Community Pharmacy West Yorkshire

Discharge Medicines Service (DMS)

Reducing Rejections - Key Takeaways

The Essentials	Common Rejection Reason	What to Do Instead
DMS is an Essential NHS Service. All community pharmacies are contractually required to provide it.	"The patient is in a care home"	*Care home residents can still benefit from DMS.* *Consider the referral as usual and where appropriate discuss with care home staff or a carer.* *If the patient has moved to a care home with a different pharmacy provider, consider completing and claiming Stage 1, then arrange an onward referral for Stages 2 and 3.*
Rejections Should be Rare They must always be documented with a specific reason.	"The patient isn't registered here / has never used our pharmacy"	*A patient does not need to be an existing customer to receive DMS.* *Contact the patient to confirm their preferred pharmacy. If they would prefer another pharmacy, arrange an onward referral with their consent or contact the hospital to redirect it.* *When redirecting the referral to the hospital, please document that you have made contact with the patient and confirmed you are not their preferred pharmacy.*
Patients Choose their Pharmacy They don't need to be a regular customer.	"This is not an MDS patient"	*DMS isn't just for patients using Monitored Dosage Systems (MDS).* *The service supports patients who may benefit from medicines-related assistance following discharge, particularly those at increased risk of medication-related harm.* *This could include patients taking high-risk medicines, those experiencing significant medication changes during their hospital stay, or patients managing multiple medicines (polypharmacy).*
Explore Alternatives before Rejecting Such as confirming the patient's preference or arranging an onward referral.	"We don't do DMS"	*DMS is an essential NHS community pharmacy service and a contractual requirement.* *Ensure your pharmacy has processes in place to receive, review and action referrals.*

Remember: Think Before you Reject!

A quick conversation with the patient, carer or hospital team could make all the difference, helping more patients benefit from DMS.