

Welcome to our Expo webinar series

- Every year, more than 90% of our Health and Care Innovation Expo attendees tell us they will share what they have learned with their colleagues, and half say they will make changes in their own teams and organisations after being inspired by attending the event.
- For Expo 2018, we are making it even easier to take part in Expo-related learning through a series of webinars before and after the event.

Health and Care Innovation Expo 2018 will be held at Manchester Central on 5 and 6 September 2018 – we hope to see you there!



Medicines optimisation, putting plans into practice across health and social care – the Kent and Medway story

Supported by NICE

Areas to cover

- Welcome
- NICE - who we are, what we do and how we can help you
- Especially with medicines!
- Medicines optimisation in Kent and Medway – our story of working together in health and social care
- Questions, discussions and (we hope) some answers

#Hello my name is....

Zoe Girdis

- NICE Medicines Implementation Consultant



Chris Connell

- NICE Associate Director



Helen Burn

- Deputy Chief Pharmacist
Maidstone and Tunbridge Wells NHS Trust
- NICE Medicines and Prescribing Associate



Tamsin Rudolph

- Lead Project Manager – Medication in the Community
- Kent County Council , Design & Learning Centre



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But first.. Where are you from?

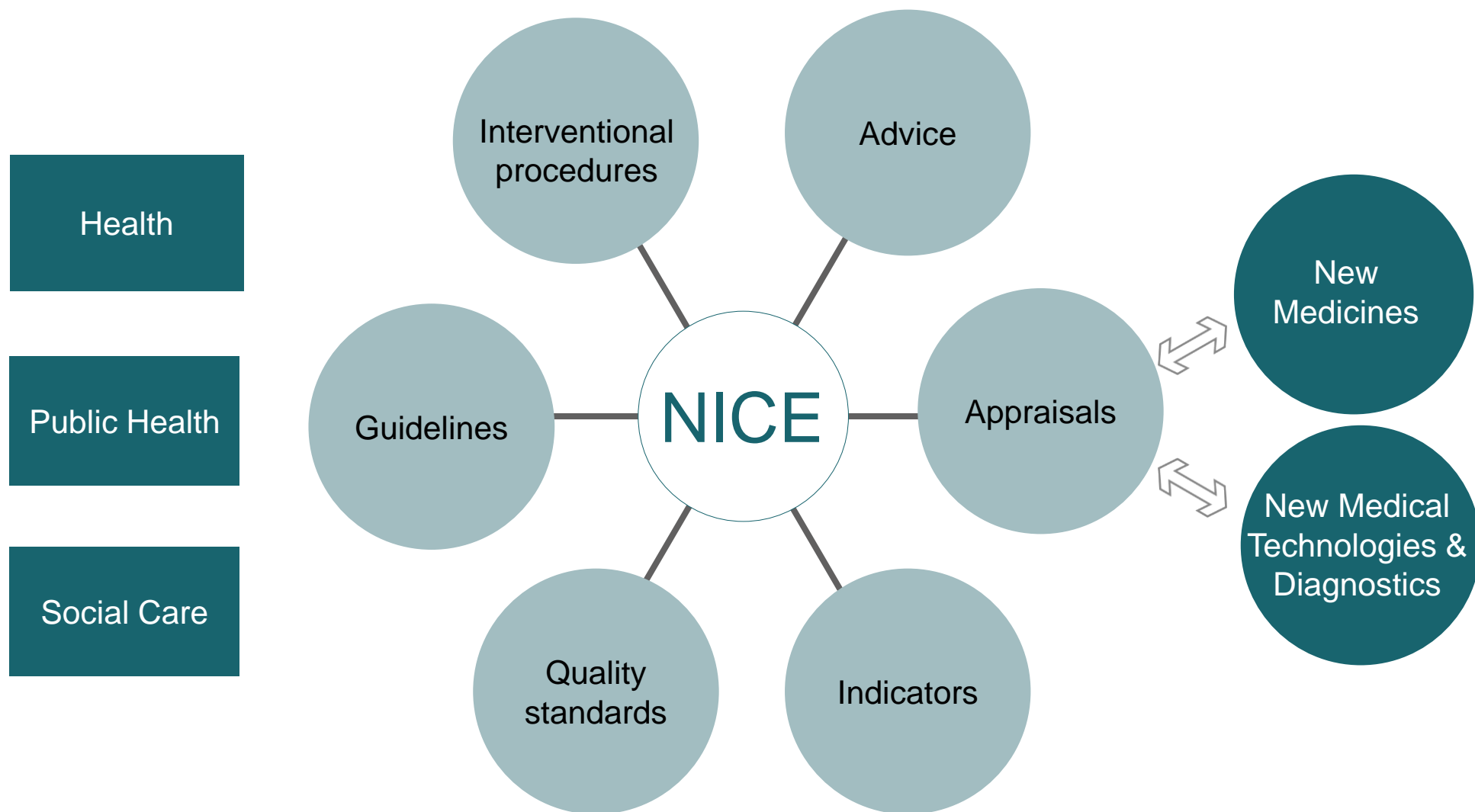


NICE – our role

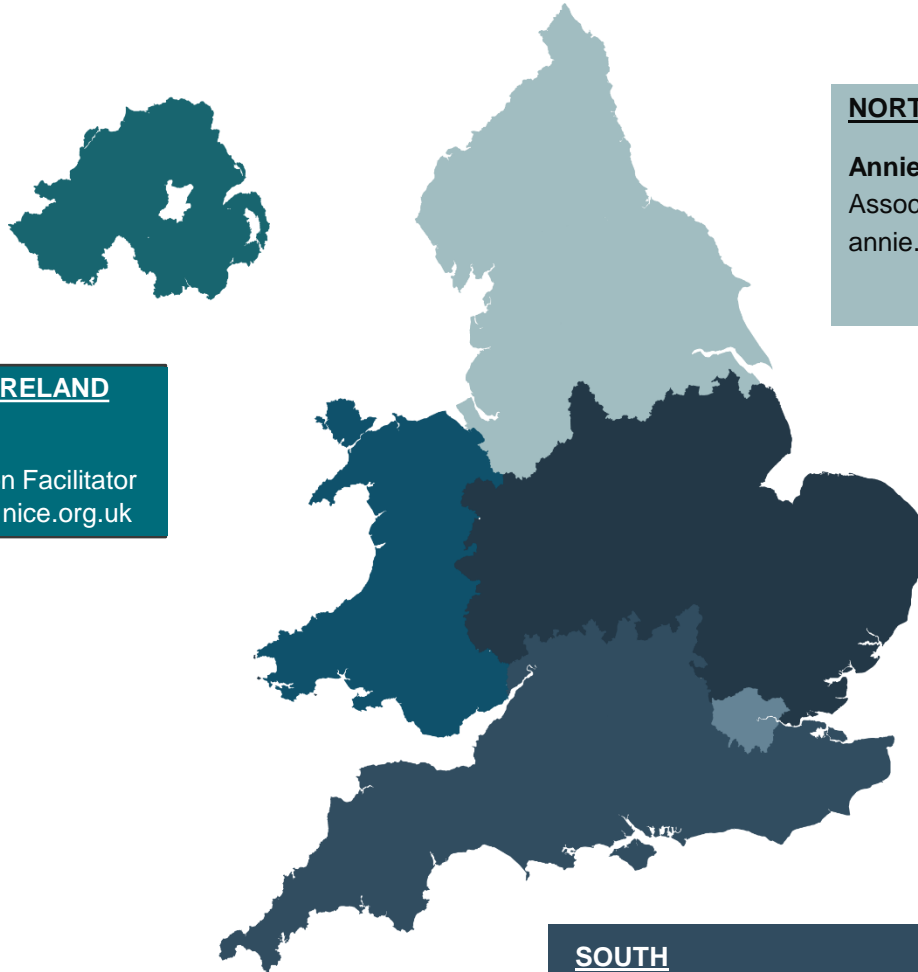
The national point of reference for advice on safe, effective and cost effective practice in health and social care, providing guidance, advice and standards aligned to the needs of its users and the demands of a resource constrained system.



What we do – our portfolio



NICE Field Team and Medicine Implementation Consultants



NORTHERN IRELAND

Lesley Edgar
Implementation Facilitator
lesley.edgar@nice.org.uk

NORTH

Annie Coppel
Associate Director
annie.coppel@nice.org.uk

Rachel Reid
Implementation Facilitator
rachel.reid@nice.org.uk

Angela Parkin
Medicines Implementation
Consultant (and Northern
Ireland)
angela.parkin@nice.org.uk

MIDLANDS & EAST

Deborah O'Callaghan
Associate Director
deborah.ocallaghan@nice.org.uk

Joanne McCormack
Implementation Facilitator
joanne.mccormack@nice.org.uk

Gill Eddy
Medicines Implementation
Consultant (and Wales)
gill.eddy@nice.org.uk

LONDON

Jane Moore
Associate Director
jane.moore@nice.org.uk

Michelle Liddy
Medicines Implementation
Consultant
michelle.liddy@nice.org.uk

SOUTH

Chris Connell
Associate Director
chris.connell@nice.org.uk

Jade Fortune
Implementation Facilitator
(South East)
jade.fortune@nice.org.uk

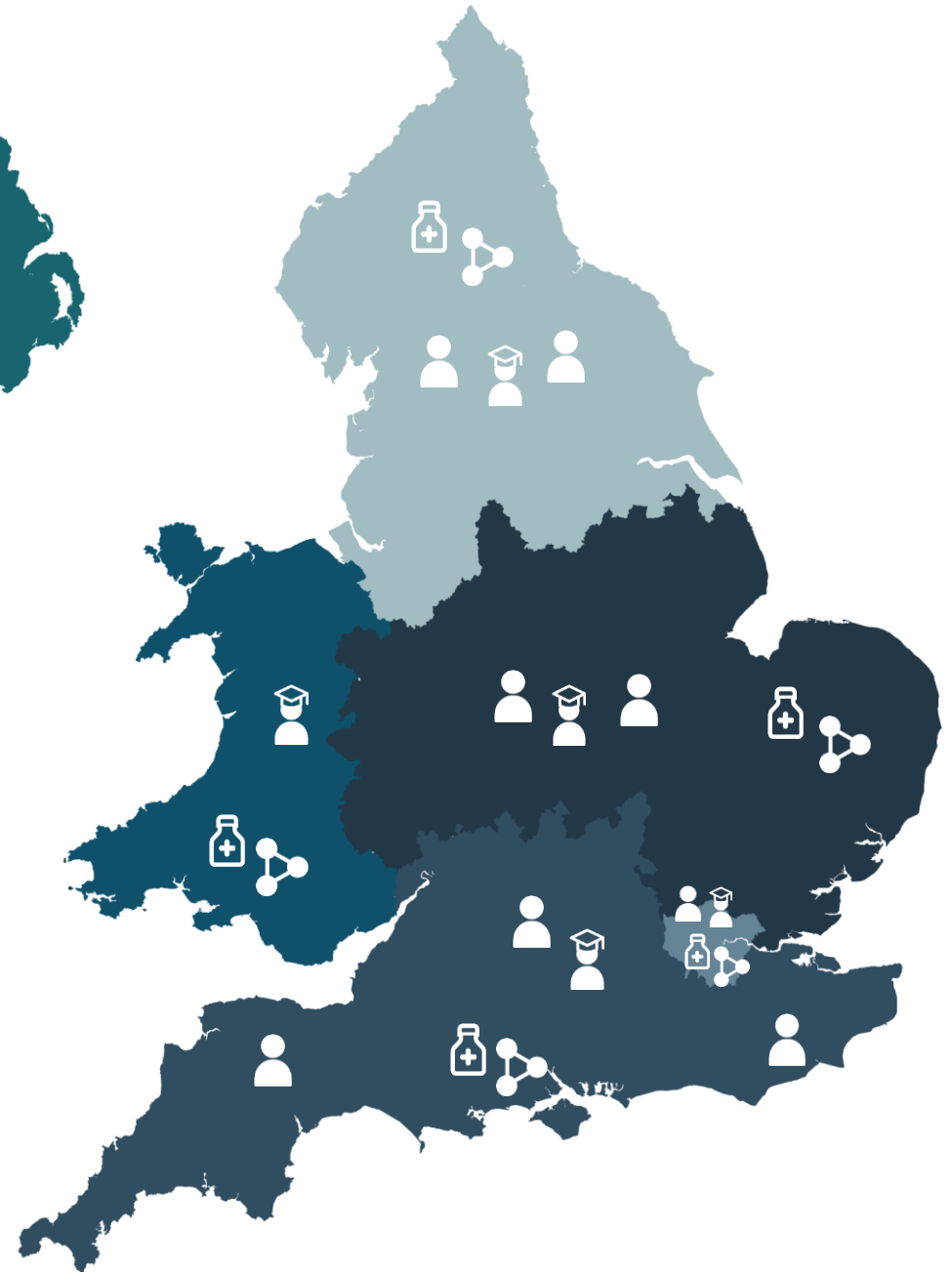
Jane Jacobi
Implementation Facilitator
(South West)
jane.jacobi@nice.org.uk

Zoe Girdis
Medicines Implementation
Consultant (and Channel
Islands)
zoe.girdis@nice.org.uk

NICE support at regional and local level



-  Field Team
-  NICE Fellows and Scholars
-  Medicines Implementation Consultants)
-  Medicines and prescribing Associates/affiliate networks



Polling time.....

- Have you heard of **Managing medicines for adults receiving social care in the community (NG67)**?
- Have you seen a MAR chart ?
- Have you tried to implement any of the recommendations in the guidance?

NICE guideline NG67

- Covers managing medicines for adults who receive social care support in the community
- Aims to improve processes and care to ensure that medicines are taken and looked after correctly and safely
- Gives clear advice on what support should be provided by whom, how health and social care staff should work together to provide care, and how to manage concerns about medicines

This slide set is an implementation tool and should be used alongside the published guideline. It does not supersede or replace the guideline itself

See the guideline for full recommendations

All slides refer to the NICE guideline unless otherwise stated

'Offer' and 'consider'

People have the right to be involved in discussions and make informed decisions about their care

- Take into account the person's needs and preferences
- Explain the treatment and care in a way the person understands

Some recommendations are made with more certainty than others. We word our recommendations to reflect this

- We use 'offer' (or similar words) to reflect a strong recommendation, usually where there is **clear evidence of benefit**
- We use 'consider' to reflect a recommendation for which the **evidence of benefit is less certain**

Why does this guidance matter?

Full guideline p 10 – p 11

The **number of people** in England who have health problems requiring both health and social care is **increasing**:

- Ageing population with increasingly **complex needs**
- **Increasing risk** of people coming to **harm** from their multiple medicines
- In 2013/14, 470,000 people in England made use of care and support funded by their local authority (non-direct payments)

The **main responsibility** for taking medicines among adults receiving social care in the community **lies with the person themselves**, or an informal carer or care worker, rather than a health professional

Legal framework

The Care Act 2014

Health and Social Care Act 2008
(Regulated Activities) Regulations
2014

Health and Social Care Act 2012

The Controlled Waste (England and
Wales) Regulations 2012

Care Quality Commission
(Registration) Regulations 2009

Health and Social Care Act 2008

Mental Capacity Act 2005

The Data Protection Act 1998

Equality Act 2010

The Human Medicines Regulations
2012

The Misuse of Drugs (Safe Custody)
Regulations 1973

Misuse of Drugs Act 1971

Related NICE guidelines

Full guideline p 19

Multimorbidity (NG56)

Transition between inpatient mental health settings and community and care home settings (NG53)

Controlled drugs (NG46)

Transition from children's to adults' services for young people using health or social care services (NG43)

Transition between inpatient hospital settings and community or care home settings for adults with social care needs (NG27)

Older people with social care needs & home care (NG21)

Antimicrobial stewardship (NG15)

Multiple long term conditions (NG22)

Medicines optimisation (NG5)

Drug allergy (CG183)

Managing medicines in care homes (SC1)

Falls in older people (CG161)

Patient experience in adult NHS services (CG138)

Service user experience in adult mental health (CG136)

Medicines adherence (CG76)

Multiple Long term conditions (NG22)

Intermediate care including reablement (NG74)

Experience in adult social care services (NG86)

Key medicines optimisation messages (1)

- Emphasis is on **safe systems and processes** for managing medicines to minimise the risk of medicines related harm, such as:
 - The requirement for joint working between health and social care
 - Sharing information about a person's medicines support including notifying their GP and community pharmacy
- Includes recommendations on a '**person-centred approach**'
 - Sharing any concerns about a person's medicines
 - Supporting people to take their medicines, for example the 6 rights ('6Rs') of administration
- Also provides context around **relevant legislation and other guidance**

Key medicines optimisation messages (2)

- Health and social care commissioners and providers should review their local governance arrangements to ensure that it is clear who is accountable and responsible for providing medicines support
- Social care providers should have a documented medicines policy based on current legislation and best available evidence:
 - Content will depend on the responsibilities of the provider
 - Considering safe systems and processes
- Assess a person's medicines support needs
- Engage with the person and focus on how the person can be supported to manage their own medicines
- Record the discussions and decisions about the person's medicines support needs and document in the care plan

Recommendations: ensuring that records are accurate and up to date

Recommendations 1.5.1 to 1.5.6

- Social care providers should have robust processes for recording a person's current medicines and medicines administration, ensuring records are:
 - accurate and kept up to date
 - accessible, in line with the person's expectations for confidentiality
- Care workers **must record** the medicines support given to a person for **each individual medicine on every occasion**
- Care workers should use a **medicines administration record** to record any medicines support that they give to a person including:
 - the person's name, date of birth; the name, formulation and strength of the medicine(s); the time the medicine should be taken; how the medicine is taken; the person's GP; any stop or review date; any additional information; any known drug allergies
- When a **family** member or carer **gives a medicine**, agree how this will be **recorded**

Supporting people to take their medicines (1)

Recommendations 1.7.2 to 1.7.4

- Care workers should **only provide the medicines support** that has been **agreed** and documented in the provider's care plan
- Prescribers, supplying pharmacists and dispensing doctors should provide **clear written directions** on the prescription and dispensing label on how each prescribed medicine should be taken or given
- Social care providers should record any **additional information** to help manage time sensitive and 'when required' medicines in the provider's **care plan**

Supporting people to take their medicines(2)

Recommendations 1.7.5 to 1.7.7

Care workers should only give a medicine to a person if:

- there is **authorisation** and clear instructions to give the medicine
- the **6 R's** of administration have been **met** and
- they have been trained and assessed as **competent** to give the medicine

Before supporting a person to take a dose of their medicine, care workers should **ask the person** if they have already taken the dose and **check the written records** to ensure that the dose has **not already been given**

Implementation issues

Evidence into practice

Maskrey N, 2014

Research



NICE

Possible implementation issues for medicines optimisation (N→L)

- Benchmark (baseline assessment) against key recommendations considering:
 - Existing workstreams and achievements
 - How to identify social care providers who need to be involved
 - Identify local implementation priorities
 - Identify potential challenges and barriers
- Develop a plan considering:
 - Who needs to be involved, what resources do you need, how will you raise awareness and engage stakeholders?
 - What do you need to do and how will you communicate this?
 - What will success look like and how will you measure it?

Possible issues for individual patient decision-making (L → I)

- Primary and secondary care priorities
- Multidisciplinary approach – good communication is essential
- Identify relevant patients
- Assessment and discussion of support options with patients
- What available resources might help?
 - community pharmacists, information leaflets, monitored dosage system assessment
- Agree an individualised care plan
 - ensure patients and their families/carers have actively participated in discussions
- What form will this take and how will it be shared?

Search NICE...



Home > NICE Guidance > Service delivery, organisation and staffing > Adult social services

Managing medicines for adults receiving social care in the community

NICE guideline [NG67] Published date: March 2017

Guidance

Tools and resources

Information for the public

Evidence

History

[Share](#)

Tools and resources

Tools to help you put the guidance into practice.

Implementation advice

- > [Endorsed resources – Managing medicines for adults receiving social care in the community e-learning courses](#)

Shared learning

Tailored education support

- > [Quick guide: Discussing and planning medicines support for home care managers providing medicines support](#)

- > [Quick guide: Effective record keeping and ordering of medicines for home care](#)

Baseline assessment

- > [Baseline assessment tool](#)

30 March 2017 Excel 584.5 KB

Resource impact tool

- > [Resource impact statement](#)

Some practical resources

Medicines optimisation



[e resource](#)

Discussing and planning medicines support

A quick guide for home care managers providing medicines support



[View the guide](#)

[Download \(PDF\)](#)

Effective record keeping and ordering of medicines

A quick guide for home care managers providing medicines support



[View the guide](#)

[Download \(PDF\)](#)

Our resources are designed to help systems work in partnership to provide consistent, high-quality care, based on the best evidence.

- Medicines optimisation –package of resources
- Quick guides for social care
- Endorsed resources
- Key therapeutic topics
- Shared Learning examples

CARE HOMES WEBKIT

This page will bring together all the PrescQIPP care homes resources and showcase good practice example on medicines optimisation in the care homes setting. Each set of resources contains tools that can be adapted for implementation.

Medication in care homes

- Care Homes Webkit webinar
- B66: Bulk Prescribing
- B72: Homely remedies
- B143: Supporting self administration of medication in the care home
- B174: Compliance aids
- B151: How to use multidisciplinary teams effectively
- B473: Implementation of NICE guidelines

Guidance and advice list

Published	In consultation	In development	Proposed	About NICE guidance
Filter by title <input type="text" value="Enter title or keyword"/>				
Clear filters				
Filter by last updated date				
From <input type="text" value="e.g. 01/2015"/>				
To <input type="text" value="e.g. 01/2016"/>				
Filter by type				
<input type="checkbox"/> Guidance <ul style="list-style-type: none"> <input type="checkbox"/> NICE guidelines <input type="checkbox"/> Antimicrobial prescribing guidelines <input type="checkbox"/> Cancer service guidelines <input type="checkbox"/> Clinical guidelines 				
Showing 1 to 10 of 20				
Reference number	Title	Published	Last updated	
KTT22	Chemotherapy dose standardisation	February 2018	February 2018	
KTT12	Type 2 diabetes mellitus: medicines optimisation priorities	January 2015	February 2018	
KTT13	Non-steroidal anti-inflammatory drugs	January 2015	February 2018	
KTT14	Wound care products	January 2015	February 2018	
KTT15	Biosimilar medicines	February 2016	February 2018	
KTT16	Anticoagulants, including non-vitamin K antagonist oral anticoagulants (NOACs)	February 2016	February 2018	

Staying up to date

- Website www.nice.org.uk
- [NICE News](#) - monthly e-newsletter
- [NICE in social care](#) – monthly bulletin
- [Update for primary care](#) –monthly newsletter
- 154,000+ people follow us on Twitter [@NICEcomms](https://twitter.com/NICEcomms)
- General enquiries nice@nice.org.uk
- Zoe.girdis@nice.org.uk
- Chris.Connell@nice.org.uk

NICE

Featured news



[Therapy offered within one month to prevent PTSD, says NICE](#)

People who have suffered trauma and are at risk of post-traumatic stress disorder (PTSD) should be offered therapy within one month, NICE says in new draft guidance. [More...](#)



[Life-extending lung cancer drug will be more widely available on the NHS after NICE review](#)

NICE says more people should be able to freely access pembrolizumab, known as Keytruda, after a new trial shows it helps certain adults with lung cancer live more than a year longer. [More...](#)

News



[People with dementia should be involved in discussions about their care, says NICE](#)

NICE has updated its guidance for the support of people living with dementia. [More...](#)



[The impact of NICE on cardiovascular disease \(CVD\) prevention \(PDF\)](#)

Around 7 million people in the UK are affected by cardiovascular disease (CVD). This impact report considers how NICE guidance contributes to the prevention of CVD. [PDF...](#)

[Click here for more NICE news](#)

Blog



[Improving access to new treatments in rare diseases](#)

Emily Crossley, co-founder and co-chief executive of Duchenne UK tells



[Have you read my notes, doctor?](#)

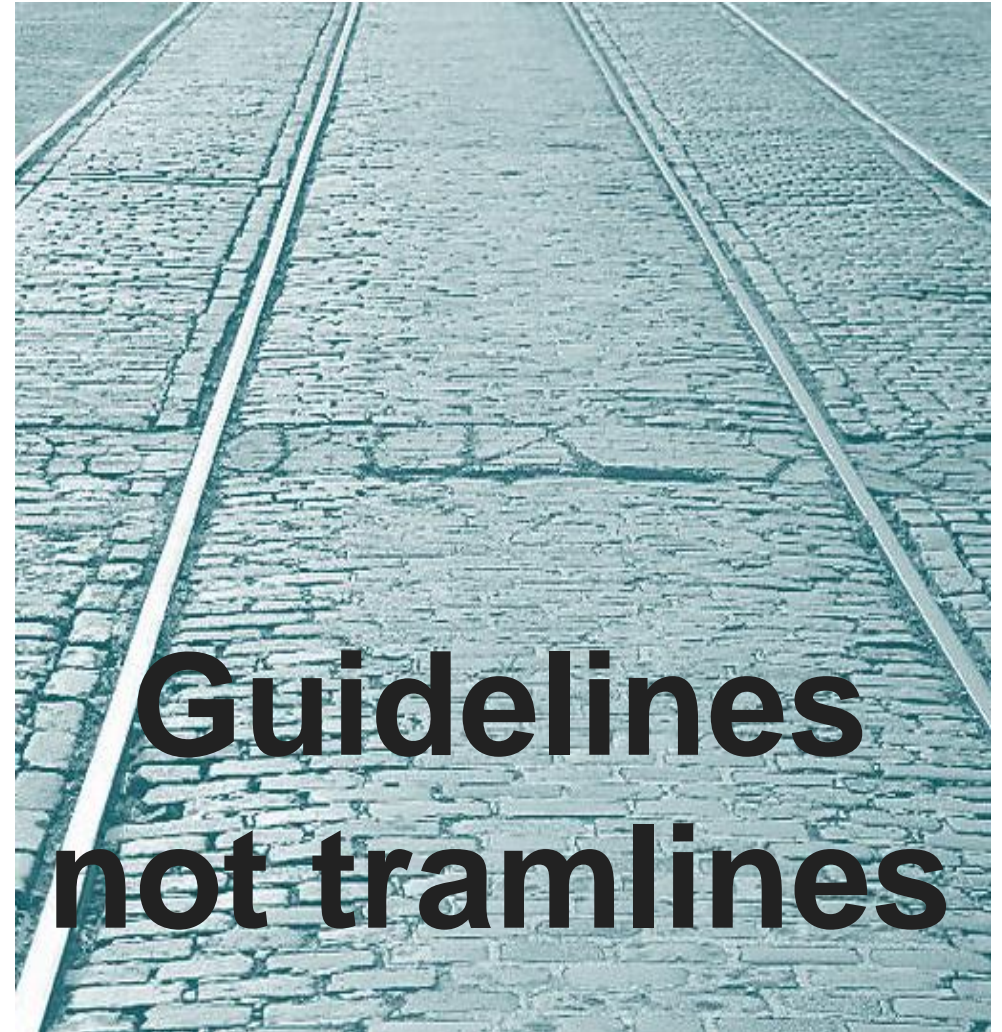
Dr Deyo Okubadejo, consultant in medicine for older people, North West

Summary

- NG 67 covers safe systems and processes and a person- centred approach for managing medicines
- ‘What we should be doing anyway’
- A local strategy, engagement and good communication between stakeholders is key
- What are the local priorities?
- Implementation plan

The impact of NICE guidance on health professionals

- Health professionals must take NICE guidance into account when deciding what treatments to give people
- However, NICE guidance does not replace their knowledge and skills it is still up to health professionals to make decisions about a particular patient in consultation with the patient and/or their guardian or carer



Helen Burn

Deputy Chief Pharmacist
Maidstone and Tunbridge Wells NHS Trust

NICE Medicines and Prescribing Associate
Florence Nightingale Leadership Scholar 2017

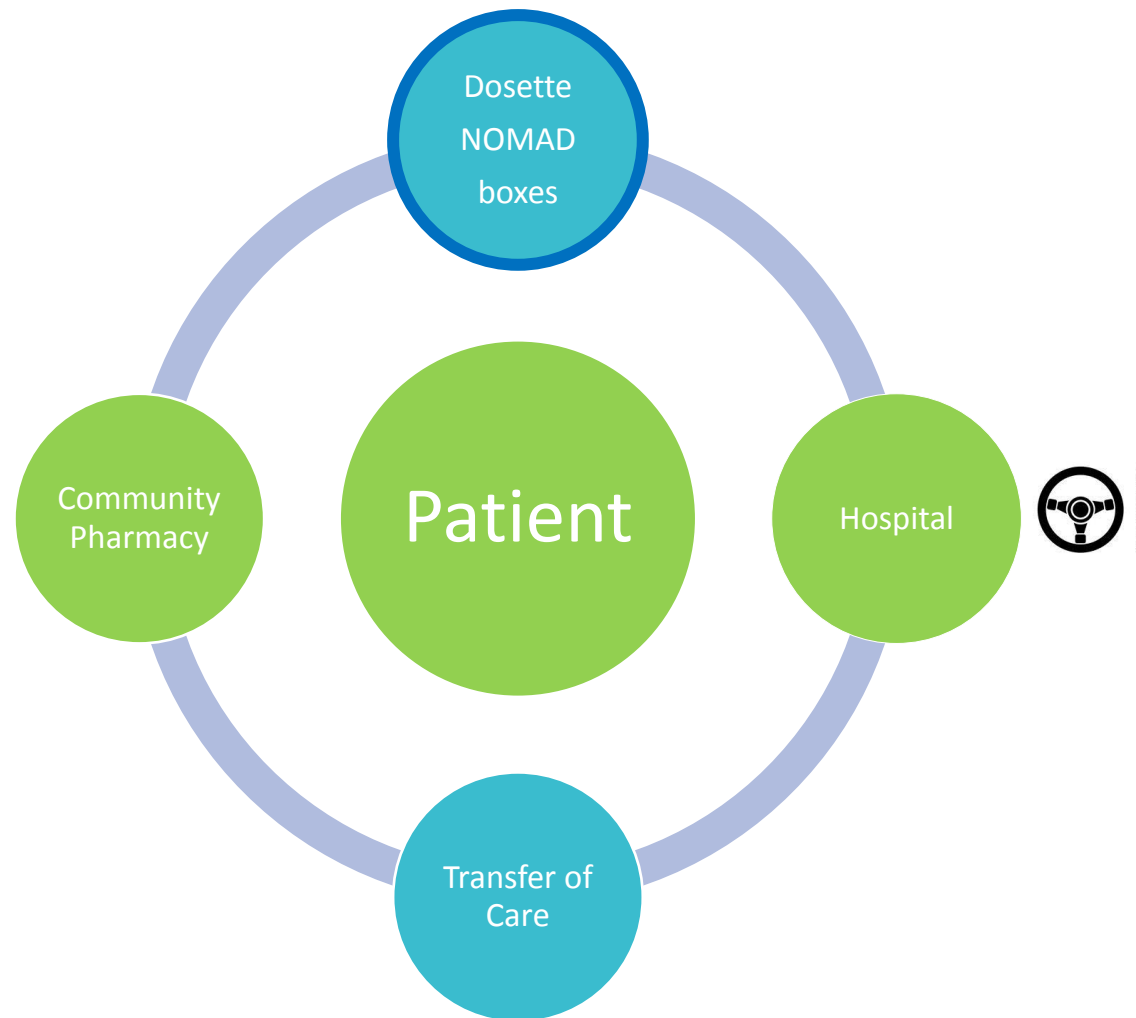
Maidstone and Tunbridge Wells 
NHS Trust



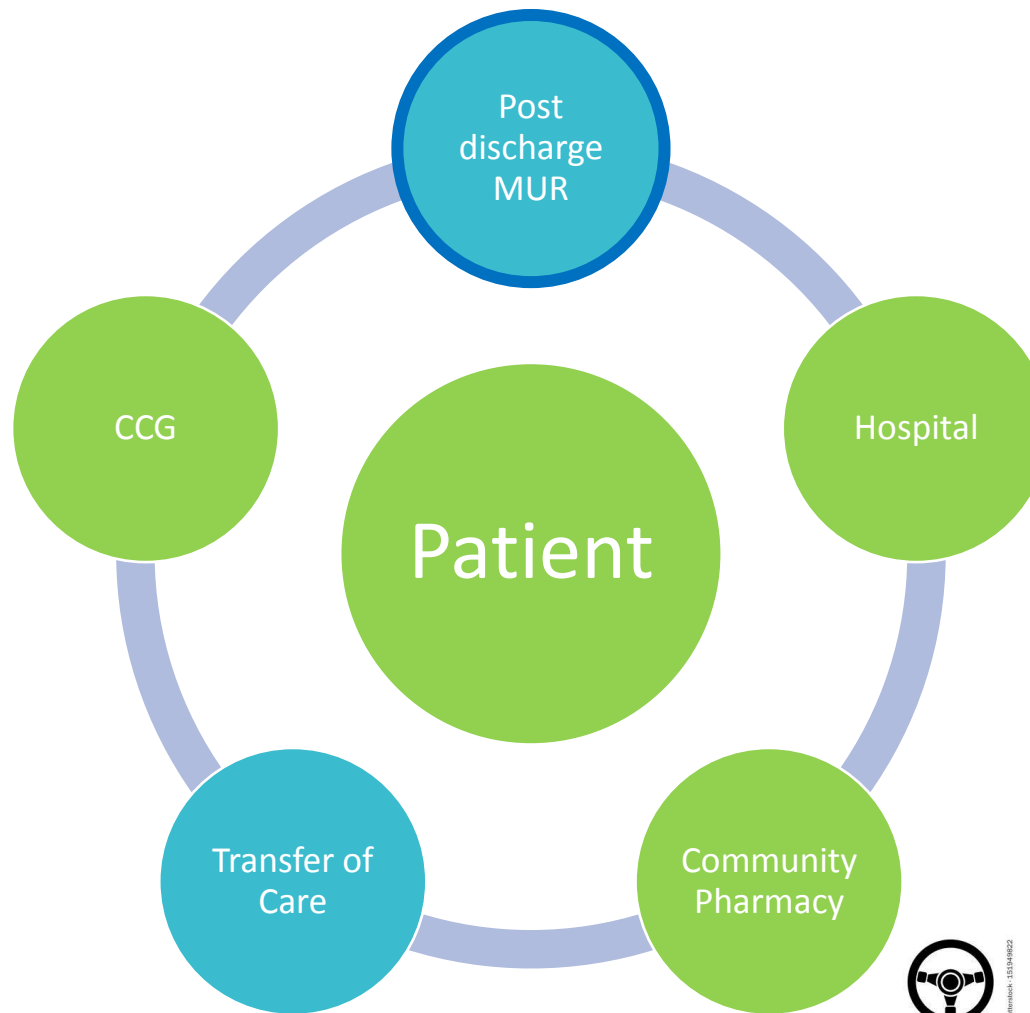
The story of dosette boxes and a collaborative project

**“Change happens
one conversation at a time”**

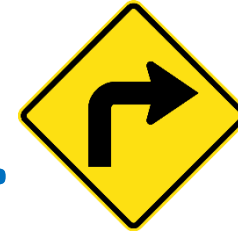
2015 Sharing discharge info with Community Pharmacy



2017 Project to refer more patients to community pharmacy



Meanwhile.....

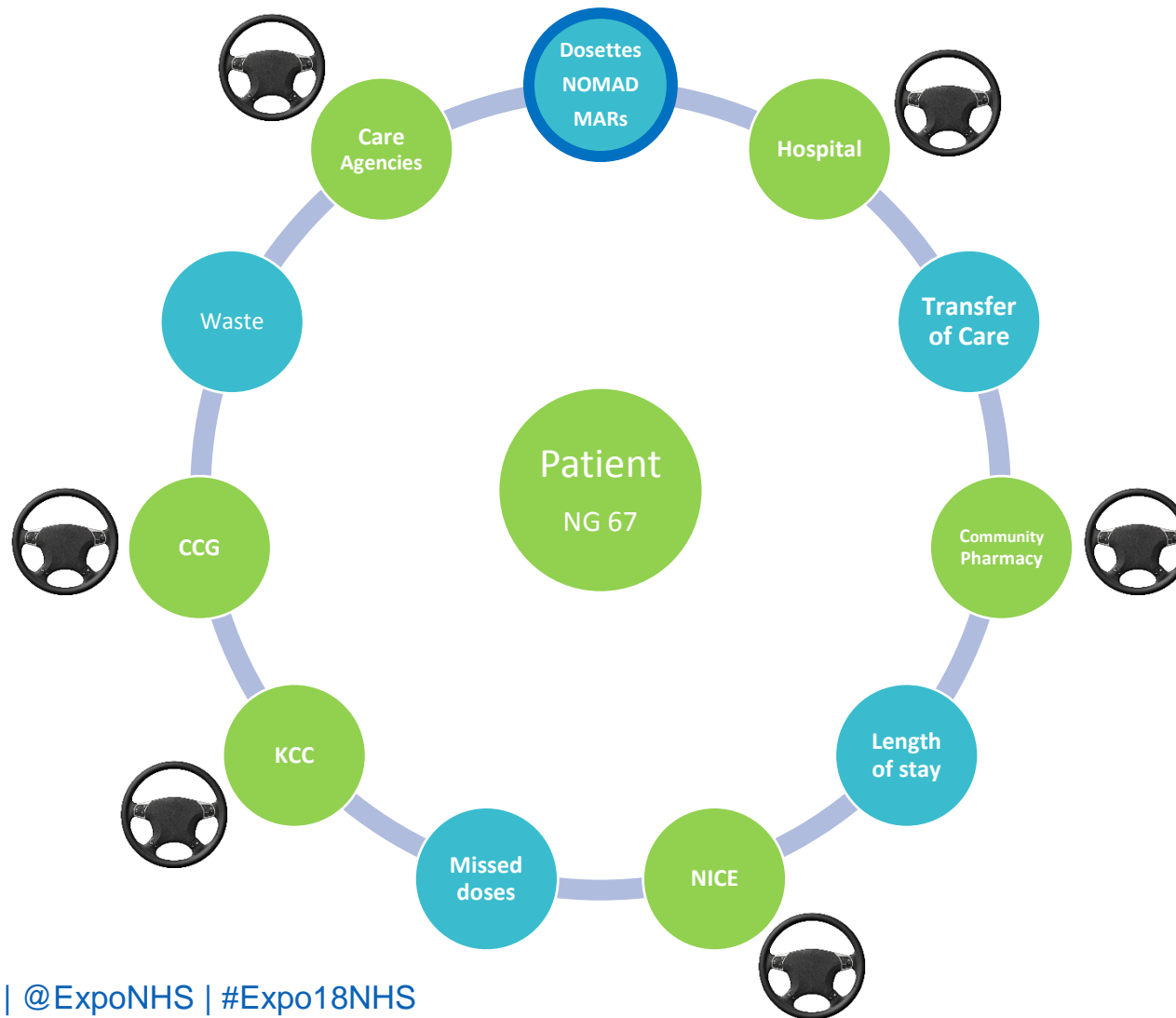


Developing links with KCC to support Medicines Policy reviews

Developing a vision with local CCGs for a K&M Medicines Group

August 2017 – approached by KCC to participate in a Medicines Project

2018



**“Change happens
one conversation at a time”**

**“Partnership: A relationship which all
parties feel responsible for the success of
their common purpose”**

Tamsin Rudolph

Lead Project Manager – Medication in the Community

Kent County Council

Design & Learning Centre



Medication in the Community Project

‘There is not a joined up approach between health and social care in relation to medications’

- What could be done?
- Project Manager employed to review and work up a project plan
- Work between health and social care to review and progress the project

Who is involved in our work?

Maidstone and Tunbridge Wells 
NHS Trust



medway school
of pharmacy



Kent Community Health
NHS Foundation Trust



South Kent Coast
Clinical Commissioning Group



Who is *now* involved in our work?

Maidstone and Tunbridge Wells NHS Trust

Design and Learning Centre
CLINICAL & SOCIAL INNOVATION

Kent LPC
Local Pharmaceutical Committee



Kent Surrey Sussex Academic Health Science Network

Transforming health and social care in Kent and Medway

NICE National Institute for Health and Care Excellence

East Kent Hospitals University NHS Foundation Trust



medway school of pharmacy

West Kent Clinical Commissioning Group

Kent Community Health
NHS Foundation Trust

South Kent Coast Clinical Commissioning Group



Project working with multiple organisations is a journey



This happens a lot.....



Managing the Journey

- Bite size chunks
- Be clear about what you are trying to do
- Try not to deviate off track
- Use each organisation to their strength
- Listen
- Feedback



Evidence into practice

Maskrey N, 2014

Research



National guidance



Local implementation



Care of Individual people

RNLI

NICE



“ Working together for a common goal alongside NICE who can support you with a wealth of guidelines, pathways field team experts and much more is invaluable and for me it has brought ‘life’ to my project ”

Zoe Girdis – NICE Medicines Implementation
Consultant Zoe.Girdis@nice.org.uk

Chris Connell – NICE Associate Director
Chris.Connell@nice.org.uk

Helen Burn - Deputy Chief Pharmacist
Maidstone and Tunbridge Wells NHS Trust
helen.burn@nhs.net

Tamsin Rudolph – Project Manager Kent County
Council tamsin.rudolph@kent.gov.uk

Any questions?



Register now for Health and Care Innovation Expo 2018!

- More than 140 hours of main-stage plenaries, theatre seminars and pop-up university workshops throughout the two days
- Five feature zones focused on key topics: Digital Health, Mental Health, Improving Care, Diabetes and Obesity, and Integrating Care
- Senior leaders from across the NHS and social care

Complimentary tickets available for NHS and public sector staff – register online using the ticket code EXPO18

