

Discharge Medicines Service (DMS) Reminder

Stage 1 MUST BE COMPLETED as a minimum for ALL referrals received.

Overview:

Discharge Medicines Service is an essential service (contractual requirement for all community pharmacies) for patients when they leave hospital. It has 3 stages for the community pharmacy to potentially do.

A patient information leaflet has been developed for use within all local hospitals to help inform the patient of what to expect. There will be an expectation from the patient that the pharmacy will be contacting them. A copy of the leaflet can be found in the supporting documents drop down on the DMS website page:

- <https://cpsc.org.uk/professionals/nhs-contract/essential/discharge-medicines-service-dms>

Referrals:

Local hospitals are making referrals via:

- St Mary's, Isle of Wight – PharmOutcomes
- UHS, Southampton – PharmOutcomes
- HHFT, Winchester & Basingstoke – PharmOutcomes
- QA, Portsmouth – nhs.net mail
- Salisbury hospital, Salisbury - PharmOutcomes

The stages:

Stage	Description of process	Timescale	Who
1 DMS is received by the pharmacy (minimum service level required contractually)	Check clinical information and actions.	Within 72 hrs (3 working days).	Pharmacist
	Are there any changes compared to pre-admission?		Pharmacist,
	Any issues identified to be raised with the hospital or surgery?		Pharmacy
	Check for any outstanding prescriptions awaiting collection -are they still appropriate?		Technician
2. The first prescription is received	Check medicines prescribed post-discharge take account of the changes made. Any discrepancies, resolve them with the GP practice.	7-28 days post-discharge	Pharmacist, Pharmacy Technician
3. Check of the patient's understanding of their new medicines regimen	Check understanding of what medicines they should now be taking/using. Where appropriate, other services can also be provided e.g. New Medicine Service.	First post-discharge prescription	Pharmacist, Pharmacy Technician
Claim for service delivery	Submit claim on MYS along with Summary Data.	Monthly on MYS	

What does PharmOutcomes look like & what do I need to complete?

Where it can be found on the services tab.

Home Services Assessments Reports Claims Admin Help

Provide Services

My Provisions

Search for Identifier: []

Provision List Options

- Show patient identifiable details
- Focus Services pages for Covid-19 services
- Show recent records

Service Tools

View Batch Management Dashboard

View all provisions for: [All services] Show

Outstanding records

Received	Service (stage)	Identifiers	Status
2021-02-17 <small>Saved 2021-02-18</small>	Discharge Medicines Service Discharge Referral	NJS	Pending Referral Referred to you <small>awaiting follow-up action</small>

All Received Referrals are shown here

Recent records within last six months

Completing Stage 1

Receipt of referral - Stage 1

Stage 1 of DMS Yes No
provided?

Any issues/clinical Yes No
actions identified?

Issues identified

- Discrepancy with medication identified
- Specific request included in the referral
- Other []
If Other please state

Notes []

Points to consider

Medicine Changes

- Changes to quantity
- Changes to dosage
- Changes to formulation
- Frequency of administration
- Prescribing frequency
- Potential interactions or contraindications
- Appropriateness of medication

New/Discontinued Meds

- Any new medicines
- Any discontinued medicines
- Removal of unwanted medicines

For most people there won't be any issues/ actions identified and the answer here will be No.

Prescriptions intercepted?

Yes

No prescriptions in supply chain

Relevant notes []

Service continuation

Patient likely to continue to stage 2 and 3?

Patient unlikely to continue with service? - service complete

If you are completing the DMS after stage 1 – select service complete here.

If continuing with stage 2 & 3 at a later date, use the partial save button on the top right of the screen page.

Claiming:

NHS BSA are preparing a digital interface (API) to allow PharmOutcomes to send DMS claims automatically to the Manage Your Service (MYS) portal. This is not yet available for use but is expected early 2024.

Until then you can run a report on PharmOutcomes to get the data required for claiming, a guide on how to do is here:

- https://cpsc.org.uk/application/files/4116/3109/1983/PharmOutcomes_User_Guide_-_DMS_Reporting.pdf

Supporting information

PharmOutcomes training video for DMS:

- <https://media.pharmoutcomes.org/video.php?name=DischargeMedicinesServiceManagingDMSReferrals>

CPE DMS digital guide:

- <https://cpe.org.uk/national-pharmacy-services/essential-services/discharge-medicines-service/discharge-medicines-service-digital-guide/>

CPPE:

- <https://www.cppe.ac.uk/programmes/l/transfer-e-02>

NHS Toolkit:

- <https://www.england.nhs.uk/wp-content/uploads/2021/01/B0366-discharge-medicines-toolkit.pdf>