

Healthwatch City of London Patient Panel on Medicine Management

With Lead Pharmacist from the Neaman Practice, Deborah Osowa

We held a Patient Panel on Medicine Management with Deborah Ososwa, Lead Pharmacist from the Neaman Practice. Our Patient Panel sessions provide the opportunity for you to hear about topics you are interested in. We bring you together with an expert in the field to explore and create greater understanding of the subject enabling feedback to service providers that they can take away.

It was an informative session with Deborah going through the importance of Medicine Management, what services the Neaman Practice offer and the new Pharmacy First Scheme. Deborah emphasised the importance annual checks and to understand how you can utilise the Pharmacy First Scheme and what seven common conditions you can get treated.

Important questions also came up when talking about the potential issues surrounding over dispensing at your pharmacy and how unregulated supplements can impact your health.

Medicine Management is defined by the “the clinical, cost-effective and safe use of medicines to ensure patients get the maximum benefit from the medicines they need, while at the same time minimising potential harm, (UK’s Medicines and Healthcare Products Regulatory Agency).

Medicine management includes factors such as:

- Storage of medicines
- Dispensing medicines
- Medicine monitoring requirements
- Administration of medication
- The safe disposal of medicines
- Medication admin and record keeping

Whilst the importance of medicine management includes

- Safety to reduce medication management errors
- Provide targeted and personalised care to achieve the best outcome
- Improves confidence in your treatment leading to improved, consistent and accurate administration of all medicines
- Provide cost-effective care

The Neaman Practice organises your medicine management by having yearly medication reviews, a review following each prescription request, conducting medicine monitoring searches, understanding if you’re having single or repeat medications prescribed, conducting medicine reconciliation following advice from external clinics and secondary care as well as conducting appointments if you as a patient request one.

Pharmacy First Scheme

Patients can now get treatment for seven common conditions directly from their local pharmacy, without the need for a GP appointment or prescription. This gives patients quick and accessible care, the seven common conditions include sinusitis, sore throat, earache, infected insect bites, impetigo (a bacterial skin infection), shingles and uncomplicated urinary tract infections (UTI) in women.

There are age factors, you do have to be aged 1 year or older for impetigo and an infected insect bite, 18 years and older for shingles, 12 years and older for sinusitis, 5 years and older for a sore throat and between the ages of 16 and 64 for an uncomplicated UTI.

To access the scheme, you can walk into a pharmacy or contact them virtually to confirm that the pharmacy is a part of the scheme, your GP receptionist, NHS 111, and providers of emergency care will also be able to direct patients to pharmacies.

It is important to note that your usual prescription charges will apply for the seven common conditions and that the scheme includes the two previous elements of the Community Pharmacist Consultation Service (CPCS) which is for a minor illness and an urgent supply of a regular medicine.

What the Neaman Practice offers

The Neaman Practice also conducts other health checks including, a hearing aid check clinic, health visitor clinic, podiatry clinic, diabetes nurse clinic, respiratory nurse clinic, wellbeing practitioner, first contact physiotherapist, stop smoking clinic, social prescribing clinic, dietician and a diabetes dietician service and a psychotherapy assessment.

Questions and Concerns

There were discussions surrounding issues with over-dispensing of medication without the prior consent of the patient, regarding this Deborah, recommended to book in with your local pharmacy for a review of your prescriptions and medication, at a minimum of a once a year.

An attendee also raised the concern surrounding the increase intake of unregulated supplements and vitamins and if that was an area that pharmacists would look into. Deborah confirmed that although most vitamins from High St suppliers such as Holland and Barret were unlikely to cause any harm, it is beneficial to check those with your pharmacist during your medications check.

Resources

To learn more about the Pharmacy First Scheme you can visit

<https://www.england.nhs.uk/primary-care/pharmacy/pharmacy-services/pharmacy-first/>

To check out all of the services at the Neaman Practice visit

<https://www.theneamanpractice.nhs.uk/>

If you are a carer providing support for someone who is taking medication, check out this information, <https://www.nhs.uk/conditions/social-care-and-support-guide/practical-tips-if-you-care-for-someone/medicines-tips-for-carers/>