
Challenges encountered recruiting patients and potential solutions

- ▶ Method of contacting patient



- ▶ Pharmacist cover / workload / time constraints

- ▶ Exclusion criteria



Challenges encountered during review and potential solutions

- ▶ Pharmacist cover / workload / time constraints
- ▶ Chaperone
- ▶ Patient condition
- ▶ Access to resources
- ▶ Home environment



Challenges following the review and potential solutions

- ▶ GP intervention feedback



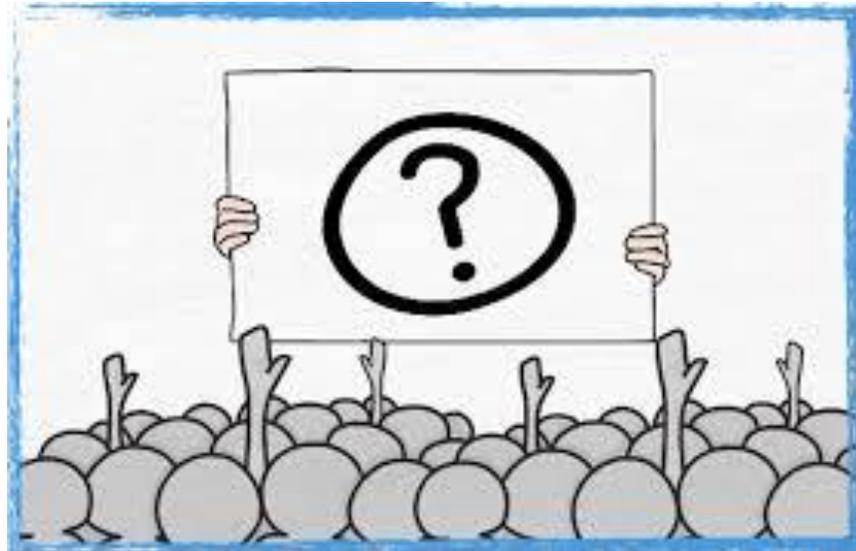
- ▶ RiO score classification

Research to inform the future of Domiciliary MURs

- ▶ Exploring patients' perspectives
- ▶ Evaluating the impact of d-MURs on concordance
(and consequential reductions in emergency admissions)
- ▶ Quantitative analysis of the impact on medicines waste



Any questions?



References:

- ▶ Laws, S., Harper, C. and Marcus, R. (2013) *Research for Development: A Practical Guide*. 2nd edition. London: Sage Publications.
- ▶ Naik, A.D., Kunik, M.E., Cassidy, K.R., Nair, J. and Coverdale, J. (2010) Assessing safe and independent living in vulnerable older adults: perspectives of professionals who conduct home assessments. *The Journal of the American Board of Family Medicine*, 23(5) 614-621.
- ▶ Pharmaceutical Services Negotiating Committee (2016) *Description of RiO scores and examples of actions within each score*. [online] London: Pharmaceutical Services Negotiating Committee. Available from: <http://psnc.org.uk/community-pharmacy-humber/wp-content/uploads/sites/22/2016/03/RiO-scoring-explanation.pdf> [Accessed 28 September 2016].