Support for people starting a new medication for a long term condition through community pharmacies: a pragmatic randomised controlled trial of the New Medicine Service: Supporting information

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Table 1 Unit costs for resource use

Cost type	Time assumptions	Cost	Source	
Primary care				
GP admin	5 min	£14.50	[1]	
GP phone call	7.1 min	£20.00	[1] table 10.8b p 191	
GP home visit	23.4 min	£85.00	[1] table 10.8b p 191	
GP contact	11.7 min	£34.00	[1] table 10.8b p 191	
Nurse phone call	7.1 min	£4.02	[1] section 14.4, p236	
Nurse home visit	27 min	£15.30	[1] section 14.4, p236, [2]	
Nurse contact	15.5 min	£8.78	[1]section 14.4, p236	
Secondary care	1			
Day case	-	£697.00	[1] section 7.1 p 107	
Outpatient visit	-	£135.00	[1] section 7.1 p 107	
Inpatient stay	-	£3,283.00	[1] section 7.1 p 107	
Allied health professionals/pharmacists*				
AHP contact	15.5 min	£10.59	[1] section 11.5 , p 201	
Pharmacist contact	5.83 min	£4.96	[1] section 9.6 p.180, [3]	
AHP home visit	27 min	£18.45	[1] section 11.5 , p 201 , [2] p.164	
AHP phone call	7.1 min	£4.85	[1] section 11.5 , p 201	
Social care				
Home visit	25.07 min	£66.44	[1] section 11.2 p 198, [4]	
Phone contact	7.1 min	£4.73	[1] section 11.2 p 198	
Contact with social care/health worker	25.07 min	£16.71	[1] section 11.2 p 198, [4]	

GP: general practitioner *AHP: podiatrists, phlebotomists

Table 2 Unit costs for resource use in secondary care based on the descriptions from the resource use diaries.

Cost type	Category	Description of Currency code*	Unit cost[5]
Outpatient	Ophthalmology		£85.90
Outpatient	BZ04B	Lens Capsulotomy, with CC Score	£262.68
Outpatient	Respiratory Medicine		£150.23
Outpatient	Physiotherapy		£42.47
Outpatient	Trauma and Orthopaedics		£109.65
Day case	Transient Ischaemic Attack		£206.38
Day case	Diagnostic Imaging		£37.06
Day case	BZ02C	Phacoemulsification Cataract Extraction and Lens Implant, with CC Score -1	£865.82
Day case	Cardiology		£131.41
Day case	RA60A	Simple Echocardiogram, 19 years and over	£74.96
Day case	Diabetic Medicine		£136.13
Outpatient	Anticoagulant Service		£24.59
Outpatient	Hepatology		£212.99
Outpatient	Clinical Haematology		£150.62
Outpatient	Maxillo-Facial Surgery		£110.02
Outpatient	Geriatric Medicine		£204.19
Outpatient	Cardiac Surgery		£298.74
Outpatient	Vascular Surgery		£142.40
Outpatient	Gastroenterology		£137.02
Day case	CZ08Y	Minor Ear Procedures, 19 years and over without CC	£740.72
Day case	FZ51Z	Diagnostic Colonoscopy, 19 years and over	£485.95
Day case	DZ50Z	Respiratory Sleep Study	£511.68
Outpatient	Rheumatology		£139.66
Outpatient	Nephrology		£157.69
Day case	General Surgery		£128.20
Day case	BZ03B	Non-Phacoemulsification Cataract Surgery, with CC Score	£981.66
Day case	BZ24G	Non-Surgical Ophthalmology, without Interventions, with CC Score -1	£363.46
Outpatient	Breast Surgery		£138.11
Outpatient	Neurology		£175.75
Outpatient	Cardiology		£131.41
Day case	EA45Z	Complex Echocardiogram, including Congenital, Transoesophageal and Foetal Echocardiography	£718.96
Outpatient	Chemical Pathology		£63.52
Outpatient	Diabetic Medicine		£136.13
Outpatient	Accident & Emergency		£116.88
Day case	Interventional Radiology		£263.56
Outpatient	General Surgery		£128.20
Day case	HA35Z	Minor Foot Procedures for Trauma, Category 1	£1,765.81
Day case	BZ04B	Lens Capsulotomy, with CC Score	£262.68
Day case	Clinical Haematology		£150.62
Outpatient	Colorectal Surgery		£112.69
Day case	Gynaecology		£129.81
Day case	Rheumatology		£139.66

Cost type	Category	Description of Currency code*	Unit cost[5]
Outpatient	Endocrinology		£151.95
Day case	FZ53Z	Therapeutic Colonoscopy, 19 years and over	£541.81
Day case	FZ52Z	Diagnostic Colonoscopy with Biopsy, 19 years and over	£554.48
Outpatient	Audiology		£70.04
Day case	Ophthalmology		£85.90
Day case	Accident & Emergency		£116.88
Day case	Trauma and Orthopaedics		£109.65
Day case	HA59Z	Minimal Hand Procedures for Trauma, with length of stay 1 day or less	£744.60
Day case	Ear nose and throat		£93.93
Outpatient	Dermatology		£97.96
Day case	Dermatology		£97.96
Outpatient	Medical Oncology		£137.58
Outpatient	Stroke Medicine		£199.56
Outpatient	Medical Ophthalmology		£92.78
Outpatient	Transient Ischaemic Attack		£206.38
Outpatient	General Medicine		£153.33
Day case	HA79Z	Minimal Elbow and Lower Arm Procedures for Trauma, with length of stay 1 day or less	£653.58
Day case	Endocrinology		£151.95
Outpatient	Urology		£101.15
Day case	FZ42A	Wireless Capsule Endoscopy, 19 years and over	£687.67
Day case	Gastroenterology		£137.02
•	Diagnostic Imaging		£37.06
Outpatient	Interventional Radiology		£263.56
Outpatient	Pain Management		£138.17
Day case	HB12C	Major Hip Procedures for Non-Trauma, Category 1, without CC	£2,524.89
Outpatient	Upper Gastrointestinal Surgery		£119.68
Outpatient	Adult Mental Illness		£221.49
Outpatient	Ear nose and throat		£93.93
Day case	AA29D	Transient Ischaemic Attack with CC Score 8-1	£782.47
Day case	HA93Z	Foot Trauma Diagnosis without Procedure	£678.78
Outpatient	Gynaecological Oncology		£137.73
Day case	Neurology		£175.75
Outpatient	Cardiac Rehabilitation		£42.25
	General Medicine		£153.33
Outpatient	Genitourinary Medicine		£115.31
Outpatient	Gynaecology		£129.81
Day case	EB04Z	Hypertension	£463.66
Outpatient	Dietetics		£64.20
Day case	AA35F	Stroke with CC Score -3	£520.14
Outpatient	Occupational Therapy		£63.10
Day case	Respiratory Medicine		£150.23
Day case	Urology		£101.15
Day case	FZ17G	Abdominal Hernia Procedures, 19 years and over with CC Score	£1,361.26

Cost type	Category	Description of Currency code*	Unit cost[5]
Day case	JC43A	Minor Skin Procedures, 13 years and	£623.84
		over	
Inpatient	EA19C	Excess bed day cost	£1,915.59
Outpatient	Obstetrics		£122.35
Inpatient	NZ50C	Planned Caesarean Section, with CC	£1,353.08
		Score -1	
Outpatient	Podiatry		£42.16
Outpatient	Accident & Emergency		£116.88
Outpatient	Respiratory Physiology		£119.22
Outpatient	Liaison Psychiatry		£107.69

CC: concomitant comorbidities

^{*}Description of 5 digit currency code as appeared on the NHS reference schedule

Table 3 Patient characteristics from PharmOutcomes (formerly PharmaBase – 01/10/2011 to 02/12/2013) compared with the RCT cohort

Patient Characteristics		PharmOutcomes cohort (n = 451222)	RCT cohort (n=504)
NMS disease based	Antiplatelet / Anticoagulant	31172 (6.9)	43 (8.5)
on first NMS medicine	Asthma /COPD	125726 (27.9)	117 (23.2)
presented (n(%))	Hypertension	242975 (53.8)	249 (49.4)
processes (signs)	Type 2 diabetes	51349 (11.4)	95 (18.8)
Age (years) (N: Mean	(SD))	446807: 60.8 (17.5)	59.3 (15.0)
% Female by	Antiplatelet / Anticoagulant	14575 (46.8)	19 (44.2)
Disease (n (%))	Asthma /COPD	72627 (57.8)	68 (58.1)
	Hypertension	129554 (53.3)	133 (53.4)
	Type 2 diabetes	22912 (44.6)	40 (42.1)
Ethnicity (n(%))	English/Welsh/Scottish/Norther n Irish/British	374958 (83.1)	311/353(88.1)
	Irish	3502 (0.8)	7/353 (2.0)
	Any other White background	6194 (1.4)	7/353 (2.0)
	White and Asian	450 (0.1)	2/353 (0.6)
	Indian	8098 (1.8)	7/353 (2.0)
	Pakistani	4629 (1)	2/353 (0.6)
	Any other Asian background	3299 (0.7)	4/353 (1.1)
	African	3843 (0.9)	2/353 (0.6)
	Caribbean	3295 (0.7)	10/353 (2.8)
	Any other ethnic group	4838 (1.1)	1/353 (0.3)
	Data not available	38116 (8.4)	-
No of NMS eligible medicines during	1	431725 (95.7)	490 (97.2)
service operation	2	17260 (3.8)	4 (2.6)
(n (%))	3	1877 (0.4)	1 (0.3)
	4	319 (0.1)	0
	5	35 (0)	0
	6	5 (0)	0
	7	1 (0)	0

NMS: new medicine service; N: number; SD: standard deviation; COPD: chronic obstructive pulmonary disease; RCT: randomised controlled trial

Table 4 Probability of outcome by arm at Week 10 by disease group – adjusted for disease, age, sex, medication count and pharmacy clustering

Disease Group	Adherence NMS probability (95% CI)	Composite NMS probability (95% CI)	Adherence MMAS-8 probability (95% CI)	Composite MMAS-8 probability (95% CI)
Hypertension	N=191	N=226	N=143	N=172
Normal Practice	0.65 (0.54, 0.75)	0.67 (0.58, 0.76)	0.68 (0.56, 0.79)	0.70 (0.60, 0.81)
NMS	0.77 (0.67, 0.86)	0.80 (0.72, 0.88)	0.77 (0.66, 0.87)	0.79 (0.70, 0.88)
Odds ratio (95% CI, p)*	1.79 (0.93, 3.46,	1.92 (1.04, 3.54,	1.57 (0.73, 3.41,	1.60 (0.79, 3.24,
	0.082)	0.036)	0.252)	0.192)
Asthma/COPD	N=82	N=98	N=52	N=66
Normal Practice	0.55 (0.38, 0.72)	0.65 (0.50, 0.79)	_**	0.62 (0.34, 0.89)
NMS	0.60 (0.46, 0.74)	0.66 (0.53, 0.79)	_**	0.89 (0.73, 1)
Odds ratio (95% CI, p)*	1.22 (0.49, 3.01,	1.05 (0.45, 2.47,	_**	5.26 (0.93, 29.56,
	0.671)	0.909)		0.060)
Diabetes mellitus	N=72	N=80	N=52	N=57
Normal Practice	0.80 (0.32, 1)	0.85 (0.41, 1)	0.82 (0.27, 1)	0.86 (0.36, 1)
NMS	0.87 (0.41, 1)	0.87 (0.44, 1)	0.70 (0.17, 1)	0.76 (0.23, 1)
Odds ratio (95% CI, p)*	1.69 (0.20, 14.59,	1.26 (0.20, 7.74,	0.49 (0.03, 7.14,	0.49 (0.04, 6.53,
	0.635)	0.806)	0.601)	0.594)
Antiplatelet/	N=33	N=39	N=12	N=13
Anticoagulant				
Normal Practice	0.81 (0.11, 1)	0.84 (0.26, 1)	_**	_**
NMS	0.99 (0.94, 1)	0.99 (0.97, 1)	_**	_**
Odds ratio (95% CI, p)*	62.04 (0.00, large,	86.53 (0.00, large,	_**	_**
	0.478)	0.415)		

NMS: new medicine service; N: number; SD: standard deviation; CI: confidence interval; P: probability; MMAS-8: Morisky's Medication Adherence Scale 8-item version

^{*}Odds ratio (95% CI, p), NMS vs. Normal Practice.

^{**}model did not converge or analysis not feasible due to small numbers

Table 5 Health status (EQ-5D-3L) for overall cohort and by disease group at baseline and Week 10 follow-up

EQ VAS & EQ5D-3L-INDEX	Normal Practice Active n (%)		New Medicine Service Active (%)	
All conditions				
EQ VAS N: Mean (SD) /	205:66.8(20.0)	138:75.3(18.9)	204:67.9(22.3)	143:72.5(20.6)
(Median (IQR)	70.0(30.0)	80.0(25.0)	70.0(37.0)	78.0(30.0)
EQ-5D index N: Mean (SD) /	205:0.73(0.28)	132:0.75(0.26)	202:0.76(0.28)	142:0.77(0.30)
(Median (IQR)	0.80(0.31)	0.78(0.34)	0.80(0.31)	0.80(0.31)
Antiplatelet/anticoagulant				
EQ VAS N: Mean (SD) /	18: 62.3(21.2)	9: 65.4(17.6)	17: 64.8(25.6)	15: 58.1(24.7)
(Median (IQR)	65.0(28.0)	74.0(34.0)	70.0(33.0)	60.0(35.0)
EQ-5D index N: Mean (SD) /	18:0.70(0.27)	9:0.59(0.30)	18:0.70(0.33)	14:0.70(0.32)
(Median (IQR)	0.74(0.18)	0.69(0.24)	0.71(0.38)	0.78(0.21)
Asthma/COPD				
EQ VAS N: Mean (SD) /	48: 62.3(19.5)	22: 72.7(16.9)	48: 65.5(23.9)	31: 71.3(24.0)
(Median (IQR)	63.0(30.0)	80.0(29.0)	70.0(36.0)	80.0(35.0)
EQ-5D index N: Mean (SD) /	48:0.72(0.30)	22:0.77(0.24)	48:0.77(0.22)	32:0.74(0.30)
(Median (IQR)	0.75(0.36)	0.74(0.38)	0.80(0.31)	0.81(0.38)
Hypertension				
EQ VAS N: Mean (SD) /	100: 70.1(19.6)	77: 77.1(18.6)	99: 69.6(20.5)	75: 73.9(18.0)
(Median (IQR)	75.0(25.0)	80.0(20.0)	73.0(36.0)	80.0(25.0)
EQ-5D index N: Mean (SD) /	99:0.76(0.24)	73:0.77(0.24)	97:0.76(0.30)	74:0.77(0.32)
(Median (IQR)	0.80(0.31)	0.80(0.31)	0.80(0.31)	0.83(0.31)
Type 2 diabetes				
EQ VAS N: Mean (SD) /	39: 65.9(20.4)	30: 75.6(21.2)	40: 67.7(23.7)	22: 79.1(17.6)
(Median (IQR)	70.0(30.0)	80.0(21.0)	69.5(40.0)	81.5(25.0)
EQ-5D index N: Mean (SD) /	40:0.70(0.35)	28:0.73(0.32)	39:0.77(0.27)	22:0.84(0.21)
(Median (IQR)	0.80(0.34)	0.80(0.34)	0.80(0.31)	1.00(0.31)

NMS: new medicine service; N: number; EQ-5D: Euroqol 5-Dimension; VAS: visual analogue scale; SD: standard deviation; IQR: interquartile range

Table 6 Beliefs about medicines subscales and differential for whole cohort and by disease area at Week 10

Beliefs about medicines (BMQ)[6] N:Median (IQR)	Normal Practice	New Medicine Service	
All conditions			
BMQ necessity subscale	123: 16.0(5.0)	133: 16.0(5.0)	
BMQ concerns subscale	124: 11.0(5.0)	133: 11.0(4.0)	
BMQ differential	121: 5.0(7.0)	131: 5.0(5.0)	
Antiplatelet /Anticoagulant			
BMQ necessity subscale	8: 18.5(11.8)	12: 15.5(5.8)	
BMQ concerns subscale	8: 10.0(8.2)	12: 13.0(7.5)	
BMQ differential	7: 6.0(13.0)	12: 4.0(7.5)	
Asthma / COPD			
BMQ necessity subscale	20: 15.5(6.5)	31: 16.0(4.0)	
BMQ concerns subscale	20: 10.5(3.8)	30: 10.0(3.2)	
BMQ differential	20: 5.0(8.0)	30: 5.5(4.2)	
Hypertension			
BMQ necessity subscale	67: 16.0(4.0)	68: 16.0(4.0)	
BMQ concerns subscale	68: 12.0(5.0)	69: 12.0(5.0)	
BMQ differential	66: 4.0(6.5)	67: 5.0(6.0)	
Type 2 diabetes			
BMQ necessity subscale	28: 16.5(5.5)	22: 18.5(7.5)	
BMQ concerns subscale	28: 11.0(6.75)	22: 11.0(4.0)	
BMQ differential	28: 6.5(6.0)	22: 5.5(7.5)	

N: number; COPD: chronic obstructive pulmonary disease; IQR: interquartile range

Table 7 Intervention as a predictor of adherence at Week 10 – Sub-group analysis of patient and pharmacy characteristics

Odds Ratio (95% CI): P-Value	Adherence NMS
Age	
Normal practice	1.00*
NMS	1.62 (1.05,2.51): 0.029
Age	1.01 (0.99, 1.03): 0.109
Sex	
Normal practice	1.00*
NMS	1.61 (1.04, 2.49): 0.031
Male	1.00*
Female	0.90 (0.58, 1.39): 0.634
No of concurrent medicines	
Normal practice	1.00*
NMS	1.08 (0.48, 2.43): 0.852
Medication count	1.12 (0.96, 1.30): 0.144
Patient deprivation index	
Normal practice	1.00*
NMS	1.63 (1.05, 2.51): 0.028
IMD	1.00 (0.99, 1.02): 0.805
Pharmacy Ownership	
Normal practice	1.00*
NMS	1.59 (1.03, 2.47): 0.037
Small Multiple	1.00*
Independent	0.57 (0.33, 0.98): 0.042
Large Multiple	0.66 (0.39, 1.11): 0.118
Supermarket	0.48 (0.10, 2.26): 0.352
Pharmacy distance from GP	
Normal practice	1.00*
NMS	1.62 (1.05, 2.51): 0.029
Co-location	1.00*
<500m	0.65 (0.41, 1.04): 0.072
500m – 1Km	0.64 (0.27, 1.48): 0.296
>1Km	-

NMS: new medicine service; N: number; SD: standard deviation; CI: confidence interval; p: Probability; IMD: Index of Multiple Deprivation; GP: general practice

^{*1.00} odds ratio acting as a point of reference.

Table 8 Reasons for non-adherence reported for NMS adherence measure

NMS adherence Reason(s)* given for 'missed doses'	Normal Practice Active n (%) n=42	New Medicine Service Active n (%) n=40
Person factors:		
Forgetting: Personality trait	12 (28.6)	13 (32.5)
Forgetting: Lack of routine	1 (2.4)	3 (7.5)
Forgetting: Disruption of routine (planned)	8 (19.0)	2 (5.0)
Forgetting: Disruption of routine (unexpected)	1 (2.4)	2 (5.0)
Forgetting: busyness (school, work, absorbed in activity etc.)	2 (4.8)	3 (7.5)
Severity of illness (not severe, felt good/better)	1 (2.4)	1 (2.5)
Duration of illness	0 (0.0)	1 (2.5)
Beliefs about medicines (necessity)	4 (9.5)	4 (10.0)
Psychological: presence of depression	0 (0.0)	1 (2.5)
Not wanting to appear different/stigma	0 (0.0)	0 (0.0)
Self-efficacy	0 (0.0)	0 (0.0)
Lack of peer/family support	0 (0.0)	0 (0.0)
Lack of knowledge	0 (0.0)	0 (0.0)
Regimen factors:		
Side effects - experienced	7 (16.7)	7 (17.5)
Side effects - anticipated	2 (4.8)	2 (5.0)
Fear of dependency/addiction	0 (0.0)	0 (0.0)
Complexity of regimen.	1 (2.4)	0 (0.0)
Inability to use medicines/formulation	0 (0.0)	0 (0.0)
Palatability of regimen	0 (0.0)	0 (0.0)
Access to medicines (including off-label use, medicine not accessible)	8 (19.0)	7 (17.5)
Cost of medicines	0 (0.0)	0 (0.0)
Context or other factors:		
Educational/employment context (impact of school or workplace)	0 (0.0)	0 (0.0)
Patient unwell / other illness	0 (0.0)	1 (2.5)

NMS: new medicine service; N: number

^{*}Some patients gave more than one reason for why they missed a dose

Table 9 NHS and non-NHS costs for normal practice and NMS intervention

Cost category	Normal practice (n=116) Mean cost/£ (N,median,minimum,maximum, standard error)	NMS (n=122) Mean cost/£ (N,median,minimum,maximum, Standard error)
Primary care total	81.6(111,70.35,0,441.2,5.76)	72.18(115,68,0,265.48,4.99)
GP total	67.7(100,68,0,380,5.26)	60.94(105,64,0,238,4.34)
GP contact	59.21(95,51,0,204,4.35)	57.13(98,51,0,238,4.36)
GP home visit	3.66(2,0,0,340,3.02)	0.7(1,0,0,85,0.7)
GP phone call	4.83(19,0,0,60,1.11)	3.11(13,0,0,60,0.93)
Nursing total	13.9(79,8.78,0,114.18,1.53)	11.24(73,8.78,0,122.97,1.56)
nurse contact	12.49(73,8.78,0,114.18,1.46)	10.73(72,8.78,0,122.97,1.51)
nurse home visit	0.92(3,0,0,61.2,0.6)	0.38(2,0,0,30.6,0.28)
nurse phone call	0.49(7,0,0,32.19,0.29)	0.13(3,0,0,8.05,0.08)
Secondary care total	175.54(53,0,0,1611.55,28.76)	141.23(52,0,0,1392.84,25.79)
Outpatient	98.85(47,0,0,823.14,16.42)	91.2(46,0,0,770.45,16.19)
Accident & Emergency	2.02(2,0,0,116.88,1.42)	0.96(1,0,0,116.88,0.96)
Daycase	63.01(17,0,0,947.66,16)	49.08(13,0,0,1067.56,16.62)
Inpatient	11.66(1,0,0,1353.08,11.66)	0(0,0,0,0,0)
Allied HCP (NHS) total*	3.73(19,0,0,94.98,1.13)	1.75(16,0,0,31.77,0.48)
Allied HCP contact	2.37(16,0,0,42.37,0.66)	1.48(13,0,0,31.77,0.43)
Allied HCP home visit	1.27(3,0,0,73.8,0.77)	0.15(1,0,0,18.45,0.15)
Allied HCP phone call	0.08(2,0,0,4.85,0.06)	0.12(3,0,0,4.85,0.07)
NMS intervention	0	24.60
Total NHS cost	260.87(114,121.2,0,1668.45,30.23)**	239.66(121,135.38,24.60,1483.3,26.61)
Community based practitioner total***	4.81(5,0,0,216.02,2.66)	4.71(2,0,0,540.95,4.44)
Community based practitioner phone call	0.08(2,0,0,4.73,0.06)	0.08(1,0,0,9.47,0.08)
Community based practitioner contact	0.14/1.0.0.16.71.0.14)	0.27/4.0.0.22.42.0.27\
Community based	0.14(1,0,0,16.71,0.14)	0.27(1,0,0,33.43,0.27)
practitioner home visit	4.58(4,0,0,199.31,2.54)	4.36(1,0,0,531.48,4.36)
Allied HCPs non-NHS total	7.4(54,0,0,47.32,0.99)	8.69(64,4.85,0,49.54,1.04)
Community pharmacist	6.31(48,0,0,47.32,0.93)	7.57(61,2.43,0,41.48,0.91)
Other associated HCPs non- NHS~	1.1(10,0,0,21.18,0.35)	1.13(11,0,0,21.18,0.34)
Total non-NHS cost	12.21(56,0,0,216.02,2.86)	13.4(65,4.85,0,540.95,4.5)

NMS: new medicine service; N: number; NHS: National Health Service; HCP: health care professional; GP: general practice

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^{*}Allied health care professionals (NHS) include: podiatrists, phlebotomists ** Mean difference in costs: £21.11 (95% CI: -59.01- 100.24, p= 0.1281); ***Community based practitioners include: social workers; ~Allied health care professionals (non-NHS) include: dentists, opticians, chiropractors.

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