

The Discharge Medicines Service

We have been informed that following the start of the Discharge Medicines Service (DMS), some of the local hospital trusts are being inundated with telephone calls from contractors questioning why they have not been sent a DMS referral or even in some cases, to report technical/IT issues.

The trust contact telephone numbers that have been supplied to pharmacies are to discuss any CLINICAL issues with the discharge information. Please can we ask that you help support the trusts and only use their contact telephone number to discuss clinical issues about a patient's discharge information.

Please note:

- **NHS trusts will identify patients who will benefit from the DMS** and, subject to the patient consenting to a referral, they will send a referral to the pharmacy. ***Please be aware that you will NOT receive a DMS referral for every patient that has been discharged from hospital, or that is on a dosette box, it is at the discretion of the hospital.***
- **Problems with PharmOutcomes** – please do not contact the hospital trust if you are having any technical issues. There is a 'Help' button on the PharmOutcomes homepage where you can direct any queries.
- **Problems with your own IT supplier** – If you have received a DMS referral but are having your own technical issues i.e., downloading the discharge information, please contact your system supplier, do not contact the hospital trust.

Community Pharmacy West Yorkshire is working closely with all the local trusts to build on the fantastic success of Connect with Pharmacy and to increase the numbers of DMS referrals moving forward.

If have you any queries or questions about the DMS, please contact the Community Pharmacy West Yorkshire team. We are here to help.

Where to Find Out More About the Service

See PSNC DMS page [here](#) for further details and resources on the service. Also see the DMS frequently asked questions [here](#).