

Finally, after considerable effort *Refer-To-Pharmacy* has been implemented to support Discharge Medicine Service (DMS) referral from University Hospital of Morecambe Bay (UHMB) and, following testing over the last few weeks, the team at UHMB are about to start making referrals.

Cegedim, the suppliers of *Refer-To-Pharmacy*, have sent out usernames to all Pharmacies in the UHMB footprint and Community Pharmacy Lancashire & South Cumbria (CPLSC) has now been in contact with all Pharmacies to ensure that those usernames have been received and that everyone can access the platform successfully.

The generation of referrals by the hospital pharmacy teams will be a gradual build up whilst users are trained. As the choice of where those referrals are sent to is dependent on patient choice, it may be a few weeks before a certain Pharmacy receives a referral, so please keep an eye out for notification emails or start a habit of regularly checking the system to see if your Pharmacy has received any referrals. Remember if DMS service is indicated for a patient, either explicitly or, based on your own professional judgement, the first stage must be completed within 72 hours of the patient being discharged.

A user guide which explains how to use Refer-To-Pharmacy was sent out with the usernames – a copy is also attached to this email. The key things to have completed at this stage are: set up email addresses to which notification of referrals should be sent, ensure the necessary members of your team have been set up as users, and that those users have all had chance to look at the guide and access the Refer-To-Pharmacy platform ([www.refertopharmacy.co.uk](http://www.refertopharmacy.co.uk)).

The team here at Community Pharmacy Lancashire & South Cumbria (CPLSC) can see when a referral is sent to Community Pharmacy (though not the content of the referral) and whether the Pharmacy has actioned the referral. If necessary, the team may call any Pharmacies that don't seem to be picking up on new referrals to ensure that none are missed, as an interim support measure.

If you need a refresher on the DMS process, please refer to the DMS Tool kit ([here](#)) or watch the YouTube webinar by following the link

[https://m.youtube.com/watch?v=l\\_WPFGPkJXo](https://m.youtube.com/watch?v=l_WPFGPkJXo)

If you need to contact the hospital team for a referral related query, the easiest way will be through a form via a link displayed in the referral. This method ensures any query goes to

the right team for support. There will also be a hospital site inpatient Pharmacy number. However due to the number and nature of other queries the Hospital team receives, this may take longer.

To further support your understanding of a patient's medications on discharge, a new view is being worked on which will be provided in addition to a copy of the patient's discharge letter referred to as the 'List of Medicines on Discharge.' It is hoped this will be available shortly after go-live.

Work is currently underway on refreshing the available reports in the system and an updated user guide will be issued once this is complete.

This project has been supported by funding from a Lancashire and South Cumbria ICS project. It is really important that the ICS can obtain robust outcome information so please do ensure that when referrals are received – Hospital Admission notifications are acknowledged and Discharge Referrals are accepted in a timely fashion and that once you have completed whatever actions you undertake for a patient someone in your team completed the outcome and hits 'Complete' to show the referral is full actioned – this will help support applications for future funding to keep the service going in future.

If you need technical support the Cegedim Help Desk number is displayed on the R2P interface 0330 303 3340

CPLSC would like to remind all contractors that appropriate clinical records must be kept, within the patient medication record (PMR) system or other appropriate record, for all stages of the service.

Pharmacy owners will need to make a monthly claim for completed DMS provisions via the NHSBSA's Manage Your Service portal.

NHS England, NHS Digital and the NHSBSA , supported by Community Pharmacy England, continue to work with pharmacy IT system suppliers including Cegedim to support the development of an Application Programming Interface (API) which will transfer the DMS summary data from pharmacy IT systems to the NHSBSA's Manage Your Service portal, so the information does not need to be manually entered into MYS by contractors.

With your help, the Discharge Medicines Service could make a big difference to patients across Morecambe Bay.