



Summary

This service will provide support to people who are newly prescribed a medicine to manage a long term condition, which will generally help them to appropriately improve their medication adherence.

How to
Deliver

Patient engagement

The conditions/therapies included in the initial rollout of the service are:

- asthma and COPD, diabetes (Type 2), antiplatelet/anticoagulant therapy, hypertension

For each therapy area/condition, a list of medicines has been published (please see the NHS Employers and PSNC websites). It is not generally appropriate for the service to be provided where there has been a formulation change. Initial advice will be given to the patient about the medicine and its use in accordance with the Terms of Service. The pharmacy and patient will agree a method and time for the intervention (typically between seven and 14 days after patient engagement) and gain consent from patient.

Intervention

The pharmacist and patient will have a discussion at the agreed time and via the agreed method (face to face or via telephone).

The pharmacist and patient will have a discussion at the agreed time and via the agreed method. The pharmacist will provide advice and further support and will agree one of the following next steps with the patient:

- a. the patient is adhering to the medicine(s) and no problems have been identified - agree time

and location for the follow up (typically between 14 and 21 days after the initial intervention).

- b. problems are identified, and it is the clinical judgement of the pharmacist that intervention by the patient's GP is not required – agree the time and location for the follow up (typically between 14 and 21 days after the intervention)
- c. problems are identified, and it is the clinical judgement of the pharmacist that intervention by the patient's GP is required – explain this to the patient, complete the NMS feedback form and refer the matter to the patient's GP practice

Follow up

The pharmacist and patient will have a discussion at the agreed time and via the agreed method. The pharmacist will assess the patient's adherence to the medicine(s), identify problems and determine the patient's need for further information and support.

The pharmacist will provide advice and further support and agrees one of the following next steps with the patient:

- a. patient adhering to regimen – exit from service
- b. problem identified – pharmacist and patient agree solution.
- c. problem identified – referral to the GP practice for review.

How to
Qualify/DoC

Pharmacists must have the necessary skills and knowledge and are required to sign the NMS self-assessment form to declare this. The completed form should be kept as a record by the community pharmacy contractor.

[NMS self-assessment form \(June 2020\)](#)

Learning Materials

[CPPE NMS gateway page.](#)
[TwitterLinkedInFacebookEmailShare](#)
[New Medicine Service: Getting it right](#)
[New Medicine Service e-learning](#)

How/When to
Claim

Contractors claim payments by stating on their monthly FP34C the number of completed NMS they have undertaken in each month.

Support

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