Connect with Pharmacy (CwP) Bulletin – March 2019

Connect with Pharmacy (CwP – also referred to as Transfer of Care around Medicines, TCAM) ensures that when patients in hospital are identified as needing some support, they are referred through a safe and secure digital platform (PharmOutcomes) to their local community pharmacist when they are discharged. This negates the need for faxes and phone calls thus improving workflow and data transfer for pharmacies and hospitals.

CwP has shown that patients who have contact with their community pharmacy after they have been in hospital can lead to:

- Reduced re-admission rates or shorter length of stay if readmitted
- Improved patient safety and experience
- Valuable bed space being freed up
- Savings for the NHS which can be reinvested elsewhere

CwP also has great benefits for community pharmacies:

- Better enabled and informed to support patients following discharge
- Able to offer the patient a post discharge MUR / NMS or other services
- Promoting the role of the community pharmacy team

Leeds Teaching Hospitals Trust and Calderdale & Huddersfield Foundation Trust are now live with CwP, and other Trusts in West Yorkshire are hoping to go-live in the next few months.

Take a look at our Connect with Pharmacy video with Leeds Teaching Hospitals NHS Trust.

Feedback from the hospitals has been fantastic. Fiona Smith, Deputy Clinical Director Pharmacy, Calderdale & Huddersfield NHS Foundation Trust, commented:

“Calderdale and Huddersfield NHS Foundation Trust Pharmacy department is very pleased to have worked closely with Yorkshire and Humber AHSN [Academic Health & Science Network] and Community Pharmacy West Yorkshire to implement Connect with Pharmacy. This has been a very positive experience for all concerned.

“There have been some challenges with IT but we have overcome these. The hospital pharmacy team think the system is great as it is safer, more secure and faster than sending faxes to community pharmacies and will bring significant benefits to patient safety and experience as we roll out our referrals to community pharmacies.”
Referrals to Date:

<table>
<thead>
<tr>
<th>Name of Trust</th>
<th>Number of referrals sent to pharmacies</th>
<th>Percentage accepted by pharmacies</th>
<th>Percentage completed by pharmacies</th>
</tr>
</thead>
<tbody>
<tr>
<td>Leeds Teaching Hospitals Trust (started Jan 2017)</td>
<td>9497</td>
<td>95%</td>
<td>86%</td>
</tr>
<tr>
<td>Calderdale &amp; Huddersfield Foundation Trust (started Dec 2018)</td>
<td>663</td>
<td>88%</td>
<td>70%</td>
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</tbody>
</table>

Accepted = pharmacy has taken responsibility for the patient data that has been transferred.

Completed = pharmacy has logged any actions that they have completed with the patient.

Thank you to all pharmacies that are involved with this initiative as your input has led to national recognition for this service and allowed us at Community Pharmacy West Yorkshire to be able engage with other trusts and organisations to allow further rollout. We are always keen to hear any feedback on the system so please contact melissa@cpwy.org if you have any queries or questions.

Best wishes,

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