FAQs

RefertoPharmacy

What is Refer to Pharmacy?

Refer to Pharmacy allows hospital pharmacists and pharmacy technicians to refer patients directly to your community pharmacist for free NHS services such as the New Medicine Service or a Discharge Medication Review**.**

For more information about Refer to Pharmacy please follow the URL http://www.elht.nhs.uk/refer or paste the URL into your web browser.

I have been sent a fax what do I need to do next?

You have been sent a fax to explain that there is a hospital referral. You now need to log into Refer to Pharmacy, accept the referral and action it according to the instructions sent on the referral. See Appendix A for user instructions.

How do I get access to Refer to Pharmacy?

Double click on URL: https://www.refertopharmacy.co.uk or copy and paste the URL into your web browser.

I do not have a login in how can I get one?

Option 1 If someone in your branch has a login they can create new users for all of the relevant staff members within the pharmacy. See user guide in Appendix A for details.

Option 2 If no one within your pharmacy has access to RefertoPharmacy you can obtain a login by calling 020 8424 0860 or alternatively email support@servicepact.co.uk. The support team will need your pharmacy manager name, pharmacy address and telephone number.

Do I have to action every referral?

Yes, once you have accepted the referral you must go into the search referral by patient tab on the left tool bar, view the patient and record the outcome of the referral. For more information about each referral type and how to complete please see Appendix A.

If you are having any issues with this, please contact Webstar by calling 020 8424 0860 or alternatively email support@servicepact.co.uk or email help@pharmacylancashire.org.

Is there a SOP that we can use for Refer to Pharmacy?

Yes, there is a template that you can use. Please see Appendix B

I have a referral for a MUR but there is no contact number what should I do?

Not all patients have a contact number, if there is one available it will have been provided on the referral form. If there is no contact telephone number, the patient will still be expecting a follow up. The hospital staff that made the referral should have given further instructions in this instance. In the unlikely event that there is no contact telephone number for the patient you have the option to contact the patient by post to invite them to an MUR or NMS appointment

The pdf for the patient discharge letter won't load what should I do?

If the pdf won't load, please contact Webstar by calling 020 8424 0860 or alternatively email support@servicepact.co.uk or email help@pharmacylancashire.org to resolve this issue.

I don't feel confident using RefertoPharmacy what should I do for further advice?

Firstly, you should download the user guide in Appendix A. If this does not answer any questions that you have please contact Webstar by calling 020 8424 0860 or alternatively email support@servicepact.co.uk or email help@pharmacylancashire.org and you will be instructed on what you to do next.

How often should I be checking RefertoPharmacy for referrals?

You should receive a fax every time that a referral is made but it is good practice to check daily for new referral and referrals that have not yet been actioned.

How many referrals should I expect?

The number may vary from pharmacy to pharmacy but you should expect between one and two referrals per week.

I am the only user; can other users be created?

Yes, as the admin user you can create new users please see Appendix A.

I have had a referral for a patient that is for 'information' what do I need to do next?

If a referral is for information you need to:

- accept the referral
- look at the information that has been sent
- update the patients PMR for your information
- Update the referral on refer to pharmacy by filling in the relevant information and clicking 'update referral'

I have had a referral for a patient that is for 'MDS' what do I need to do next?

If a referral is for information you need to:

- Accept the referral
- Look at the information that has been sent
- Update the patients PMR for your information
- If there have been changes, where necessary contact the GP for a prescription
- Update the referral on refer to pharmacy by filling in the relevant information and clicking 'update referral'

I have had a referral for a patient that is for 'MUR' what do I need to do next?

If a referral is for information you need to:

- Accept the referral
- Look at the information that has been sent
- Update the patients PMR for your information
- Contact the patient to arrange a MUR appointment using the details provided

- Update the referral on refer to pharmacy by filling in the relevant information and clicking 'update referral' once the MUR has been completed
- If a MUR cannot be conducted update the referral on refer to pharmacy by filling in the relevant information and clicking 'update referral'

I have had a referral for a patient that is for 'NMS' what do I need to do next?

If a referral is for information you need to:

- Accept the referral
- Look at the information that has been sent
- Update the patients PMR for your information
- Contact the patient to arrange a NMS appointment using the details provided
- Update the referral on refer to pharmacy by filling in the relevant information and clicking 'update referral' once the NMS has been completed
- If a NMS cannot be conducted update the referral on refer to pharmacy by filling in the relevant information and clicking 'update referral'

Can I do a domiciliary MUR for housebound patients?

Yes, you can.

For more information and for the forms about conducting MURs off the pharmacy premises please follow the URL http://psnc.org.uk/services-commissioning/advanced-services/murs/conducting-murs-off-the-pharmacy-premises/ or paste the URL into your web browser.

Can I do a telephone MUR for housebound patients?

The SLA for an MUR is for a face to face consultation. A telephone consultation would not be part of this process. If the pharmacist feels a telephone conversation with a patient is necessary to maintain clinical safety this would be part of clinical governance within the context of any supply for a housebound patient who should have access to pharmaceutical support. No fee for MUR would be claimed. The pharmacist may consider arranging a pharmacy based MUR when the patient is able to visit the pharmacy OR apply to do a home visit (off site) MUR when staffing allows and is timely for the patient-following standard process. The outcome recorded should indicate what response is actually made to allow evaluation of the service and inform future commissioning needs.

For Patients who are discharged with a referral for an MUR who are not using their regular pharmacy or do not have a regular pharmacy, can the branch still conduct the MUR? If the answer is yes, how should they claim for the MUR?

In this scenario the criteria for an Intervention MUR would need to be satisfied by the pharmacy providing the MUR. I would consider that the NHS area team would see a referral by RefertoPharmacy as identifying the patient as requiring the intervention through their referral.

I have already reached my limit for MURs for this year what should I do?

Still carry out the MUR but please could you let us know at help@pharmacylancashire.org so that we can keep a record of all MURs carried out over the limit due to RefertoPharmacy.

Who is responsible for booking the MUR/ NMS; the pharmacy receiving the referral or the patient?

For many years the responsibility for informing the pharmacy and GP about a hospital stay has sat with the patient. We are now moving the responsibility to pharmacy. Once a referral has been received from RefertoPharmacy the pharmacy should contact the patient for a follow up (if this is appropriate). By doing this we are closing the gap between primary and secondary care and increasing positive patient outcomes.

For more information about RefertoPharmacy and the positive effect it has on patient care please follow the URL http://www.elht.nhs.uk/refer or paste the URL into your web browser.

Could the pharmacy receive an email instead of a fax to inform us of a patients discharge?

This action is something that Webstar are working on. Details will be made available shortly.

ONCE THIS PROCESS IS AVAILABLE YOU WILL BE INFORMED.

Is there any way to let the pharmacy know sooner about a patients discharge if they are a MDS patient to avoid dispensing medication unnecessarily?

Webstar are working on notifying the designated pharmacies once a patient has been admitted into hospital and the patient's details have been entered into the Refer to Pharmacy system. The community pharmacy will then receive notification that the patient has been admitted, once the patient has been discharged the referral will come through as usual with the discharge information.

ONCE THIS PROCESS IS AVAILABLE YOU WILL BE INFORMED.

Will further training be available?

Keep an eye on Lancashire LPC's website http://www.pharmacylancashire.org/ for upcoming training events in your area or contact help@pharmacylancashire.org.

Appendix A

User Guide

Appendix B

SOP