

Community pharmacy oral anticoagulant safety audit 2021/22

Full report available to read on the NHSBA website [here](#)

Recommendations

For community pharmacy

- Proactively discuss the anticoagulant medicine with the patient or representative to ensure safe and effective use, including the signs of over-anticoagulation and the need to check with a doctor or pharmacist prior to starting any OTC medicines.
- Contact the GP practice about:
 - all patients prescribed an NSAID and an oral anticoagulant
 - all patients prescribed an antiplatelet and an oral anticoagulant without GI protection unless the patient has been referred in the previous 6 months

these patients would be eligible for a Structured Medication Review, which was an indicator in the [Investment and Impact Fund 2022/23](#). This increased collaboration between pharmacy teams and GP practices would improve overall care for patients on anticoagulants.

- Patients who report being overdue international normalisation ratio (INR) blood monitoring should be referred to their GP practice. INR results should be recorded in the patient medication records (PMR) with dates and details of where the result was obtained.
- Educate all patients regarding the importance of carrying yellow anticoagulant cards and offer all patients a card at the point of dispensing.
- Record the information provided to patients, and all referrals in the PMR.
- Ensure there is a supply of yellow anticoagulant cards in the pharmacy, and that the pharmacy team is aware of how to order more when required.
- Ensure all patients have access to information and advice so they can fully understand how to take their anticoagulation medicine, particularly [inclusion health groups](#) who have multiple risk factors for poor health and experience poor access to health and care services. Not all patients have equal awareness, understanding and access to primary care and pharmacy teams have an important role in ensuring the individually tailored advice is provided. Pharmacy teams should be mindful of communication preferences for patients with disabilities or when English is not their first language as outlined in the [accessible information standard](#).

For the NHS

- Consider a digital yellow anticoagulant card and booklet for patients to carry via their smart phone to encourage uptake.
- Consider collaboration across primary care to promote the '[detect, protect and perfect](#)' methodology for the management of patients on anticoagulants. Acknowledge the responsibility of the whole multidisciplinary team in increasing patient knowledge of these high-risk medicines.
- Focus on further activity to educate patients to optimise benefit and minimise risk from their anticoagulant medicine.
- Further development and testing of data collection tools would increase the utility of the results for the reaudit due to take place in 2023/24.