

Top Tips for the Discharge Medicines Service

Here's a concise list of 10 key tips that covers the essential aspects of providing the Discharge Medicines Service

1	Know the Service DMS is an essential 3-stage service that reduces readmissions and supports patient safety. Ensure all staff understand its value.	6	Stage 1 – Review Medicines Quickly Complete within 3 working days. Identify discrepancies and communicate with GP or hospital trust as needed.
2	Set Up for Success Create a clear SOP, ensure daily checks of your DMS IT platform, and confirm access for all team members.	7	Stage 2 – First Prescription Check Ensure it aligns with discharge info. If no prescription arrives within 3 months, close and claim the referral.
3	Accept Referrals Promptly Check daily and accept within 72 hours. Don't reject due to lack of initial patient contact, follow up later if needed.	8	Stage 3 – Patient Consultation Engage patients (or carers) in shared decision-making. Can be done virtually and even without a prescription.
4	Care Home Residents Count Always consider DMS for care home residents, even if they're new to the home or pharmacy. Carers can be consulted if appropriate.	9	Claim Correctly Use MYS to claim after full or partial completion. Note the new shortened claiming procedure from July 2025.
5	Document Thoroughly Use approved templates, record in PMR, and communicate changes to GP practices via secure channels.	10	Use Available Resources Access NHS toolkits , CPPE training , and Community Pharmacy England guidance to stay informed and upskilled.