

Only 12 Days to Go. Are you Ready to Deliver this Service?

Preparing to Provide the Discharge Medicines Service ACTION REQUIRED BY ALL CONTRACTORS

The NHS Discharge Medicines Service (DMS) becomes a new Essential Service from 15th February 2021 and **MUST** be provided by all community pharmacies, as part of their Terms of Service, from this date.

The DMS builds on the work that has been undertaken over recent years as part of the national Transfer of Care Around Medicines (TCAM) programme, referred to locally as Connect with Pharmacy. This involves patients who have been identified as being at risk from adverse effects or needing support with their medicines on discharge being referred to their usual community pharmacy, via PharmOutcomes, for advice and support. The DMS is being introduced as an Essential Service under the Community Pharmacy Contractual Framework and sets out clear expectations of community pharmacy contractors when receiving a discharge referral.

From the 15th February 2021, the DMS will replace Connect with Pharmacy. NHS Trusts will continue to be able to refer patients, (via the PharmOutcomes platform), who would benefit from extra guidance around new prescribed medicines, but from this date, it will become a requirement that referrals are acted on, as described in the [NHSE&I guidance on the regulations](#), see chapter 8 – page 20.

What You Need to Do Now to Prepare for the Service

1. Ensure that all members of the pharmacy team who will be involved in providing the DMS understand the service and know what is required. Pharmacists and pharmacy technicians who will provide the service should read the [NHSE&I regulations guidance](#) and the [NHSE&I DMS toolkit](#) as a minimum.
2. Ensure that all pharmacy professionals who will be engaged in delivering the DMS have completed a Declaration of Competence (DoC) prior to providing it. The DoC to support the provision of the DMS is available on the CPPE website [here](#).
3. Ensure that staff are competent to provide this service. Where there is any doubt, seek further training in readiness for service commencement on 15th February 2021. It is strongly recommended that all pharmacists and pharmacy technicians delivering this service complete the CPPE NHS Discharge Medicines Service training to reinforce their knowledge. Update and training materials are available [here](#).
4. Develop a Standard Operating Procedure (SOP) for the service and ensure this is read and understood by all staff who will be involved in providing it. The SOP should include the process by which referrals from Trusts will be received, (via PharmOutcomes), how staff can access these referrals and the regularity of checking for new referrals.
5. Consider and start to identify key local contacts in the system (e.g. the local PCN pharmacy team) and start to build relationships. Think about your referral networks to general practices and how clinical pharmacists within your PCN will be able to assist with issues you have identified with a patient's medicines regimen.

Please act now. Contractors need to be ready to deliver this service from the 15th February 2021.

See PSNC DMS page [here](#) for further details and resources on the service.