

Pharmacy Use Case: New Medicines Service



Vera Lovatt is an elderly lady with glaucoma. During a hospital stay, she was started on a **new medicine, Xalatan**.

After being discharged, she visits her local community pharmacy where she is **identified as eligible** and is **offered** the service. She accepts.



Patrick Myers, the community pharmacist, arranges a **consultation** with Vera.

The pharmacist explains about the new medicine to Vera, and answers her questions about side-effects. He also gives her healthy living advice.



The pharmacist **records** details of the consultation on the pharmacy system.

The pharmacist arranges and conducts a **follow-up consultation**, and records the details of this too.

*(In this use case, a second follow up appointment isn't needed. In other situations, such as the New Medicine Service pilot for depression, a secondary follow up appointment may occur.)



Vera's GP has details of her **new medicine** on the electronic discharge record, together with details of the **pharmacy consultations and advice**.

The GP is pleased to see that Vera has persevered with her medicine despite some side-effects.

Community Pharmacy – New Medicine Service
Pharmacy Record – Appointment 1 (Intervention Stage)



Recorded Data



System Generated Data



Drop-Down Menu

Person Details - (Person demographics + GP Practice)

First name: **Vera** Last name: **Lovatt** Date of birth: **04/02/1953** Address line 1: **57 Whalley Range** Postcode: **DR6 2LT** GP Practice Identifier: **Code Mill Gate Medical Centre**

History and Allergies and Adverse Reactions

History: **Glaucoma** Allergies and adverse reactions: **No known drug allergies or adverse reactions**

Safety and Consent - (Legal Information + Safeguarding)

Consent for treatment record: **Consent obtained** Consent for information sharing: **Consent obtained** Safeguarding concerns: **No**

Future Appointments

Date: **04/04/2023** Reason for appointment: **New medicine service 2 week follow up** Professional to see the person: **Patrick Myers**

Contacts with Professionals

Date: **21/03/2023** Clinician name: **Patrick Myers** Role: **Pharmacist** Location: **Code for Mill Gate Pharmacy** Service: **Code for community pharmacy service** Reason for service: **New medicine service** Consultation method: **Face to face** Outcome of contact: **Another appointment given**

Consultation - (Presenting Complaints or Issues + Clinical Summary + Information and Advice Given + Plan and Requested Actions + Red Flags)

Presenting complaint or issue: **Support needed for starting new medication.** **Clinical narrative:** **Vera started a new medicine during her recent hospital admission and was eligible for the service. Vera and I have discussed her goals for treatment and set out an agreed plan for her. We have discussed potential side effects, administration, and how this treatment will fit in with her lifestyle. I have also given her healthy living advice and we have scheduled a follow up appointment for 2 weeks from now.** **Information and advice given:** **Treatment plan agreed with Vera for her new medicine including any potential side effects and impact on her lifestyle, including potential contraindications with other medicines. I have provided healthy living advice.** **Plan and requested action:** **(Person) Continue use as normal and attend follow up appointment. (Professional) Schedule follow up appointment for 2 weeks from now.** **Red flags identified:** **No.**

Medications and Medical Devices

Medication name: **Xalatan 50 micrograms/mL Eye drops, solution** Route: **Ocular** Quantity supplied: **One 2.5ml bottle** Batch number: **dm+d AMPP code for medication** Dose directions: **One drop once a day in the affected eye(s), preferably in the evening.** Prescription exemption category: **A. 60 years of age or over or is under 16 years of age**

Community Pharmacy – New Medicine Service
GP Message (Appointment 1 - Intervention Stage)



Recorded Data



System Generated Data



Drop-Down Menu

Person Details - (Person demographics + GP Practice)

First name: Vera	Last name: Lovatt	Date of birth: 04/02/1953	Address line 1: 57 Whalley Range	Postcode: DR6 2LT	GP Practice Identifier: Code Mill Gate Medical Centre
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History and Allergies and Adverse Reactions

History: Glaucoma	Allergies and adverse reactions: No known drug allergies or adverse reactions
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Safety and Consent - (Legal Information + Safeguarding)

Consent for treatment record: Consent obtained	Consent for information sharing: Consent obtained	Safeguarding concerns: No
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Future Appointments

Date: 04/04/2023	Reason for appointment: New medicine service 2 week follow up	Professional to see the person: Patrick Myers
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Contacts with Professionals

Date: 21/03/2023	Clinician name: Patrick Myers	Role: Pharmacist	Location: Code for Mill Gate Pharmacy	Service: Code for community pharmacy service	Reason for service: New medicine service	Consultation method: Face to face	Outcome of contact: Another appointment given
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Consultation - (Clinical Summary + Information and Advice Given + Plan and Requested Actions)

Clinical narrative: Vera started a new medicine during her recent hospital admission and was eligible for the service. Vera and I have discussed her goals for treatment and set out an agreed plan for her. We have discussed potential side effects, administration, and how this treatment will fit in with her lifestyle. I have also given her healthy living advice and we have scheduled a follow up appointment for 2 weeks from now.	Information and advice given: Treatment plan agreed with Vera for her new medicine including any potential side effects and impact on her lifestyle, including potential contraindications with other medicines. I have provided healthy living advice.	Plan and requested action: (Person) Continue use as normal and attend follow up appointment. (Professional) Schedule follow up appointment for 2 weeks from now.
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Medications and Medical Devices

Medication name: Xalatan 50 micrograms/mL Eye drops, solution	Route: Ocular	Quantity supplied: One 2.5ml bottle	Batch number: dm+d AMPP code for medication	Dose directions: One drop once a day in the affected eye(s), preferably in the evening.	Prescription exemption category: A. 60 years of age or over or is under 16 years of age
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Community Pharmacy – New Medicine Service
Pharmacy Record – Appointment 2 (Follow Up Stage)



Recorded Data



System Generated Data



Drop-Down Menu

Person Details - (Person demographics + GP Practice)

First name: Vera	Last name: Lovatt	Date of birth: 04/02/1953	Address line 1: 57 Whalley Range	Postcode: DR6 2LT	GP Practice Identifier: Code Mill Gate Medical Centre
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History and Allergies and Adverse Reactions

History: Glaucoma	Allergies and adverse reactions: No known drug allergies or adverse reactions
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Safety and Consent - (Legal Information + Safeguarding)

Consent for treatment record: Consent obtained	Consent for information sharing: Consent obtained	Safeguarding concerns: No
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Contacts with Professionals

Date: 04/04/2023	Clinician name: Patrick Myers	Role: Pharmacist	Location: Code for Mill Gate Pharmacy	Service: Code for community pharmacy service	Reason for service: New medicine service	Consultation method: Face to face	Outcome of contact: Discharged from consultant's care
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Consultation - (Presenting Complaints or Issues + Clinical Summary+ Information and Advice Given + Plan and Requested Actions + Red Flags)

Presenting complaint or issue: Irritation in eye from new medication.	Clinical narrative: Vera started a new medication at during a hospital admission and was eligible for this service. She has been experiencing some irritation in the affected eye whilst using the medication but is continuing use. I have advised to discontinue medication if the irritation becomes severe and we have discussed the benefits of continuing. She has not been scheduled for any more follow up appointments but has been told to return if she needs further support.	Information and advice given: Advice on how to administer the medication in a way that may help to reduce irritation. Patient has been informed to return if they have any further problems with their medication.	Plan and requested action: Continue use as normal.	Red flags identified : No.
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Medications and Medical Devices

Medication name: Xalatan 50 micrograms/mL Eye drops, solution	Route: Ocular	Quantity supplied: One 2.5ml bottle	Batch number: dm+d AMPP code for medication	Dose directions: One drop once a day in the affected eye(s), preferably in the evening.	Prescription exemption category: A. 60 years of age or over or is under 16 years of age
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Community Pharmacy – New Medicine Service GP Message (Appointment 2 – Follow Up Stage)



Recorded Data



System Generated Data



Drop-Down Menu

Person Details - (Person demographics + GP Practice)

First name: Vera	Last name: Lovatt	Date of birth: 04/02/1953	Address line 1: 57 Whalley Range	Postcode: DR6 2LT	GP Practice Identifier: Code Mill Gate Medical Centre
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History and Allergies and Adverse Reactions

History: Glaucoma	Allergies and adverse reactions: No known drug allergies or adverse reactions
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Safety and Consent - (Legal Information + Safeguarding)

Consent for treatment record: Consent obtained	Consent for information sharing: Consent obtained	Safeguarding concerns: No
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Contacts with Professionals

Date: 04/04/2023	Clinician name: Patrick Myers	Role: Pharmacist	Location: Code for Mill Gate Pharmacy	Service: Code for community pharmacy service	Reason for service: New medicine service	Consultation method: Face to face	Outcome of contact: Discharged from consultant's care
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Consultation - (Clinical Summary+ Information and Advice Given + Plan and Requested Actions)

Clinical narrative: Vera started a new medication at during a hospital admission and was eligible for this service. She has been experiencing some irritation in the affected eye whilst using the medication but is continuing use. I have advised to discontinue medication if the irritation becomes severe and we have discussed the benefits of continuing. She has not been scheduled for any more follow up appointments but has been told to return if she needs further support.	Information and advice given: Advice on how to administer the medication in a way that may help to reduce irritation. Patient has been informed to return if they have any further problems with their medication.	Plan and requested action: Continue use as normal.
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Medications and Medical Devices

Medication name: Xalatan 50 micrograms/mL Eye drops, solution	Route: Ocular	Quantity supplied: One 2.5ml bottle	Batch number: dm+d AMPP code for medication	Dose directions: One drop once a day in the affected eye(s), preferably in the evening.	Prescription exemption category: A. 60 years of age or over or is under 16 years of age
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